

[emblem of Population and Immigration Authority]	Field: Registration
	Subject: Identity card replacement

Procedure No: 2.18.0003
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Procedure for Identity Card Replacement

General

1. According to Section 2(a) of the Population Registry Regulations (Population Registry Regulations (Validity Period and Expiration of Identity Cards) 5772-2012, identity cards (smart biometric card or ordinary card) issued to citizens or permanent residents are valid for ten years.
2. Additional reasons for identity card expiration have also been stipulated. An individual may ask for a new identity card at the branch office for these reasons.
3. A resident must replace an identity card for reasons of:
 - 3.1. Wear
 - 3.2. Changes/amendments to personal information
 - 3.3. Expiration of current identity card (10 years from date of issue)

A. Procedure Purpose

- A1. To determine the method for processing the issuance of an identity card in replacement of a worn card.
- A2. To determine the method for processing the issuance of an identity card following changes/amendments to personal information.
- A3. To determine the method for processing the issuance of a new identity card in replacement of an expired or soon to expire identity card.

B. Conditions and Requirements

The applicant must meet the following conditions:

B1. Appear in person.

- B.1.1 **Application for adult** - must appear in person at the branch office.
- B.1.2 **Application for minor, over 16** - minor must appear in person at the branch office
- B.1.3 **Application for minor, under 16** - minor and one parent must appear in person in the branch office.

B2. Produce current identity card.

B3. New, color frontal photo, 45mm X 35 mm, against a plain white background.

B4. **Submission location** - may be submitted in any PIA branch office.

B5. Produce documents and certificates attesting to changes/amendments in personal information such as: birth certificate, passport used at the time of immigration into the country, marriage/divorce certificate, judgment, name change, etc.

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B6. Inasmuch as the change/amendment requires the issuance of identity cards to the spouse and/or children - they must also appear in the office in person and file an application for an identity card.

B7. Fees – no fee is charged for this service.

C. Processing

C1. The PIA officer receiving the application for an identity card will show and offer the applicant a smart biometric identity card, according to the relevant law, regulations, order and procedures, and, subject to the applicant's decision and consent will:

- C.1.1 If the applicant agrees to receive a smart biometric card, follow Procedure 2.18.0013 and the present procedure.
- C.1.2 If the applicant wishes to receive a regular identity card, follow the present procedure.

C2. The PIA officer will verify the information listed on the application form and identify the resident vis-à-vis the worn identity card and the new photo.

C3. The receiving PIA officer will give the applicant an identity verification questionnaire:

- C.3.1. Attention: when the application involves replacing a smart identity card with a smart identity card, identity verification will be conducted vis-à-vis the card; i.e., the PIA officer must insert the current identity card into the card reader and ask the resident to place his/her finger on the fingerprint scanner. The fingerprint that appears in the scanner will be checked against the fingerprint on the identity card (important note: verification is conducted vis-à-vis the card, not the biometric database). After the Aviv system confirms the identity, the identity verification questionnaire may be skipped. However, if a biometric identity verification is not possible for whatever reason, the identity verification questionnaire must be used.
- C.3.2. The PIA officer will ask the applicant a number of questions, as they appear in the Aviv system.
- C.3.3. The PIA officer will note the answers in the Aviv system, exactly as they are given by the applicant (no interpretation may be given, and no detail provided by the applicant may be altered).
 - C.3.3.1 In applications for an identity card for a minor, the minor will answer the questions independently, unless s/he or his/her parent asked that the parent provide the answers.
 - C.3.3.2 In applications for an identity card for a ward, a person representing the resident will provide the answers for him/her, provided the representative properly identifies him/herself and provides proof of serving as said representative.
- C.3.4. **The PIA officer will take the following actions according to the results of the computer generated verification questionnaire:**
 - C.3.4.1 If the applicant answers the computer generated verification questionnaire correctly and accurately, the Aviv system will indicate "verification successful" and the process may continue.
 - C.3.4.2 If the applicant does not answer the questions correctly and accurately (record of correct results will be processed by the Aviv system), the PIA officer ("first line") will transfer the applicant to a supervisor ("second line" - a different "authorized" officer at the branch office), to review the

