

Implementation of the Internet Social Security Number Replacement Card Project
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Office of Audit Report Summary

Objective

To determine the status of the Social Security Administration’s (SSA) implementation of its project for issuing Social Security number (SSN) replacement cards online.

Background

To enhance customer service and reduce the number of replacement card requests at SSA field offices and Social Security Card Centers, SSA developed the Internet Social Security Number Replacement Card (iSSNRC) application. The iSSNRC allows 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 is only available to applicants who need replacement cards. SSA will not issue replacement cards through iSSNRC to individuals who want to change their name, date of birth, or citizenship status. The iSSNRC application is accessible through SSA’s *my Social Security* portal.

Results of Review

As of March 2018, 24 States and the District of Columbia were participating in the iSSNRC project. As of that date, SSA had issued almost 1 million SSN replacement cards through the iSSNRC.

SSA had made significant progress in implementing the iSSNRC application. For example, SSA

- took steps to minimize the risk of individuals who may attempt to fraudulently obtain SSN replacement cards online;
- incorporated enumeration policies, procedures, and applicable laws; and
- planned and tested the iSSNRC application before initial implementation.

While we are making no recommendations, we encourage SSA to continue assessing the iSSNRC fraud risk and addressing potential vulnerabilities as it increases the number of participating States. SSA stated it will continue improving fraud detection capabilities to ensure the integrity of iSSNRC as it expands availability to additional States.