

## IDNYC REPLACEMENT CARD POLICY AND PROCEDURE

These policies and procedures provide information on how to process applications for replacement IDNYC cards.

### Policy

A cardholder may request a replacement card for one of the following reasons:

- Information change (to update information on the IDNYC card)
- Data correction (when information on card is incorrect, e.g., there is a typographical error)
- Lost card
- Stolen card
- Damaged Card
- Card was never received (lost in the mail)

**FOR ALL REPLACEMENT TYPES**, the cardholder must:

- Apply in person at an IDNYC Enrollment Center,
- Complete a replacement application, and
- Present the documents appropriate to the reason for the replacement, as detailed below.

This policy outlines the characteristics of each type of replacement. Please refer to the CSS User Manual for step-by-step instructions on processing these applications.

## CARD INFORMATION CHANGE

### Policy and Procedure

This type of replacement occurs when the cardholder's information has changed since s/he first applied for IDNYC. For example, the cardholder has married and changed his or her name, or has moved. To change information on the card, s/he must fill out a replacement application and apply in-person at an IDNYC Enrollment Center.

### Filling Out the Application

**Paper:** Cardholders should select the "Card Information Change" box in the "Application Type" section.

**Online:** Cardholders should select the "Update Your Card" application type. Applicants have 30 days to complete the application process in-person at an Enrollment Center once the online application is submitted.

### Data Entry

When you enter the cardholder's IDNYC number, name, and date of birth, CSS will auto-populate the new screen with information from the cardholder's original IDNYC application. To update the older information, replace it with information from the new proof documents. For example, change the name according to the marriage certificate, or change the address according to the new Con Ed bill.

Please refer to **the CSS User Manual** for step-by-step instructions on processing these applications.

### Required Documentation

At the Enrollment Center, the applicant must present his or her IDNYC card, along with the following documents, as appropriate:

- **Address changes:** Cardholder must present current IDNYC card and one IDNYC proof of residency document establishing residency at the new address on the replacement application.
- **Veteran Designation:** Cardholder must present current IDNYC card and proof of eligibility for Veteran Designation. See the program policy on Veteran Designation and the RCG for more information on acceptable documents.
- **Name changes:** Cardholder must present his or her current IDNYC card and one of the following name change documents:
  - A government-issued **Marriage Certificate:** An applicant can use his or her spouse's last name as it appears on the certificate, even if the certificate itself does not specifically state that the applicant is changing his/her name;
  - **A Court Order** establishing a name change, such as an Order of Divorce specifically establishing a name change; a Certificate of Adoption specifically establishing a name change; or a Name Change Court Order; or
  - **A certified copy of NYS DOH Report of Adoption (DOH-1928)** that refers to the name change in the amended birth certificate section.
- **All other information changes:** Cardholders seeking to update their gender, emergency contact, or email address, or who want to enroll in the NYS Organ and Tissue registry can do so by presenting their current IDNYC card and submitting an application at the Enrollment Center. These changes do not require additional documentation.

### Completing the Replacement Process

After the replacement application is submitted, use the 1-hole punch to destroy the first letters of the first and last names on the current IDNYC card, as illustrated below.

Return the hole-punched card to the cardholder, along with any other documents used to apply for the replacement card.



## DATA CORRECTIONS

### Policy and Procedure

This type of replacement occurs when the cardholder's information was entered incorrectly into IDNYC's database. To correct data-entry errors, the cardholder must fill out a replacement application and apply in-person at an IDNYC Enrollment Center. Please refer to the CSS User Manual for step-by-step instructions on processing these applications.

### Filling Out the Application

**Paper:** Cardholders should select the "Card Information Change" box in the "Application Type" section.

**Online:** Cardholders should select the "Update Your Card" application type. Applicants have 30 days to complete the application process in-person at an Enrollment Center once the online application is submitted.

### Required Documentation

At the Enrollment Center, the applicant must present his or her IDNYC card, along with the appropriate documents:

- **Address correction:** Cardholder must present current IDNYC card and at least one document that IDNYC accepts for establishing residency that indicates the cardholder's new address.
- **Name correction:** Cardholder must present current IDNYC card and three points of identity, including photo ID and proof of date of birth.
- **Date of Birth correction:** Cardholder must present current IDNYC card and three points of identity, including photo ID and proof of date of birth.
- **Other corrections:** All other changes do not require additional documentation.

### Completing the Replacement Process

After the replacement application is submitted, use the 1-hole punch to destroy the first letters of the first and last names on the current IDNYC card, as illustrated below.

Return the hole-punched card to the applicant, along with the rest of his or her documents and application materials.



## **LOST, STOLEN, and DAMAGED CARDS**

### **Policy**

To replace a lost, stolen, or damaged card, the cardholder must:

1. Fill out a replacement application,
2. Apply in-person at an IDNYC Enrollment Center, and
3. Present 3 points of identity and 1 point of residency documentation, including photo ID and proof of date of birth.\*

\* **Note:** In the case of a stolen card, the cardholder may not have to present this proof. See *Replacement of Cards Stolen Within New York City*, below.

