Driver Licensing Guide

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POLICY
Title: Proof of Social Security

Effective Date: July 1, 2015	**Revision Date:** January 1, 2022

Authority: DMV Policy, Code of Virginia §§ 46.2-323, 46.2-341.12, 46.2-342 Code of Federal Regulations § 383.153

Policy:
DMV will require customers to appear in person and either present proof of social security number (refer to DMV 141) or have their social security number verified online (refer to DLG-0304) when applying for a first-time non-compliant or REAL ID driver's license, temporary driver's permit, learner's permit, motorcycle learner's permit, commercial driver's license (CDL) or identification card.

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DMV will require customers applying for a driver privilege card, driver privilege card permit or identification privilege card to appear in person and either:

- Present proof of social security number (refer to DMV 309) or have their social security number verified online (Refer to DLG-0304)
  OR
- Present proof of an individual taxpayer identification number (ITIN) (if the customer does not have a social security number).

All proof documents (when presented) must display the customer's name and all nine digits of the customer's SSN or ITIN. Customers not issued a SSN are required to certify they have not been issued a SSN by checking the box in the Applicant Information section of the Driver's License and Identification Card Application (DL1P). However, applicants applying for a Driver Privilege Card who submit an ITIN rather than a SSN are not required to certify on the Driver and Identification Privilege Card application (DL10) that they have not been issued a SSN.   **END REVISION>>>>>**

The name, date of birth, and SSN submitted will be verified electronically with the Social Security Administration (SSA). If the information provided by the customer does not match with SSA records the customer's credential CANNOT be issued until the records match.

Proof of SSN is not required once the applicant's SSN is verified by the Social Security Administration (SSA) Online Verification system.

Exception:
Customers applying for a REAL ID credential who were not issued a Social Security Number are not required to present proof of their social security number if they present their unexpired foreign passport with ONE of the following documents and the system has verified the customer does not have a social security number:

- Unexpired or expired U.S. visa and unexpired I-94 or entry stamp
- Unexpired I-94W or visa waiver stamp

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DOCUMENT ACCEPTABILITY FOR PROOF OF SSN

1. Temporary documents and photocopies are NOT accepted.

2. All documents must be originals. DMV may require additional documents.

3. All documents will be subject to verification with the issuing entity, which may delay the issuance of the credential.

4. Applicants must submit at least one proof of SSN or ITIN that displays all 9-digits.

   Exception 1: Customers who do not have a social security proof document may have their SSN verified online.

   Exception 2: Customers applying for a REAL ID credential who were not issued a Social Security Number are not required to present proof of their social security number if they present their unexpired foreign passport with ONE of the following documents and the system has verified the customer does not have a social security number:

- Unexpired or expired U.S. visa and unexpired I-94 or entry stamp

- Unexpired I-94W or visa waiver stamp

5. If an applicant is unable to provide official documentation that is listed on the DMV 141 or DMV 309, they may have their social security number verified online (refer to DLG-0304).

6. Applicant's name must appear the same on all proof documents. If only the middle initial is displayed on the documents, it may still be accepted. Nicknames are not accepted. If names appear differently on all documents, applicants will be asked to submit additional documentation in accordance with DLG-0501.

7. Temporary licenses may not be issued to customers with name, date of birth or social security number mismatches.

8. When a customer surrenders a Virginia learner's permit for an original driver's license driver privilege card or driver privilege card permit or identification privilege card, they will not be required to prove social security number again.

9. DMV will not accept a document when there is reason to believe it has been altered, fraudulently obtained or is fake, forged, counterfeit, or otherwise non-genuine or illegitimate.

    EXCEPTION: Customers may redact or blackout information that does not pertain to a driver's license or ID card transaction, such as financial information on bank statements or W-2 forms.

10. Altering, manufacturing, selling or possessing a fraudulent birth certificate, driver's license or ID card, driver or identification privilege card or driver privilege card permit, or falsifying information, assisting a person with improperly or fraudulently obtaining a credential is a criminal offense.

11. CSC management has the authority to NOT accept ANY documents that are QUESTIONABLE. In these cases, the customer can be requested to provide ADDITIONAL documents.

12. CSC management does NOT have the authority to exercise Manager's Discretion (MD) over Social Security documents. Refer to CSCOM-201.

13. For a complete listing of acceptable documents, refer to the bullets below (based on the type of credential requested). Acceptable documents for a credential may change without prior notice:

    - **Driver Privilege Card or Driver Privilege Card Permit:** "Acceptable Documents for Obtaining a Virginia Driver Privilege Card or Identification Privilege Card" (DMV 309).

    - **Driver's License, Learner's Permit, CDL, or Photo ID**: "Acceptable Documents for Obtaining a Driver's License or Photo ID Card" (DMV 141).

DMV CONTACT CENTER ACTIONS

- If the customer's name, date of birth, or social security number on DMV records does not match the Social Security Administration records, a mismatch response is received from SSA.

    o DMV may not disclose any match, non-match, or mismatch information to our customers. The information that is returned from an SSA Online Verification is for internal use only, and must not be discussed with the customer. If anything other than a match is returned, verify that the information on the customer's application and in the system is accurate in accordance with DLG-0304.

    o Customer records that receive a mismatch response from SSA Online Verification are not eligible to renew via preferred services (mail, phone, online, etcetera) UNTIL the information is corrected and the DMV record is verified with SSA online records.

    o A system generated letter informing the customer of the mismatch between DMV and SSA records is mailed to the address of record at the same time as, but separately from the renewal notice. This letter is indexed to OnBase for reference purposes only.

