



Information for Advocates, Social Service Agencies and Other Third Parties

Getting a Replacement Social Security Card

The easiest way to request a replacement Social Security card is online with a free, personal *my* Social Security account. This option is available if your client meets certain requirements and their state participates.

If your clients are not able to use a personal *my* Social Security account, they must complete an Application for a Social Security Card (Form SS-5) available at www.ssa.gov/forms/ss-5.pdf and show us documents to prove their:

- Identity.
- Age (if they need to change their date of birth as shown on our records).
- U.S. citizenship (if not already established in our records), or lawful immigration status.

Your clients can find a list of documents they must provide on our website, saving them time.

The parts of the Social Security website that offer the most relevant details include:

- Documents You Need for a Social Security Card (www.ssa.gov/ssnumber/ss5doc.htm).
- Frequently Asked Questions (www.ssa.gov/faqs).
- Get a Publication (www.ssa.gov/pubs).

Your clients may also want to look at the specific online fact sheets and publications that address the requirements for getting a replacement card. Also available at www.ssa.gov, they include:

- U.S. Citizen/Adult — Replacement Social Security Card (SSA Publication No. 05-10512).
- U.S. Citizen/Child — Replacement Social Security Card (SSA Publication No. 05-10514).
- Non-U.S. Citizen/Adult — Replacement Social Security Card (SSA Publication No. 05-10515).

Employers and third parties can find out how to verify Social Security numbers at www.ssa.gov/employer.

All documents submitted must be either originals or copies certified by the issuing agency. We can't accept photocopies or notarized copies of documents.

If your client needs help submitting forms or documents, they should contact their local Social Security office.

Contacting Social Security

The most convenient way to do business with us is to visit www.ssa.gov to get information and use our online services. There are several things you can do online: apply for benefits; get useful information; find publications; and get answers to frequently asked questions.

When you open a personal *my* Social Security account, you have more capabilities. You can review your *Social Security Statement*, verify your earnings, and get estimates of future benefits. You can also print a benefit verification letter, change your direct deposit information, request a replacement Medicare card, get a replacement SSA-1099/1042S, and request a replacement Social Security card (if you meet the requirements). Access to your personal *my* Social Security account may be limited for users outside the United States.

If you don't have access to the internet, we offer many automated services by telephone, 24 hours a day, 7 days a week, so you do not need to speak with a representative. 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.

A member of our staff can answer your call from 8 a.m. to 7 p.m., Monday through Friday.

Wait times to speak to a representative are typically shorter Wednesdays through Fridays or later in the day.



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