



# Social Security Online Verification Notice

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## Driver Records Matched with Social Security Records

Wisconsin electronically compares the name, date of birth, gender and Social Security Number (SSN) of licensed drivers or identification card holders with records of the Social Security Administration (SSA). During this process, a discrepancy appeared with either your name, date of birth or gender because it did not match SSA's records.

## Name okay but Error in Birth or Gender

If the name on your SSN card matches the name on your driver license or identification card, then there is a discrepancy with either your date of birth or gender. You must visit an SSA office to resolve the discrepancy. This requires requesting a replacement SSN card in your current name. You must present proof of identity and/or proof of your date of birth or gender to the SSA office.

## Name is Different; SSN Card is Correct

If the name on your SSN card is your legal name, but different from the name on your driver license or identification card, they must be the same before your renewal can be processed. If the SSN card is correct, present your SSN card and acceptable documents to make the change on your driver license or identification card. To complete the renewal transaction, present a certified document as proof of your current name to the Wisconsin Department of Transportation (WisDOT). Your name on the certified document must be the same as the name on your SSN card. Any of the items listed above and a source document that links the name on the SSN card with your current name is required. Examples of a source document are: marriage license, divorce decree, or adoption court order.

See acceptable documents for proof of name and date of birth on the DMV website at: <http://wisconsin<sup>dot</sup>.gov/Pages/dmv/license-drvs/how-to-apply/proof-name-dob.aspx>

## Name is Different; SSN Card is Incorrect

If the name on your SSN card is not your legal name, you must visit an SSA Office to resolve the discrepancy. This requires requesting a duplicate SSN card in your current name. You must present proof of identity and/or proof of your date of birth or gender to the SSA office.

To change the name shown on your SSN card, complete form SS-5. Obtain the form by:

- Downloading at: <https://www.ssa.gov/forms/ss-5.pdf>
- Calling 1-800-772-1213 (TTY 1-800-325-0778); or
- Visiting your local Social Security Office.

## Documents for SSN Card Name Change

Submit one or more documents identifying you by **both** your **OLD NAME** and your **NEW NAME**. Some documents that show your old name, new name and identifying information include your marriage certificate, divorce decree or a court order changing your name. If you were born outside of the U.S., submit proof of your U.S. citizenship or lawful alien status. All documents must be either originals or copies certified by the issuing agency. We cannot accept photocopies of documents. Notarized copies also are not acceptable.

For more information regarding proof of identity or the location of an SSA office in your area, call:

1-800-772-1213 (TTY 1-800-325-0778) or see the Social Security website at: <https://www.ssa.gov/>

A replacement SSN card will arrive in 10 to 15 days after you request it from a SSA office. Present the replacement SSN card in person at your local DMV Service Center to make the corrections to your driver record. If you come to the DMV Service Center before you receive your replacement SSN card, you will be sent away without a driver license or identification card. An updated replacement SSN card will be electronically verified with SSA before DMV records are updated.

If you have any questions, please contact us at: (608) 264-7049 or email: [dre.dmv@dot.wi.gov](mailto:dre.dmv@dot.wi.gov)