

# SCDMV New Credential Frequently Asked Questions

## 1. Why is SCDMV changing the credential?

Like other states, South Carolina is making an effort to improve the security of our driver licenses and identification cards. The South Carolina credential has not been updated since the 1990's and SCDMV is taking advantage of technological advances to improve the security of the card. The new card will help deter fraud and identity theft.

## 2. What has changed about the front of the credential?

- The background of the credential now has colored lines, a blue palmetto tree with a crescent moon and images of leaves and small palmetto trees at the top and bottom of the credential.
- Persons who are under 21 will be issued a vertical credential while persons who are 21 years of age or older will receive a horizontal credential.
- Each credential contains two photos.
- The layout of the information on the credential has changed.

## 3. What is different about the back of the credential?

- An image of a blue palmetto tree is located in the lower left corner of the credential.
- The magnetic stripe has been removed and a 2D barcode is on the back.
- An audit control number and matching barcode has been added to the back.

## 4. How is the new credential more secure?

The new credential has three levels of security:

- Level 1 – Features that can be seen with the naked eye.
- Level 2 – Features that can be seen with a tool such as a UV light or magnifying glass.
- Level 3 – Features that can only be identified through detailed examination by SCDMV forensic specialists for true certification.

## 5. What are the Level 1 security features?

- Color graphics and fine lines on the front of the credential.
- Strategically placed palmetto tree graphics on the front and back of the credential.
- Holographic laminate with the state seal and SCDMV logo.

## 6. What are the Level 2 security features?

- The credential card is preprinted with fine lines that contain microlettering like that found on currency.
- The palmetto tree on the front of the credential has a hidden UV feature.
- Microtext in the laminate.

**7. What else has SCDMV done to make the credential more secure?**

- SCDMV has increased the physical security for credential equipment and card components.
- SCDMV implemented new hardware and software to track the card from the time it is received in the warehouse until it is issued to the customer.

**8. How will SCDMV implement the credential across the state?**

SCDMV will pilot the project in the Irmo-Ballentine office during the week of October 18. SCDMV will begin implementing the new credentials in stages across the state in November 2010. Online services for the new credential should be available in January 2011.

**9. Will the requirements for a new credential change?**

No. The requirements to obtain a credential will remain the same.

**10. Will the new credential cost more?**

No. The cost will not change. The cost of a five year driver's license will remain \$12.50. The cost of a ten-year driver's license will remain \$25.00. The cost for an identification card will remain \$5.00.

**11. Will customers need to replace their credential right away?**

No. Customers do not need to replace their credential until it is time to renew it.

**12. Can a customer get a new credential if it's not time for a renewal?**

Customers can visit a SCDMV office to replace their current credential with a new credential if they choose to do so. However, all SCDMV offices will not offer the new credentials until February 1, 2011. Online transactions to obtain a new credential will also be available by February 1, 2011.

**13. If a customer obtains a new credential, can they revert back to the old credential?**

No. Once a customer changes over to the new credential, they cannot change back to the old credential.

**14. If a customer's new credential is lost or stolen, can they replace it?**

Yes. They can replace their lost or stolen credential by visiting any SCDMV office that is issuing the new credential. A replacement credential will be available online in January 2011.

**15. Is this credential change part of the Real ID Act?**

No. South Carolina law prevents the Real ID Act from being implemented in this state.

**16. How is SCDMV paying for this change?**

The credential upgrade was one of several improvement funded by three separate grants totaling approximately \$2.1 million from the Department of Homeland Security.