

Internet Social Security Number Replacement Card Project

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Office of Audit Report Summary

Objective

To evaluate the Social Security Administration's (SSA) Business Process Description (BPD) for issuing Social Security number (SSN) replacement cards online.

Background

In Fiscal Year 2013, SSA issued over 10 million SSN replacement cards. To reduce the number of replacement card requests in field offices and Social Security Card Centers, SSA is developing an Internet-based Social Security Number Replacement Card (iSSNRC) application. The iSSNRC will allow adult U.S. citizens who meet certain criteria to request replacement cards online by completing an application and providing data from either their State-issued driver's license or identification card.

The iSSNRC application will only be available to applicants who need replacement cards. SSA will not issue replacement cards to individuals who want to change their name, date of birth, or citizenship status. The iSSNRC application will only be accessible from the *mySocialSecurity* portal.

Our Findings

Our review of the iSSNRC BPD found SSA's plans for issuing SSN replacement cards online were generally appropriate. We recognize the BPD is a fluid document and may change throughout the iSSNRC project.

However, as SSA moves forward, we encourage it to

- ensure the highest level of authentication or strong compensating controls to minimize the risk of fraudulent SSN replacement card attainment;
- incorporate relevant enumeration policies and procedures and comply with applicable laws; and
- allocate sufficient time to plan and test the iSSNRC application before implementation, given the importance of safeguarding SSN replacement cards.

As the iSSNRC project moves forward, we will monitor its progress and issue reports, when appropriate.