

# Customer Service / ID Cards

Niagara Falls ARS has a customer service section that can provide assistance to military retirees and their dependents regardless of the branch of service. The ID section can be reached at (716) 236-2197 or (716) 236-2435. Hours of operation are:

**Monday & Tuesday, 7:30-11:00am & 12:30-2:00pm**

914 AW Bldg. 314

**Wednesday & Thursday, 7:30-11:30am & 12:30-2:00pm**

107 AW Bldg. 901, please call: 716-236-2435

**Fridays- alternates between buildings**

7:30-11:00am ONLY (No afternoon hours)

**Please call ahead to insure personnel are available to assist you.**

## REQUIRED DOCUMENTATION

Two forms of identification are required for sponsors and dependents 21 years of age and older when enrolling a member or dependent in DEERS or when an ID Card is issued.

One form must be a photo ID.

The following is a list of acceptable forms of identification:

- Military ID
- Driver's License
- Foreign Driver's License
- Social Security Card
- Birth Certificate
- School ID with Photo
- Another form of Federal, State or Local Government issued Photo
- Identification Line Badge
- US Passport
- Weapons Permit
- Voter's Registration Card
- Foreign Passport
- INS Documentation

We will also need the documentation for the action that is being accomplished.

Promotion - Promotion order

Marriage - Marriage License, Spouses Birth Certificate, Spouses SSN card & photo ID

Divorce - Divorce Decree

Re-enlistment - enlistment document

Retirement- Retirement DD Form 214 if active duty / Retirement order

Death - Death certificate

Child Birth- Birth certificate and SSN

100% Disabled Vet: Letter from VA showing 100% Service connected Disability & DD form 214

Student (Children ages 21 - 23) - A letter from the school registrar that certifies enrollment in a full time course of study leading to an associate degree or higher and the anticipated graduation date.