



SOCIAL SECURITY

2 Penn Center
Suite 2000B
1500 JFK Blvd
Philadelphia PA 19102-9713

July 28, 2011

Project Home
1515 Fairmount Ave
Philadelphia, PA 19130

Dear Sir or Madam,

On behalf of our Regional Commissioner Laurie Watkins, I am pleased to announce the opening of our Philadelphia Social Security Card Center on Monday, August 15, 2011. This new office will process applications for initial and replacement Social Security cards for all residents whose residence or mailing address has a ZIP Code of 19101 through 19160.

The Philadelphia Card Center is located on the 20th floor at 2 Penn Center, Suite 2000B, 1500 JFK Blvd., Philadelphia PA 19102-9713. It is adjacent to the new location for the Philadelphia Downtown Social Security Office in Suite 2000A. Those using the card center can expect shorter wait times than when this service was provided in the local offices, and those visiting our offices for other services will encounter fewer visitors.

A fact sheet is enclosed for your information. We would appreciate your help in notifying the people who have a Philadelphia ZIP Code about this new service. We have prepared an informational postcard for you to hand out to people who need a new or replacement Social Security card, which directs them to the Card Center. The postcard, available in several languages (English, Spanish, Cambodian, Chinese, Russian and Vietnamese), shows how easy it will be for the public to get to the Card Center using public transportation. We will be happy to send a supply to you for distribution. Please send your request, including your mailing address and the number of postcards you would like to receive in each language, via email to david.chen@ssa.gov.

Please feel free to contact me at 1-877-541-5846, ext. 30900, if you have any questions regarding the card center.

Sincerely,

David Chen
Manager
Philadelphia Card Center

Enclosure (2)



Fact Sheet SOCIAL SECURITY

New Philadelphia Social Security Card Center

- The Social Security Administration has established a Social Security Card Center in Philadelphia to provide better service to Philadelphia residents. The card center will focus on issuing Social Security numbers and cards and will process applications for both initial and replacement cards. The surrounding Social Security offices will focus on other critical workloads.
- The division of labor allows for quicker, more efficient service in all our facilities. Those using the card center will have shorter wait times than when this service was provided in the local offices. Those visiting our local offices for other services will now encounter fewer visitors there.
- Effective August 15, 2011, anyone using a Philadelphia zip code (19101-19160) for either their mailing or residence address **must** visit the card center to conduct their Social Security card business for original or replacement cards. The card center will be open 9:00 a.m. to 3:30 p.m., Monday through Friday, and is located on the 20th floor at 2 Penn Center, Suite 2000B, 1500 JFK Blvd., Philadelphia, PA 19102-9713. It is in the same building as the Downtown Philadelphia Social Security Office (Suite 2000A).
- The nine Social Security offices in Philadelphia will no longer conduct Social Security card business. These offices will refer visitors needing these services and under the card center's jurisdiction to the card center instead.
- The Social Security offices outside of Philadelphia will no longer conduct Social Security card business for those with a residence or mailing address in Philadelphia (19101-19160). They will refer those visitors to the card center instead. They will continue to conduct Social Security card business for those visitors with a mailing or residence address outside Philadelphia.
- Information on new and replacement Social Security cards is available on the Social Security web site at <http://www.socialsecurity.gov/ssnumber/>. The public can also download the application form SS-5 from this web page. Or, they may request an application by calling 1-800-772-1213 or TTY 1-800-325-0778.