- Customers at a CSC who receive a mismatch response from SSA may not be required to correct the record at SSA before receiving the credential IF the customer can prove his name, date of birth, SSN with an acceptable document from the DMV-141 or DMV-309.

- If the customer at the CSC can provide proof of their social security number, it can either be scanned to the DMV Contact Center Help Desk (for name mismatch) or to the Data Integrity work center (for date of birth or other mismatch) requesting an override following guidelines in DLG-0304.

POINTS TO REMEMBER

1. Customers applying for a first-time issuance of a Virginia REAL ID credential are required to present proof of social security number (and all other required documentation).

    Exception 1: Customers who do not have a social security proof document may have their SSN verified online.

Exception 2: Customers applying for a REAL ID credential who were not issued a Social Security Number are not required to present proof of their social security number if they present their unexpired foreign passport with ONE of the following documents and the system has verified the customer does not have a social security number:

- Unexpired or expired U.S. visa and unexpired I-94 or entry stamp
- Unexpired I-94W or visa waiver stamp

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2. If the customer started an original driver's license or adult identification card application online, the CSR should ensure that the customer's information (Full Legal Name, Social Security Number, Date of Birth, Physical Information, Address, etc.) has been verified against the proof documents presented by the customer, as this information is entered by the customer and could be incorrect. Any incorrect information could lead to a mismatch or a delay that could result in sending the customer away. **END REVISION>>>>>**

3. Customers applying for a non-compliant Virginia credential and does not have a past record of a Virginia credential in the system must present either their proof of social security number (or have their social security number verified online), individual taxpayer identification number, or certify he has no social security number EACH time until DMV issues a credential.

4. DMV verifies all SSNs with the Social Security Administration (SSA).

5. SSN or ITIN must contain 9-digits.

6. BOTH FEDERAL AND STATE LAWS REQUIRE CUSTOMERS APPLYING FOR A CDL OR COMMERCIAL LEARNER'S PERMIT TO FURNISH (OR HAVE THEIR SOCIAL SECURITY NUMBER VERIFIED ONLINE) A SSN BEFORE A CDL CAN BE ISSUED.

7. When a customer SURRENDERS a valid, unexpired Virginia learner's permit for an original driver's license or valid driver privilege card/permit for a driver privilege card, he will not be required to prove SSN or ITIN, as SSN or ITIN was already proven for the learner's permit.

8. Once a customer's SSN is verified with SSA Online Verification, the customer's proof of SSN requirement is satisfied for future transactions. The system blocks the Proof of SSN field from accepting keyed proof document codes (refer to DLG-0304).

9. Once a customer's proof of ITIN has been provided, proof of SSN requirement is satisfied for future transactions. The system will block the "Proof of SSN" field from accepting keyed proof document codes.

10. Individual Taxpayer Identification Numbers (ITIN) are not acceptable as proof of SSN for customers applying for a driver's license, learner's permit, CDL or identification card, **HOWEVER** an ITIN is an acceptable substitute for proof of SSN for customers applying for driver privilege cards or permits and identification privilege cards. These numbers have the same format as an SSN but START WITH A 900 NUMBER.

11. Proof of SSN or ITIN documents that display only a customer's middle initial (rather than the full legal name), and the middle initial matches the names on the other documents, are acceptable.

12. If the information the customer presents (name, date of birth, and SSN) does not match the information on file at the SSA, follow guidelines in DLG-0304.

13. Temporary licenses may not be issued to customers with name, date of birth or social security number mismatches.

14. Provide customers with a system generated Customer Information form stating what documents he must provide to prove the correct name, date of birth or SSN. For SSN verification guidelines, refer to DLG-0304.

    a) DMV may not disclose any match, non-match, or mismatch information to our customers. The information that is returned from an SSA Online Verification is for internal use ONLY, and must not be discussed with the customer. If anything other than a match is returned, verify that the information on the customer's application and in the system is accurate in accordance with DLG-0304.

    b) If the customer HAS acceptable proof of identity, name change, SSN, date of birth with them, or can obtain and submit the required proof document(s), the CSC is authorized to process the driver's license, temporary driver's permit, learner's permit, CDL, or commercial learner's permit following guidelines in DLG-0304. DO NOT send the customer away unnecessarily.

    c) If the proof documents presented by the customer are acceptable, the Data Integrity work center or the DMV Contact Center will override the SSN verification indicator in the customer's record and notify the CSC to process the transaction. CSC should encourage the customer to contact the SSA office to check the information and request correction as needed.

15. Proof of SSN or ITIN document codes MUST be entered using only the "Driver's License Issue" screen for all first-time issue driver's licenses, learner's permits, CDLs, commercial learner's permits, Identification Cards and driver privilege cards, identification privilege cards or driver privilege card permits.

16. The SSN or ITIN will be maintained on the customer's record.

17. Social Security numbers may not be added to a customer's record with a valid credential unless the credential is issued immediately after the customer's SSN has been added.

18. The document verifier is responsible for ensuring that the social security information or individual taxpayer identification number the customer provided on the application is correctly reflected in the system, and that the processing CSR has recorded the information correctly on the credential application. Refer to CSCOM-905.

19. Refer to the Proof Document/Signature Verification Chart (Standard Duration or Limited Duration) for all proof document requirements.

CONTACT

For additional information contact:

- Your CSC Manager/Assistant Manager

- DMV Contact Center Help Desk at (804) 367-6646

- DSA/Driver Licensing Division/Driver's License/ID Card Work Center