

## **ID Card Office Frequently Asked Questions**

### **What does DEERS stand for?**

Defense Enrollment and Eligibility Reporting System

### **What are the operating hours for the ID Card Office?**

Monday thru Friday (closed for all Federal Holidays)

- Walk-ins: 0800-0920
- Appointments: 0940-1610

### **Does my sponsor have to be with me to get an ID card?**

Yes, with the following *exceptions*:

- If the sponsor pre-signs the DD Form 1172-2 (Application for Uniformed Services Identification Card/DEERS Enrollment) in front of an ID Card Office Verifying Official (VO), the Family Member may bring the form unaccompanied by the sponsor or have the form faxed from another ID Card Issuing Facility to this facility at (803) 751-6554
- Family Member may sign the DD Form 1172-2 (Application for Uniformed Services Identification Card/DEERS Enrollment) at the ID Card Office using a valid power of attorney (POA).

### **Once the DD Form 1172-2 is signed, how long is it effective?**

It is effective for 90 days from the date of issue.

### **What documentations are required to add, remove, or make changes to DEERS?**

- The sponsor will always need the original or true certified supporting documentation to make any changes, (i.e., Birth, Death, Marriage Certificate, Social Security Cards, Divorce, Adoption, and Custody Decrees) as listed in AFI 600-8-14 Attachments 5 and 20.

### **Can an ID card be issued by mail?**

Yes, if a customer is incapacitated. A person needing an ID card and who is unable to travel (incapacitated) to the nearest ID Card Facility or is located a great distance from an ID Card Facility may submit a request by mail. The sponsor will provide a notarized 5x7 or 8x10 facial photograph of the card recipient with detailed physical characteristics (height, weight, color of eyes, hair and signature), along with the expiring ID card.

### **Fort Jackson ID Card Office Mailing Address:**

Directorate of Human Resources  
5450 Strom Thurmond Blvd  
Room 109, ATTN: ID Cards  
Fort Jackson, SC 29207

### **What is the earliest an ID card can be renewed before expiring?**

- 30 days prior to expiration date for common access card (CAC)
- 30 days prior to expiration date for Family Members, with the following *exceptions*: