

Important Information: Changes In Certain Services Beginning February 2014



To meet the increasing demands for our service, we need to make changes to how we provide some services to our customers. Beginning in February 2014, Social Security will no longer provide benefit verification letters in our offices. You will still be able to get an instant letter online with a personal **my Social Security** account or you may call us toll-free to request a letter by mail.

Also, to protect the integrity of the Social Security number and prevent fraud, we will discontinue providing Social Security number printouts. If you need proof of your Social Security number and you do not have your Social Security card, you will need to request a replacement Social Security card by completing the *Application for a Social Security Card* (Form SS-5) and providing the required documentation.

See steps below for obtaining your benefit verification letter or requesting a replacement Social Security card. We also encourage you to visit www.socialsecurity.gov to learn about the many convenient online services available to you.

How to get benefit verification letters

If you need proof of your Social Security or Supplemental Security Income benefits, you can get a benefit verification letter online instantly through a **my Social Security** account. To create an account, visit www.socialsecurity.gov/myaccount. With **my Social Security**, you can easily view, print or save an official letter that includes proof of your:

- Benefit amount and type;
- Medicare start date and withholding amount (if applicable); and
- Age.

If you are unable to go online, you can call our toll-free number, **1-800-772-1213** (TTY **1-800-325-0778**) to request your letter be mailed to you. You also can use your annual cost-of-living adjustment notice or SSA Form 1099 as proof of income from Social Security.

How to get replacement Social Security cards

Your Social Security card is your legal proof of your Social Security number. If you need proof of your number, and you can't find your card, you will need a replacement card. To get a replacement card, you must complete an *Application for a Social Security Card* (Form SS-5), which you can find online at www.socialsecurity.gov/ssnumber. You also will need documents proving your identity, age and citizenship or lawful immigration status.

In most cases, you can take, or mail, your completed application and original documents to any Social Security office. Go to www.socialsecurity.gov/locator to find the Social Security office or Social Security Card Center that serves your area. After processing, we will return your documents to you.

For more information

A wealth of information and online service options are available on our website at www.socialsecurity.gov. Or you can call our toll-free number, **1-800-772-1213** (TTY **1-800-325-0778**), and 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); and
- *What You Can Do Online* (Publication No. 05-10121).