

NOTICE OF PROPOSED GUIDANCE DOCUMENT

DL Application – SSN Verification

Pursuant to Wis. Stat. s. 227.112, the Wisconsin Department of Transportation is hereby seeking comment on DL Application – SSN Verification s.343 a proposed guidance document.

PUBLIC COMMENTS AND DEADLINE FOR SUBMISSION

Comments may be submitted to the Wisconsin Department of Transportation for 21 days by:

1. Department's website:

<https://appengine.egov.com/apps/wi/dot/guidance-docs?guidDocId=DMV32>

2. Mailing written comments to:

Division of Motor Vehicles
Wisconsin Department of Transportation
4822 Madison Yards Way
PO Box 7336
Madison, WI 53707-7336

WEBSITE LOCATION OF FINAL GUIDANCE DOCUMENT

The final version of this guidance document will be posted at wisconsin.gov to allow for ongoing comment.

AGENCY CONTACT

DOTDMVGuidanceDocs@DOT.WI.GOV



State of Wisconsin Department of Transportation

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What is SSOLV?

The SSOLV process is used by the Wisconsin Department of Transportation (WisDOT) as a way of electronically verifying the name, date of birth, gender and Social Security Number (SSN) of those applying for a driver license or identification (ID) card with the records from the Social Security Administration (SSA).

These security measures are aimed at avoiding identity theft by preventing the issuance of a driver license or ID card to a person who may be using stolen or otherwise false identity documents. There is no additional cost for this verification process.

A driver license or ID card will only be issued if the SSN that you have provided can be verified using SSOLV.

Resolving discrepancies

If SSOLV identifies a discrepancy in the SSN, name, date of birth and/or gender, the problem must be resolved before a driver license or ID card can be issued. SSOLV [□ MV3748](#) provides some guidance on how to resolve discrepancies.

Records that cannot be verified through SSOLV will take additional time to process and could require you to correct your records with SSA and/or make a return visit to the DMV customer service center.

What if my information is not correct at SSA?

If the SSA does not have your legal name or correct date of birth, you must have your records corrected with the SSA before applying for a driver license or ID card at the DMV. You can check some of the information that is on file with SSA by looking at your Social Security card. If the card does not show the correct information, you will need to work with the SSA to get it corrected or updated. Prior to contacting SSA, please visit their website and refer to the [□ list of acceptable resource documents](#).

Driver Information Section

P.O. Box 7983
Madison, WI 53707-7983

Email [Wisconsin DMV email service](#)

Phone (608) 264-7447

Fax (608) 267-3812

Contact Information

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