Lost/Stolen Common Access Card (CAC) Procedures

Effective 1 May 2014, the following documentation must be presented in order to replace a Sponsor's CAC if it was **lost, stolen, confiscated, or destroyed**. This documentation must be scanned into the system in order to complete the request for a new CAC. Re-issued ID cards will expire on the same expiration date as the card that was lost, stolen, confiscated, or destroyed.

The following documents are required:

1. One of the 4 acceptable documents examples:

- 1. Police Report
- **2.** Letter
- **3.** Memorandum
- **4.** Counseling document

2. One of the Primary forms of identification examples:

Current Driver's License; U.S. Passport or card; State issued photo Identification (only if the card numbers on the driver's license and state ID are not the same number. **This document must have a <u>valid photo</u>** and be <u>unexpired</u>.

3. One of the Secondary forms of identification examples:

Current Student ID; original un-laminated Social Security card, original or certified Birth Certificate issued by the record custodian. This document does not have to have a photo unless the document being presented is issued with one.

The required documents can be obtained by:

- **1. Stolen on base**: Contact Military Police; bldg. 7117 to file a report and obtain a Police Report (takes 7-10 business days for a report)
- **2. Stolen off base**: Contact the Sheriff's Department or San Diego Police Department depending on location of theft; obtain a Police Report and present to the IDCC
- 3. Active Duty or Selected Reserve Members (All ranks apply to the same policy): Contact your unit Administrative Chief for either the letter or memorandum or counseling document. The Admin Chief, SGTMAJ, XO or CO must sign this document (By direction authorized)
- **4. DOD Contractors**: Contact your Trusted Agent (TA) for a letter or memorandum. (Contractors must be updated in DEERS for a CAC by the TA in order for the card to be issued). If for any reason the record is not in DEERS or is terminated, a VO will refer you back to your TA
- **5. Civil Service & NAF Personnel**: Contact your HRO for a letter or memorandum. Members if your DEERS record does not display your current employment you may be referred back to your HRO. Your record requires an authoritative feed by your HRO system

NOTE: The letter, memo or counseling document can be typed or handwritten, must be prepared on the activity's letterhead, dated, and signed via ink or digital signature. Personnel without one of the above documents will be turned away to retrieve such documentation.