### **Replacement Fee**

There is a \$10 fee that the cardholder can pay either online, or in person at a Department of Finance (DOF) location. If a cardholder cannot afford the \$10 fee, s/he can fill out a Hardship Waiver. Hardship Waivers are available upon request at all Enrollment Centers.

### **Filling Out the Application**

**Paper:** Cardholders should check off the “Lost/Stolen/Damaged” box on the top in the “Application Type” section.

**Online:** Cardholders should select the “Replace Your Card” application type. Applicants have 30 days to complete the application process in-person at an Enrollment Center once the application is submitted online.

### **Data Entry**

Please refer to the CSS User Manual for step-by-step instructions on processing these applications.

## **REPLACEMENT of CARDS STOLEN WITHIN NEW YORK CITY**

### **Introduction**

This policy establishes an exception to IDNYC's standard replacement process for lost, stolen, damaged or destroyed IDNYC cards where a cardholder presents a police report substantiating that their card was stolen within New York City. Specifically, the program will not require that such cardholders present new proof of identity and residency, if they meet the specific criteria detailed below. The standard replacement process will continue to apply to cardholders whose cards were stolen outside the five boroughs, who are unable to submit an NYPD police report, or who are otherwise unable to meet the criteria set forth in this policy.

### **Policy**

IDNYC will not require a cardholder to present new proof of identity and residency in order to replace a card that has been stolen, if the cardholder meets all of the following requirements:

1. Appears in person at an Enrollment Center where IDNYC staff confirm that the cardholder matches the IDNYC photo on file;
2. Submits a replacement application that does not seek to change any of the information that appeared on the stolen card, as reflected in the IDNYC cardholder database; and
3. Presents an NYC Police Department "Verification of Crime/Lost Property" report (Form PD 542-061 [Rev. 09-16]) confirming that the cardholder's belongings were stolen.

### **Procedure**

**Intake Supervisors:** Only Intake Supervisors are authorized to process these applications. The Intake Supervisor must inform his or her Intake Director about each and every application that is processed under this policy. The Intake Supervisor should call or email the appropriate Intake Director and provide the IDNYC number associated with the application after it has been processed.

**Enrollment Specialists and Assistants:** If the Intake Supervisor is not on site, call him or her immediately to find out when s/he can come to the Enrollment Center to process the applicant. The applicant may have to wait for the Intake Supervisor to arrive, or come back at another time.

- If the cardholder does not want to wait for the Intake Supervisor to arrive, enrollment staff should schedule an appointment for the cardholder to return at a time when the Supervisor will be there, and immediately inform the Supervisor of the appointment time and date.

**Integrity Specialists:** The Intake Supervisor must escalate all such applications to the Integrity Specialist.

**In CSS,** select "IDNYC card with current address (4 points)" from the drop-down menu in the document calculator.

**Required Documentation: NYPD Verification of Crime/Lost Property Report (Form PD 542-061 [Rev. 09-16])**

If the cardholder presents an NYPD Verification of Crime/Lost Property Report, and is not changing any information on the card, then s/he is not required to present proof of identity and residency with the application.

When reviewing the Report, note the following:

- **The report is not proof of identity or residency,** and cannot be accepted if the cardholder intends to change his or her name or address. It only proves that the card was stolen.
- **Timeframe:** You can accept these police reports for up to six months from the date the crime was reported to the police (see the box called “Date Reported to Police”).
- **Details of the crime:** The police report must confirm that the person was a victim of a crime that resulted in their belongings being stolen. The report does not have to mention IDNYC specifically.
- **Completed forms:** All boxes in the top portion of the report must be completed, except for the following: Time (if known); Date and Time of Crime/Loss of Property (if different than date of report); and Name of officer who received your report, if known.

**Customer Service**

If a cardholder contacts Customer Service and appears to be able to meet the criteria outlined in this policy, Customer Service should schedule an appointment for the cardholder to reapply. Customer Service must notify the relevant Intake Supervisor to ensure that s/he will be on site for the appointment.

## **CARDS LOST IN THE MAIL**

### **Policy**

Individuals who are approved for the IDNYC card but never receive it in the mail may reapply at an IDNYC Enrollment Center, free of charge. To replace a card lost in the mail, the cardholder must have their IDNYC number, and present three points of identity and one point of residency documentation, including photo ID and proof of date of birth.

Alternatively, a cardholder who was approved for an IDNYC card but never received it in the mail may contact IDNYC Customer Service by calling 311, or through the IDNYC website. They will be eligible for a reprint if:

- They make the request within 90 days of submitting the application at the Enrollment Center; and
- No information printed on the card has changed.

If the applicant wishes to submit a new application at the Enrollment Center:

### **Filling Out the Application**

**Paper:** The cardholder should check off the “Reapplying” box on the top of the paper application in the “Application Type” section.

