



Information for Advocates, Social Service Agencies, and Other Third Parties

Request a Replacement Social Security Card

If your clients need a replacement Social Security card, let them know that they may be able to request a replacement card online using their own *my* Social Security account. In most cases, if you know your Social Security number, you don't need a replacement card. However, when you do, the most secure and convenient way is to use your *my* Social Security account. To take advantage of this new service option, your client must:

- Have or create a *my* Social Security account;
- Have a valid driver's license in the District of Columbia, Michigan, Nebraska, Washington, and Wisconsin. Or a state-issued identification card in some states;
- Be age 18 or older and a United States citizen with a domestic U.S. mailing address (this includes APO, FPO, and DPO addresses); and
- Not be requesting a name change or any other changes.

You can serve your clients faster because they no longer have to make time to visit one of our field offices to request a new card. They can make this request online from the convenience of their home, work, or from a computer in your office.

With a *my* Social Security account, those who reside in a participating area can easily request a new card and have it sent to their verified mailing address. They can visit www.socialsecurity.gov/ssnumber to find out if their state participates in our replacement card services, and even subscribe to be alerted when the page is updated.

Now your clients can skip a trip to a field office by making the request online with a personal *my* Social Security account. Please encourage your clients to go online when they need to request a replacement Social Security card.

The fact sheet, *How To Create An Online Account* (Publication No. 05-10540), provides step-by-step instructions to set up an account.

Contacting Social Security

The most convenient way to contact us anytime, anywhere is to visit www.socialsecurity.gov. There, you can: apply for benefits; open a *my* Social Security account, which you can use to review your *Social Security Statement*, verify your earnings, print a benefit verification letter, change your direct deposit information, request a replacement Medicare card, and get a replacement SSA-1099/1042S; obtain valuable information; find publications; get answers to frequently asked questions; and much more.

If you don't have access to the internet, we offer many automated services by telephone, 24 hours a day, 7 days a week. Call us toll-free at **1-800-772-1213** or at our TTY number, **1-800-325-0778**, if you're deaf or hard of hearing.

If you need to speak to a person, we can answer your calls from 7 a.m. to 7 p.m., Monday through Friday. We ask for your patience during busy periods since you may experience a higher than usual rate of busy signals and longer hold times to speak to us. We look forward to serving you.

my Social Security

**YOUR ONLINE ACCOUNT ...
YOUR CONTROL ...**

www.socialsecurity.gov/myaccount



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Social Security Administration

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