

## Common Access Card (CAC) Issuance & Name Changes

To issue or reissue a CAC, the following is required:

1. The DEERS/ID Card Center **CANNOT** change names in DEERS. Sponsor name changes are established and reported from the uniformed Service or Agency to DEERS as a verified record. The name change occurs within the **human resource personnel system; an electronic data exchange to DEERS as an authoritative data feed, creating a verified record. Family member name changes** are updated directly by the VO in RAPIDS to DEERS.

2. Military members who are married to a military member, referred to as Joint Service Marriage (JSM): The member's military personnel record needs to be updated by the respective Service's personnel data system to DEERS. Once the name change occurs in DEERS, then, RAPIDS reflects this information.

- **\*Note\*** If there has been a name change, proof of name change **MUST** be presented and **MUST** be original.
  - a. Acceptable proof of name change documents:
    - (1) Marriage Certificate
    - (2) Divorce Decree
    - (3) Legal Name Change (Court Document)

3. You must present two (2) valid, unexpired, forms of identification listed in the Federal Information Processing Standards 201-2, and one form **MUST** be a photo ID. **Active Duty Service Members please note: AN EXPIRED DRIVER'S LICENSE CANNOT BE USED FOR DEERS IDENTIFICATION PURPOSES.**

**\*\*\* CONTRACTORS MUST PROVIDE TWO FORMS OF ID (ONE MUST BE A PHOTO) IN ADDITION TO THEIR CURRENT CAC, IN ORDER TO AVOID NOT BEING SERVICED BECAUSE CURRENT CAC HAS BEEN TERMINATED IN DEERS.**

**\*Note\*** Records for newly-hired employees are typically created between 3 to 7 business days from the start date. Please call in advance to check if the record is available in DEERS to issue a CAC.

703-784-2750

**\*Note\*** Discrepancies/corrections in the DEERS record such as citizenship, name change, date of birth, or gender **MUST** be updated by the Personnel Office prior to receiving the CAC.

**\*Note\*** CACs can be renewed within **90 DAYS** prior to the expiration date. CACs are issued for a period of three years or less.

### Lost, Missing, Destroyed, Confiscated, or Stolen CAC

Please see Lost, Missing, Destroyed, Confiscated, or Stolen CAC section