


**SECONDARY REVIEW PROCESS FOR APPLICANTS CHALLENGING  
THE DENIAL OR SUSPENSION OF A NEW YORK CITY IDENTITY  
CARD**

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**FROM:** Steven Banks, Commissioner 

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Pursuant to New York City Administrative Code Section 3-115 and the Mayor's Executive Order No. 6 of 2014, the New York City Human Resources Administration (HRA) is designated as the administering agency of the New York City Identity Card (IDNYC) Program. The purpose of the IDNYC program is to provide access to government-issued photo identification for all New Yorkers, regardless of immigration status, homeless status or gender identity. HRA and the IDNYC Program are committed to providing a meaningful administrative review process for individuals who wish to challenge the denial of their application or suspension of their card before the agency's decision becomes final. This Executive Order updates and replaces Executive Order No. 740 issued on December 20, 2016.

***Integrity Review Process and Application Denials***

All IDNYC card applications will be reviewed at the enrollment site by the IDNYC Specialist accepting and processing the application to ensure that the application is filled out completely and that the applicant is presenting documents that are sufficient on their face to establish the applicant's identity and residency in accordance with NYC Administrative Code Section 3-115 and the agency's implementing rules. All applications will undergo a series of additional checks to prevent potential instances of fraud or identity theft and to ensure the applicant is eligible for the card. All applications will be submitted by the IDNYC Specialist for processing.

If an application is denied following all appropriate reviews, Program Integrity Unit staff will inform the applicant of the denial in writing by mail. The letter will include information regarding the reason(s) for the denial.

Applicants who have been denied an IDNYC card may submit a new application, through the regular enrollment process, with new 1, 2, 3 or 4 point documents at any time.

### ***Card Suspensions and Suspected Fraud***

If an individual with an unexpired IDNYC card is suspected of committing fraud in the application process, including but not limited to use of documents that IDNYC staff reasonably believe to have been falsified, or a photograph that is identified as a likely match of the photograph of an existing cardholder, IDNYC will suspend determination on any pending application and will suspend the individual's existing card, as appropriate.

If a card is suspended, IDNYC will provide the individual with notification of the suspension in writing by mail. The letter will include information regarding the reason(s) for suspension.

### ***Request for Secondary Review***

Application Denials: An individual whose application has been denied may request a secondary review of their eligibility for the card by calling 311 within 30 days of the date of denial and requesting a secondary review.

IDNYC will schedule an appointment at an enrollment center, where the individual will have the opportunity to discuss their eligibility with a supervisor and reapply. The reapplication will be assigned to a supervisor and investigator who were not involved in the original application determination and who have been designated by the Deputy Commissioner of the IDNYC to review and make decisions on requests for secondary review. These reviewers will examine the reapplication and any documents and additional information presented at the review conference and either approve or deny the reapplication. If the reapplication is denied, the applicant will be so informed by mail.

Card Suspensions: An individual whose card has been suspended for suspected fraud may request a secondary review of the suspension by calling 311 within 30 days of the date of the suspension and requesting a secondary review.

IDNYC will schedule a conference no more than 14 days from the date of the request, where the individual will have the opportunity to discuss the determination and present any relevant evidence to a fraud investigator designated by the Deputy Commissioner of IDNYC to conduct special secondary reviews. In consultation with the Deputy Commissioner of IDNYC or their designee, the fraud investigator will review the submitted evidence and determine whether the cardholder has presented sufficient evidence of their identity and notify the cardholder of the determination by mail.

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*Effective: Immediately*

*Updates and replaces Executive Order No. E-740 (dated December 30, 2016)*