



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

# Request a Replacement Social Security Card Online

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 personal *my* Social Security account. In most cases, you might not need the physical card, simply knowing your Social Security number is enough. When you do need a replacement card, the most secure and convenient way is to request one with your personal *my* Social Security account. To take advantage of this service option, your client must:

- Have or create a *my* Social Security account.
- Be a U.S. citizen age 18 or older with a U.S. mailing address (this includes APO, FPO, and DPO addresses).
- Not be requesting a name change or any other change to your card.
- Have a driver's license or state-issued identification card from one of the many participating states or the District of Columbia.

Now, you can serve your clients faster because they no longer have to make time to visit one of our local Social Security offices to request a new card. They can make this request online from the convenience of their preferred location 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.ssa.gov/ssnumber](http://www.ssa.gov/ssnumber) to find out if their state participates in our replacement card services, and even subscribe to receive alerts when we update the page.

Please encourage your clients to go online when they need to request a replacement Social Security card. We're asking agencies and other organizations to assist our mutual customers by sending clients to [www.ssa.gov/myaccount](http://www.ssa.gov/myaccount).

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

If your clients are experiencing issues with their request they can get help through their *my* Social Security account or they can call our toll-free number, **1-800-772-1213** (TTY 1-800-325-0778).

## Contacting Social Security

The most convenient way to do business with us from any location and on any device is to visit [www.ssa.gov](http://www.ssa.gov) to get information and use our online services.

Or, call us toll-free at **1-800-772-1213** or at **1-800-325-0778** (TTY) if you're deaf or hard of hearing. We can answer your call from 7 a.m. to 7 p.m., weekdays. You can also use our automated services via telephone, 24 hours a day. We look forward to serving you.



Securing today  
and tomorrow