

What To Do If The Card Is Lost Or Stolen

Veterans should contact the VA Medical Facility where they took their picture to request a new card be re-issued. Since the photo is retained, there is no need for the Veteran to go to the VA to retake a picture for the card. Identifying information such as name and other information will be asked to assure proper identification of the caller.

Replacement Of The Old VIC

The current VIC Card was introduced in 2004 to reduce Veteran vulnerability to identity theft and to demonstrate the VA's commitment to securing the confidential personal information of enrolled Veterans. Veterans with the old and outdated version of the VIC Card (which displays the Social Security Number and the Date of Birth), must replace the card with the new card. Veterans with the old card should report to their local VA Medical Facility to have a new card issued.

What To Do With The Old VIC?

The old VIC Card should be disposed of in a secure manner by cutting up the card or shredding the card.

What Should The Veteran Do If They Do Not Receive The Card In The 7-10 Day Timeframe?

The Veteran should contact the local VA Medical Facility where the card was requested or call VA at 1-877-222-VETS (8387).

Does The VIC Have Other Users?

The card cannot be used as a credit card or an insurance card and it does not authorize or pay for care at non-VA facilities.