

## Frequently Asked Questions for the General Public

1. Why is the Minnesota driver's license or identification card being changed?

**Answer:** To enhance the system security and to prevent identity theft and fraud.

2. Why is the numbering system changing?

**Answer:** 1) The new number provides protection of personal information since it is a randomly generated number and not coded like the old system; 2) Law enforcement promoted issuance of a new number in conjunction with a new card; they can easily identify it as a new number since the alpha character will not coincide with the holder's surname, as it had previously; 3) The new numbers will be issued for lifetime. Using two numbering systems could lead to confusion and requests for remade cards.

**Example of numbers change: Old number: R-500-289-124-959 could change to (random alpha character and 12 digits) New Number: A123456789123**

3. Who will get a new number?

**Answer:** Everyone who applies for an initial, duplicate, or renewal card on or after December 13, 2004. People who applied before that date, but whose card was not issued until December 13, 2004 will also get a new number when the card is produced.

4. How is the new card number format different than the old number system?

**Answer:** Although the card number will still be a letter followed by twelve numbers, unlike the current system, the new card number is not based on your name. It is randomly generated. As a result, in most cases you will receive a number that does not begin with the first letter of your last name. In addition, the new card number will not have dashes. **(Example A123456789123)**

5. Can I keep my current driver's license or identification card number when I renew my card if I wish?

**Answer:** No. All applicants will be assigned a new card number beginning with applications issued on and after December 13, 2004.

6. Will the number change every time I renew my card?

**Answer:** No. The new number that is assigned to you will be your number, even if you change your name, change your address, leave the state and return, etc.

7. If a customer is a victim of identity theft, can a new card number be provided?

**Answer:** Yes, the same identity theft procedures apply.

8. If I renewed my driver's license or identification card before December 13, 2004, do I need to reapply for the new Minnesota driver's license or identification card?

**Answer:** No, you do not need to reapply. Your current card is valid for four years (or until age 21).

9. My license is not due to expire for two years. Can I get the new style card now?

**Answer:** Yes, if you apply for a duplicate card at an application/renewal office or by Internet using a PIN issued by a driver's license agent or exam station staff. The fee is \$8. Please note that the card expiration date will not change.

10. What happens if I change my name?

**Answer:** You must apply for a duplicate license with proof of your name change. If you have not been issued a new number yet you will receive one at this time. If you have already been issued a new number, the new number will not change.

11. Is there an additional cost when I renew my current driver's license or identification card?

**Answer:** No, application fees remain the same.

12. Where can the general public and staff find out more information about the New Minnesota Driver's License/ID Card?

**Answer:** On our Web site, [www.mndriveinfo.org](http://www.mndriveinfo.org), or by calling 651/215-1332.

13. My checks are printed with my old card number; what do I need to do?

**Answer:** It is strongly recommended by DVS, law enforcement, and the Federal Trade Commission NOT to have the card number printed on checks for your security. The retail association was notified in late November 2004 about the number change. If a retail store needs the number the customer can write it on the check.

14. My bank, credit card companies, and insurance company all have my old card number; do I need to inform these groups of my new number?

**Answer:** No. We have informed retailers and insurance companies of the new card features. If they require the new card number, they will contact the customer.

**Please note that we have provided the Frequently Asked Questions information to our DL Agents and Exam Staff. We have also provided them with 8 x 11 informational sheet about the design makeup and some of the security features about the new card. The FAQ sheet will also be posted on the [esupport.mndriveinfo.org](http://esupport.mndriveinfo.org) for all DVS staff to use when answering questions from the general public.**