

## MVD Procedural Quick Update

#38

**RE: New SSOLV Response Code**  
**Effective date: August 25, 2007**

Date: August 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 August 25, 2007, a new SSOLV response code #7 has been added with the message that, "SSN did not verify; other reason."**

**When the new response code appears, do not attempt an override, and do not issue a driver's license or ID card. Instead, direct the customer to contact his local Social Security Administration office for assistance and resolution.**

As part of its implementation of the Intelligence Reform and Terrorism Prevention Act (IRTPA), the Social Security Administration (SSA) is adding a new Verification Response Code to the Social Security Online Verification (SSOLV) program. AAMVA has updated SSOLV to support the new response code.

Effective for SSOLV transactions submitted on or after Saturday, August 25, 2007, a new response code #7 has been added to indicate that, although the person's SSN, Name, and DOB are verified, SSA's files show questionable activity associated with the account.

Two types of situations may be associated with the new code:

- 1) the record/SSN was established on the basis of fraudulent documents; or
- 2) the SSN was validly assigned but the holder of the SSN had his or her identity compromised and the SSN was involved in that process.

In either case transactions using that Social Security number are now suspect. SSOLV will not distinguish between the two situations, and will return the same code and official definition in both.

The Social Security Administration expects that there will be very few situations where this code will be involved. When the new code does appear, however, there will be no override option. Instead, the person must be directed to contact his or her local Social Security Administration office for assistance and resolution. The official definition to be associated with this response from SSA is "SSN did not verify; other reason." SSA will not, nor should MVD agents ever, use the term "fraud" when providing this response.

---

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](mailto: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](mailto:mac.lewis@state.nm.us).

---