



# Information for Agencies and Other Organizations: How to Get Proof of Social Security Numbers or Benefits

We are constantly expanding our services to give our customers freedom and control when conducting business with us. To efficiently meet the needs of our customers, we provide benefit verifications online. Our customers can get an instant verification letter online with a personal *my* Social Security account. Also, they may continue to call us toll-free to request a letter by mail. Since we offer more convenient services, we're asking agencies and other organizations to use our online tools to obtain this information and assist our mutual customers.

## Use Data Exchanges

We have collaborated with federal, state, and local agencies to build hundreds of robust data exchanges. We currently provide more than 2.2 billion electronic verifications of Social Security numbers (SSN) or benefit information to employers, state and local agencies, and other authorized third parties. Agencies and organizations should use available data exchanges to get the necessary verifications. For more information about our data exchanges, please visit us at [www.ssa.gov/dataexchange](http://www.ssa.gov/dataexchange).

We also offer our online services to employers and other entities such as Social Security Number Verification Service (SSNVS) and Consent Based Social Security Number Verification Service (CBSV) ([www.ssa.gov/bsv/bsowelcome.htm](http://www.ssa.gov/bsv/bsowelcome.htm)). We work with the U. S. Citizenship and Immigration Services (USCIS) to provide employers with E-Verify, an online program to verify employment eligibility of new hires. Employers just need to register with USCIS to use E-Verify ([www.uscis.gov/e-verify](http://www.uscis.gov/e-verify)).

## How to Get Proof of a Social Security Number

A Social Security card is legal proof of an SSN. In most cases, the actual card is not necessary but, if your agency or organization requires proof, and the person can't produce a card, there are other documents that show their SSN. If other documents are not available, that person will need a replacement card. To get a replacement card, a requestor can go

online and use their free, personal *my* Social Security account. This option is available if they meet certain requirements, and their state participates. If the requestor cannot apply for a card online, they must complete an *Application for a Social Security card* available at [www.ssa.gov/forms/ss-5.pdf](http://www.ssa.gov/forms/ss-5.pdf). The requestor must also provide original documents proving identity, age, and citizenship or work-authorized immigration status.

## Encourage Clients to Use *my* Social Security

If your agency or organization doesn't have a data exchange with us, whenever possible, please assist your clients with creating their personal *my* Social Security account at [www.ssa.gov/myaccount](http://www.ssa.gov/myaccount). There, your clients can get a benefit verification letter, review their earnings record, and get estimates of future retirement, disability, and survivors benefits.

## For More Information

To assist customers, ask for helpful publications, such as:

- *How to Create an Online Account* (Publication No. 05-10540).
- *Your Social Security Number and Card* (Publication No. 05-10002).
- *What You Can Do Online* (Publication No. 05-10121).

## Contacting Social Security

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; 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. You can also use our automated services via telephone, 24 hours a day, so you do not need to speak with a representative. **Wait times to speak to a representative are typically shorter Wednesdays through Fridays or later in the day.**



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