



## 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. Your clients can go to [www.ssa.gov/ssnumber](http://www.ssa.gov/ssnumber) and answer a few questions to find out the best way for them to apply. If they aren't able to use a personal *my* Social Security account to request a replacement card, they can still begin the process online and save time.

Your clients also have the option to print and complete an Application for a Social Security Card (Form SS-5). This form is available at [www.ssa.gov/forms/ss-5.pdf](http://www.ssa.gov/forms/ss-5.pdf).

Whether they start the process online or print and complete the application, your clients must 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.

Our website saves your clients time by listing the documents they must provide. The parts of our website that offer the most relevant details include:

- Documents You Need for a Social Security Card ([www.ssa.gov/ssnumber/ss5doc.htm](http://www.ssa.gov/ssnumber/ss5doc.htm)).
- Get a Publication ([www.ssa.gov/pubs](http://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](http://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](http://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 at [www.ssa.gov/locator](http://www.ssa.gov/locator). Once we verify your clients' information, they will receive their replacement card by mail. Please understand that we do not issue cards at our offices or online.

If your clients need to come into the office, we encourage them to visit our Emergency webpage at [www.ssa.gov/agency/emergency](http://www.ssa.gov/agency/emergency) to check the office status. Your clients should know that our offices tend to be the busiest first thing in the morning, early in the week, and during the early part of the month. Your clients may want to plan to visit at other times

## Contacting Us

The most convenient way to do business with us is to visit [www.ssa.gov](http://www.ssa.gov) to get information and use our online services. There are several things you can do online: apply for benefits; start or complete your request for an original or replacement Social Security card; get useful information; find publications; and get answers to frequently asked questions.

Or, you can 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 8 a.m. to 7 p.m., weekdays. We provide free interpreter services upon request. For quicker access to a representative, try calling early in the day (between 8 a.m. and 10 a.m. local time) or later in the day. **We are less busy later in the week (Wednesday to Friday) and later in the month.** You can also use our automated services via telephone, 24 hours a day, so you do not need to speak with a representative.



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