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

SocialSecurity.gov

Securing today and tomorrow

Printed on recycled paper