



Social Security Column

Wisconsin Residents can Replace Social Security Cards Online

By Phyllis M. Smith, Regional Commissioner

One of the most frequently requested services offered by the Social Security Administration (SSA) is a replacement social security card. For example, in 2016, we issued more than 10 million replacement cards. SSA introduced the expansion of online services for residents of Wisconsin available through its *my Social Security* at www.socialsecurity.gov/myaccount.

Carolyn W. Colvin, Acting Commissioner of Social Security, announced earlier this year that residents of Wisconsin could use the portal for many replacement Social Security number (SSN) card requests. This will allow people to replace their SSN card from the comfort of their home or office, without the need to travel to a Social Security office.

“I’m thrilled about this newest online feature to the agency’s *my Social Security* portal and the added convenience we are providing residents of Wisconsin,” Acting Commissioner Colvin said. “We continue to provide world-class customer service to the public by making it safe, fast and easy for people to do business with us online and have a positive government experience. I look forward to expanding this service option across the country.”

Currently available in 15 states, including Wisconsin, it’s an easy, convenient, and secure way to request a replacement card online. This service will mean shorter wait times for the public in the more than 1,200 Social Security offices across the country and allows staff more time to work with customers who have extensive service needs. U.S. citizens age 18 or older and who are residents of Wisconsin can obtain a replacement SSN card online by creating a *my Social Security* account. In addition, they must have a U.S. domestic mailing address, not require a change to their record (such as a name change), and have a valid driver’s license in Wisconsin.

my Social Security is a secure online hub for doing business with Social Security, and more than 26 million people have created an account. In addition to Wisconsin residents replacing their SSN card through the portal, current Social Security beneficiaries can manage their account—change an address, adjust direct deposit, obtain a benefit verification letter, or request a replacement SSA-1099. Medicare beneficiaries can request a replacement Medicare card without waiting for a replacement form in the mail. Account holders still in the workforce can verify their earnings and obtain estimates of future benefits.

For more information about this new online service, visit www.socialsecurity.gov/ssnumber.

####

(Doug Nguyen, Regional Communications Director CHI.RPA@ssa.gov 312-575-4050 for
Phyllis M. Smith, Regional Commissioner)