

MVD Procedural Quick Update

#27

RE: Social Security Numbers Masked in MVD 2.0
Effective date: Immediate

Date: February 23, 2007
To: All MVD
From: Mac Lewis, MVD Policy and Procedures Manager

[This is the latest in a series of procedural updates. These updates deal with specific MVD procedures and practices. Managers and Supervisors should consistently distribute the updates to all personnel and integrate them into regular information and training sessions.]

Effective immediately, customers' Social Security numbers will be masked in MVD 2.0, so that only the last four digits of a customer's SSN will be visible.

Use, and the potential for misuse, of individuals' Social Security numbers has become an increasingly sensitive issue, especially with growing concerns about identity theft and its consequences. To minimize the potential for misuse of Social Security information as it appears in MVD 2.0 transactions, we are now masking the SSNs wherever possible.

With two exceptions, MVD 2.0 will now display a series of Xs in place of the first five digits of a customer's Social Security number, as shown below:

SSN: XXX-XX-1234

The only times the Social Security number will be fully displayed on the screen are:

- when the SSN is used to search for a driver's record, so that the clerk can verify that the number was entered correctly; and
- when SSOLV returns an error.

Because our customers may also be sensitive about the privacy and misuse of their Social Security numbers, it is also recommended that SSNs not be requested and used in a driver's record search when the driver's license number and/or name can be used instead.

Field office managers and supervisors should refer any comments or questions regarding this Procedural Quick Update to their Bureau Chiefs, with cc to mac.lewis@state.nm.us. Others are encouraged to direct comments or questions directly to Mac Lewis, MVD Policy and Procedure Manager, at mac.lewis@state.nm.us.
