

**From:** Social Security Administration, Office of External Affairs <oea.net.post@ssa.gov>  
**To:** Kester, Tonykester@aging.sc.gov  
**Date:** 1/28/2016 11:07:30 AM  
**Subject:** Can't find your card? Request a new one online!

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Dear Colleague:

Most people seldom need to show their Social Security card. For those who need their card and can't find it, it's reassuring to know they can request a replacement through the mail or by visiting their local Social Security office.

However, some of our customers now have the additional option of requesting a replacement Social Security card online. To take advantage of this new service option, you must:

- Have or create a [my Social Security](#) account;
- Have a valid driver's license issued by the District of Columbia, Michigan, Nebraska, Washington, or Wisconsin. (In some states, you may also be able to use a state-issued identification card. We plan to add more states in the future);
- 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 to your card.

*IMPORTANT: You may not always need to replace a lost or stolen card. For more information about replacing Social Security cards — and help with deciding when to show your card — see our online publication [Your Social Security Number and Card](#)*

No matter where they live, our customers can also use their personal [my Social Security](#) account to:

- Keep track of their earnings and verify them every year; and
- Get an estimate of their future benefits if they are still working.

If they currently receive benefits, they can:

- Get a letter with proof of their benefits;
- Change their address;
- Start or change direct deposit;
- Get a replacement Medicare card; and
- Get a replacement SSA-1099 or SSA-1042S for tax season.

It's free, fast, and secure!

Thank you for helping us spread the word about [my Social Security](#) and this latest enhancement. By offering more choices, we're making it easier than ever for our customers to take care of their important Social Security business.

Sincerely,  
J. Jioni Palmer  
Associate Commissioner for External Affairs  
(T) 410-965-1804  
[@SSAOutreach](#)

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For the latest Social Security News, check out the latest edition of the [Social Security Update](#).

Join the Millions! Create a [my Social Security](#) account at [www.socialsecurity.gov/myaccount](http://www.socialsecurity.gov/myaccount).

Need health coverage or know someone that does, visit [www.healthcare.gov](http://www.healthcare.gov).

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Social Security Administration, 3409 Annex 6401 Security Boulevard, Baltimore, MD 21235 United States