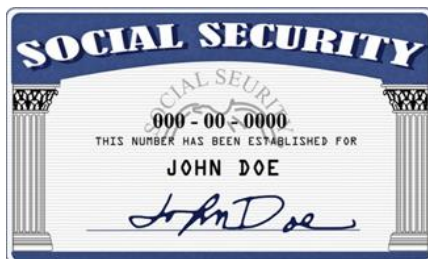


FACT SHEET: SOCIAL SECURITY CARD REQUEST

Please visit the Social Security website: <http://www.socialsecurity.gov/ss5doc> or call the Social Security National hotline or local branch for more options at the numbers listed below.



<p>NATIONAL SOCIAL SECURITY CALL CENTER 1-800-772-1213</p> <p><i>This is an automated service. After selecting your language option, you will be prompted to speak: Simply say, "Operator" and you will be connected to the next available live representative to assist you.</i></p> <p>Live Representatives are available: 7:00AM- 7:00PM, Monday through Friday</p>	<p>LOCAL SOCIAL SECURITY CALL CENTER 1-866-964-2045</p> <p><i>This is an automated service. After selecting option 2, please select number 0 to be connected to the next available live representative to assist you.</i></p> <p>Live Representatives are available: 9:00AM- 4:00PM, Monday through Friday</p>
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STEP 1: Fill out Application form, which can be accessed online at: <http://www.ssa.gov/online/ss-5.pdf> or at your local Social Security office.

- *It's okay if you do not know your Social Security number. Simply bring your application in person to the Social Security office. Give your name and date of birth and you will be asked a few questions to verify your identity. Such as, "What is your mother's maiden name?" and/or "What is the address of your first residence?"*

STEP 2: Collect Required Documents

- If you are a U.S. Citizen applying for a replacement Social Security Card, you **must** give proof of identity. **Only 1 of the below documents is required:**
 - U.S. Passport,
 - U.S. Driver's License
 - U.S. State issued Non- Driver Identity Card
- If you are unable to bring one of the documents listed above, please bring at least one or more forms of the 2nd and 3rd level evidence (please see below)
 - 2nd Level Evidence
 - School Photo ID (**must be valid and not expired and have your name, photo and birth date displayed**)
 - Medicaid ID Card/ Insurance Card (**such as MVP or Blue Choice with name, photo and birth date**)

- 3rd Level Evidence
 - School Record- **must be most current (with full name, birth date, name of school and student school ID #)**
 - Medical Record- **(from medical check-up or the emergency room with full name, birth date, medical record # and signature by doctor)**
- If you are not a U.S. Citizen applying for a Social Security Card, you **must** provide an unexpired foreign passport **AND** one of the following:
 - Permanent Resident Card (Green Card)
 - Arrival/ Departure Record
 - ***Ideally bring all paperwork stating why you are in the United States***

STEP 3: BRING / MAIL APPLICATION AND COPIES OF DOCUMENTS TO LOCAL SOCIAL SECURITY OFFICE

<p>IN PERSON: Average processing time is 1-2 hours</p> <p>Processing time will be slower:</p> <ul style="list-style-type: none"> • The 1st week of every month • Monday and Friday of every week • Monday- Friday afternoons 	<p>MAIL-IN: You should expect your Social Security Card at the earliest in 2 weeks</p> <p><i>**You <u>cannot</u> complete an application by mail if you are applying for an <u>original Social Security Card</u></i></p>
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On Tuesday, March 17, 2020, we suspended face-to-face service to the public in our field offices and hearings offices nationwide until further notice. However, we are still able to provide critical services via phone, fax and online.

<p>SOCIAL SECURITY 200 E. Main Street 2nd Floor ROCHESTER, NY 14604 1-866-964-2045 1-800-325-0778 (TTY)</p>	<p>SOCIAL SECURITY 2ND FLOOR (KOHL'S PLAZA) 4050 W. RIDGE ROAD ROCHESTER, NY 14626 1-866-331-2204 1-800-325-0778 (TTY)</p>
<p>Your local field office representative is available to take your call Monday thru Friday from 9AM-4PM.</p>	