### **Data Entry**

Please refer to the CSS User Manual for step-by-step instructions on processing these applications.

CARD REPLACEMENT CHART: LOST, STOLEN, AND DAMAGED CARDS

Reason for Replacement	Because:	In CSS, click this circle:	Proof Required to process the change	NOTES
<b>Card is</b> <ul style="list-style-type: none"> <li>• <b>LOST</b></li> <li>• <b>DAMAGED</b></li> <li>• <b>STOLEN</b></li> </ul> <u>without</u> NYPD proof of theft	Cardholder received card in mail, but no longer has it or it is damaged.	<ul style="list-style-type: none"> <li>• Lost/ Stolen Application <i>OR</i></li> <li>• Damaged Application</li> </ul>	<ul style="list-style-type: none"> <li>• IDNYC number;</li> <li>• 3 points proof of identity (including DOB and photo ID); and</li> <li>• 1 point proof of residency</li> </ul>	<ul style="list-style-type: none"> <li>• Must pay \$10 fee, or fill out Hardship Waiver</li> <li>• Hardship Waivers are available at all Enrollment Centers</li> </ul>
<b>Card is</b> <ul style="list-style-type: none"> <li>• <b>STOLEN</b></li> </ul> and cardholder has NYPD proof of theft	Cardholder received card in mail, but no longer has it because it was stolen	Lost/ Stolen Application	<ul style="list-style-type: none"> <li>• IDNYC number; and</li> <li>• Completed NYPD form called "Verification of Crime/Lost Property Form (PD-542-061, Rev. 09-16)"</li> </ul>	<ul style="list-style-type: none"> <li>• Must pay \$10 fee, or fill out Hardship Waiver</li> <li>• Hardship Waivers are available at all Enrollment Centers</li> </ul>
<b>LOST IN MAIL – Card was never received</b>  *FREE*	Individual applied and was approved for IDNYC, but never received their card in the mail.	Re-Apply	<ul style="list-style-type: none"> <li>• IDNYC number;</li> <li>• 3 points proof of identity (including DOB and photo ID); and</li> <li>• 1 point proof of residency</li> </ul>	<ul style="list-style-type: none"> <li>• Application status can be tracked through Online Portal.</li> <li>• If applicant doesn't have IDNYC number and/or proper documents to reapply, recommend they contact Customer Service via 311 or the IDNYC website.</li> </ul>



CARD REPLACEMENT CHART: INFORMATION CHANGES AND CARD UPDATES

TYPE OF CHANGE	BECAUSE:	IN CSS, CLICK THIS CIRCLE:	PROOF REQUIRED To Process Replacement:
<b>Update or Change: NAME</b>	<b>Legal Name Change</b> due to marriage, divorce, adoption, or by court order	Replacement	<ol style="list-style-type: none"> <li>1. IDNYC card , <i>and</i></li> <li>2. Legal name change document:                             <ul style="list-style-type: none"> <li>- Government-issued certificate of marriage or adoption</li> <li>- Court order indicating legal name change</li> <li>- Certified copy of NYS DOH Report of Adoption (DOH-1928)</li> </ul> </li> </ol>
	<b>Misspelling</b> due to data entry error by IDNYC staff	Replacement	<ol style="list-style-type: none"> <li>1. IDNYC card, <i>and</i></li> <li>2. Three points of ID docs (w/ DOB and photo ID)</li> </ol>
	<b>Name Edit</b> Example: Cardholder wants to add or remove middle name that isn't on original IDNYC card.	Replacement	<ol style="list-style-type: none"> <li>1. IDNYC card, <i>and</i></li> <li>2. A 3 or 4 point machine-readable photo ID showing the name on the replacement application.</li> <li>3. Name on replacement application <u>must be consistent with</u> name in CSS.</li> </ol>
<b>Update or Change: ADDRESS</b>	<ul style="list-style-type: none"> <li>• Applicant has moved</li> <li>• Address is misspelled – data entry error</li> </ul>	Replacement	<ul style="list-style-type: none"> <li>• IDNYC card</li> <li>• 1-point residency document</li> </ul>
<b>Add VETERAN DESIGNATION</b>	Cardholder wants to add Vet Des to an IDNYC card	Replacement	<ul style="list-style-type: none"> <li>• See the RCG for acceptable documents to prove Veteran Designation.</li> </ul>
<ul style="list-style-type: none"> <li>• Gender</li> <li>• Email address</li> <li>• Organ donor status</li> </ul>	<ul style="list-style-type: none"> <li>• Phone number</li> <li>• Emergency contact</li> </ul>	Replacement	<ul style="list-style-type: none"> <li>• NO PROOF REQUIRED for any of these changes</li> </ul>

**HOLE-PUNCHING THE CARD**

After the replacement application is submitted and processed, the IDNYC Enrollment Specialist should use a 1-hole punch to destroy the first letter of the first and last name on the card, as illustrated to the right. → Return the hole-punched card to the cardholder, along with any documents they used to apply for the replacement card.

