



REPLY TO  
ATTENTION OF:

**DEPARTMENT OF THE ARMY**  
US ARMY INSTALLATION MANAGEMENT COMMAND, PACIFIC REGION  
HEADQUARTERS, UNITED STATES ARMY GARRISON, HAWAII  
851 WRIGHT AVENUE, WHEELER ARMY AIRFIELD  
SCHOFIELD BARRACKS, HAWAII 96857-5000

IMPC-HI-HR

10 February 2011

**MEMORANDUM FOR ID CARD CUSTOMERS**

**SUBJECT: Procedures for Replacing Lost or Stolen CAC/ID Cards**

1. Department of Homeland Security Directive and Army policy require all Soldiers, Family members, Civilian employees, Contractors, and Retirees, who need a new Common Access Card (CAC) or ID Card or who lose their card, to present two forms of valid identification, one of which must include a photo, before a new or replacement ID card can be issued. The following forms of ID are acceptable: valid driver's license with photo, valid state ID with photo, original birth certificate, valid passport, Naturalization Certificate, US Immigrant Green Card, original Social Security card, DOD military or Dependent ID card, etc. This DOD policy became effective with the Army-wide fielding of the new DEERS/RAPIDS ID Card system and the implementation of the Under Secretary of Defense Memorandum Subject: Directive-Type Memorandum (DTM) 08-003, Next Generation Common Access Card (CAC) Implementation Guidance, December 1, 2008.
2. Soldiers assigned to units supported by the Military Personnel Division, Directorate of Human Resources, USAG-HI, at Schofield Barracks and Fort Shafter, who have had a CAC lost or stolen, are required to present a USAG-HI Form IMPC-HI-HR-03, Feb 2011 (Encl 1) signed by their unit Commander or First Sergeant, indicating the date and circumstances surrounding the lost/stolen CAC when requesting a replacement CAC. The form must also be stamped/signed by the Installation's Provost Marshall's Office (PMO) to indicate that the card was reported as lost or stolen to the proper military security authorities. Soldiers must also present two acceptable State or Federal forms of identification.
3. Retirees and Family members must have a USAG-HI Form IMPC-HI-HR-03, Feb 2011, signed by their sponsor and the Installation's PMO to obtain a replacement ID Card. They must provide two acceptable State or Federal forms of identification.
4. DOD Civilians, Contractors, and other authorized Federal employees, who have lost their CAC/ID Card, must also provide a USAG-HI Form IMPC-HI-HR-03, Feb 2011 signed by their sponsoring supervisor and the Installation's PMO indicating the date and circumstances surrounding the lost card. They must provide two acceptable State or Federal forms of identification.

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5. Personnel reporting to Schofield Barracks or Fort Shafter while on ordinary or emergency leave or in a PCS or TDY status will be required to present their DA Form 31 or DD 1610, a completed USAG-HI Form IMPC-HI-HR-03, Feb 2011, signed or stamped by the Installation's PMO, and two forms of ID for issuance of a replacement CAC/ID Card.

6. Points of contact for this action are Mr. Danny Mauga, at Schofield Barracks, Tel: (808) 655-6884, and Mr. Mike Merucci, at Fort Shafter, Tel: (808) 438-1757.

FOR THE DIRECTOR OF HUMAN RESOURCES:



SEAN L. KARAMATH  
Chief, Personnel Services Branch  
Military Personnel Division

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