

## How to Replace a Social Security Card



A Social Security number is important for employment, accessing government benefits and services, obtaining an identification card, and opening a bank account among other things.

Usually just the number is sufficient, but you may need the actual card for certain things. For instance, it is far easier to obtain a government-issued photo ID if you have your Social Security Card.

**Any U.S. Citizen or anyone with current lawful, work-authorized immigration status** can apply for a Social Security Card. If you have not previously received a Social Security number, you must apply in person at your local Social Security Office (<https://secure.ssa.gov/ICON/main.jsp>).

**If you believe you have previously been issued a Social Security Number**, you can follow the steps below to request a Social Security Card. They are **free**. (You can receive up to 3 cards in a calendar year and 10 in a lifetime. Cards issued to reflect changes to your legal name or work authorization do not count.)

The Social Security Administration website can also guide you through the application process:

<https://www.ssa.gov/number-card/replace-card>

### Step 1: Gather Required Documents

- Typically you must provide one of the following documents to prove your identity and age:
  - U.S. Driver License
  - Non-Driver State-Issued ID
  - U.S. Passport or passport card
  - Health Insurance or Medicaid Card that shows (i) your name and (ii) photograph, age, or DOB
  - Medical record from clinic, doctor, or hospital that shows (i) name, (ii) age or DOB, (iii) treatment within last 2 years, and (iv) signature or stamp from provider (cannot be a bill, payment receipt, or admission letter)
  - Employee ID that shows (i) your name and (ii) photograph or DOB
  - U.S. Military ID Card
  - Certificate of Naturalization or U.S. Citizenship
  - Permanent Resident Card (I-551) ("Green card")
  - Employment Authorization Document (I-766) ("Work Permit")
- If you do not have any of the above documents, you can try submitting the application with one or more documents that show your identity and age including:
  - Prison Release Papers
  - NYS DOCCS Released Offender Identification Card
  - School identity card
  - Shelter Residency Letter
- If you were born outside the U.S., you must also provide a document issued by the Department of Homeland Security (e.g., Form I-551, I-94, I-766) to prove your U.S. Citizenship or current lawful, work-authorized status.
- All documents must either be **originals** or certified copies with raised seal, stamp, or signature.
- All documents must be unexpired.



## Step 2: Complete the Application

**Online:** <https://www.ssa.gov/number-card/replace-card>

- You may be able to start your application **online**, if you:
  - Know your Social Security Number
  - Have a U.S. mailing address
  - Don't need to make any changes to your record (other than Name Change)
- You will need to follow the prompts on the screen and create an account.
- Once you complete the application online, you must **go to your local Social Security office within 45 calendar days**.

**Hard Copy:** print the form and complete it by hand (be sure to use **only black or blue ink!**) <https://www.ssa.gov/forms/ss-5.pdf>

- You can either **go** or **mail** the completed application and documents to your local Social Security office.  
*\*While the Social Security Administration says they will send your documents back, we strongly recommend going in person, so you do not lose your documents.\**

Find your local Social Security Office: <https://secure.ssa.gov/ICON/main.jsp>

**Manhattan:**

123 Williams Street, 3<sup>rd</sup> floor,  
New York, NY 10038  
866-657-3406  
Monday-Friday (7 AM – 4 PM)

**Bronx:**

820 Concourse Vlg West, 2<sup>nd</sup> Floor,  
Bronx, NY 10451  
800-772-1213  
Monday-Friday (7 AM – 4 PM)

**Staten Island:**

1510 Hylan Blvd, Staten Island, NY  
10305 (entrance on Evergreen Ave.)  
800-772-1213  
Monday-Friday (9 AM – 4 PM)

**Queens:**

155-10 Jamaica Avenue, 2<sup>nd</sup> Floor,  
Jamaica, NY 11432  
888-281-2471  
Monday-Friday (7 AM – 4 PM)

**Brooklyn:**

154 Pierrepont Street,  
Brooklyn, NY 11201  
866-331-6405  
Monday-Friday (7 AM – 4 PM)

## Step 3: Make An Appointment

- Appointments are required at all the NYC locations.
- Call 800-772-1213 or try the number for the office you plan to go to. Be prepared for a long wait time when you call. You also have the option to have the office call you back.

## Step 4: Go to the Social Security Office

- Be Sure to Bring:** all your documents and, if you filled out a hard-copy application, the completed application

## Step 5: Receive Your Social Security Card

- You should receive your card **by mail within 14 business days**. You can receive your card at a P.O. Box Address.
- You may also be able to have your card made to the Social Security Office for you to pick up.

### Need Additional Assistance?

You can call 800-772-1213 (8am to 7pm in English, Spanish, and other languages) or 800-325-0778 (if you are deaf or hard of hearing) and tell the voice menu system that you want to request a replacement Social Security card.