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- first computer generated verification questionnaire and conduct an additional computer generated verification questionnaire if necessary.
- C.3.4.3 If the supervisor ("second line") who checks the answers given to the receiving PIA officer ("first line") finds that the answers given by the applicant are correct in essence but are not accurate, for example, the applicant gave the nickname instead of the full name, or the city of birth instead of the country of birth, the supervisor may decide that the applicant has satisfied the requirements of the first computer generated verification questionnaire, confirm in the Aviv system that the first verification questionnaire is in order and continue the process.
- C.3.4.4 If the supervisor (second line) determines that the applicant has not successfully completed the first computer generated verification questionnaire, s/he will conduct a second computer generated verification questionnaire.
- C.3.4.5 If the applicant answers the questions correctly and accurately, the Aviv system will indicate "verification successful" and the process may continue.
- C.3.4.6 In cases in which the supervisor (second line) gives approval, decides the process may continue and instructs the applicant to return to the "first line" desk, a PIA employee must accompany the applicant to the "first line" desk and hand the identity information authorized by the "second line" to the first line officer who continues the process.
- C.3.4.7 In cases in which the supervisor decides the applicant has not satisfied the requirements because s/he failed both the first and second computer generated verification questionnaires, identity verification must be attempted by using additional documents as required, the personal file, or as per the instructions of a supervisor at the branch office.
- C.3.4.8 In cases in which it is not possible to make an identification via the personal file / additional documents, or when the personal file is not located / there are no additional documents for verification; the supervisor ("second line") may discontinue the examination process and instruct the applicant to produce additional certificates and documents in order to fully confirm his/her identity and continue the process.
- C.3.4.9 Upon receipt of additional documents, or if the applicant does not have additional documents, the application is to be transferred to the branch office manager for a decision. In rare cases, headquarters may be consulted, as per the decision of the branch office manager.
- C.3.4.10 **Very Important! No identity card is to be issued in cases in which the identity of the applicant is in doubt. A new identity card is to be issued after complete positive confirmation of the applicant's identity.**
- C4. In any application for a change/amendment to the applicant's information, the intake officer must receive an application for amendment or change form and verify that the applicant has attached all the required documents for changing/amending the information contained in the registry.
- C5. Enter the updating service and input the required change/amendment.

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C6. Enter the identity card issuance service in the Aviv system and make sure that the worn identity card is, in fact, the most recent identity card issued to the resident.

C7. Make sure there is no preclusion to providing the service. In case of preclusion, follow Procedure 1.2.0001 for Processing Preclusions.

C8. The officer will make sure that the resident/citizen's status is "active". If the applicant is not registered as active, the following steps must be followed.

C.8.1. **Citizen or permanent resident registered with status: Deceased**

Personal file must be examined and the identity of the resident/ citizen must be verified. After identity is confirmed, service will be provided.

C.8.2. **Citizen or permanent resident registered with status: Relocated**

C.8.2.1. An Israeli resident registered with a "relocated" status who declares that s/he has moved back to Israel: Cancel "relocated" status and update to "active" after the applicant signs an affidavit that s/he has returned to live in Israel; provide requested service.

C.8.2.2. Permanent resident - the requested service must not be authorized. Inquire whether the applicant's permanent residency visa has expired as per visa protocols. However, status should be amended from "relocated" to "ceased residency" as of the date the "relocated" status is updated, and the citizenship field must be changed accordingly.

C.8.3. **Citizen or permanent resident registered with status: Ceased residency**

C.8.3.1. A citizen of Israel listed with a ceased residency status, who declares that s/he has moved back to Israel - status must be updated to "active". Instruct the applicant to sign an affidavit that s/he has moved back to Israel and provide the requested service.

C.8.3.2. Permanent resident - requested service must not be authorized. Check first whether the applicant's permanent or temporary residency has expired as per visa protocols.

C9. Make sure the applicant's citizenship field code is not 19, 99 or 00. If this is the case, follow Procedure No. 4.9.0002 on Processing Citizenship Inquiries.

C10. If the address has changed, the change/amendment must be inputted according to the Protocol on Updating Address, No. 2.13.0001.

C11. The worn identity card must be shredded on the same day.

C12. Upon completion of all provisions contained in sections C1 to C11, an identity card may be issued. If the identity card is not handed to the applicant, send it by registered post.

C13. File photocopies of the documents attached to the application for change/amendment to personal information in the personal file.

D. The Law and Sections therein

D.1. Sections 24, 25, 26, 27, 28 of the Population Registry Law 5725-1965

D.2. Sections 1, 2, 3, 4, 5, 6, 7 of the Law regarding Possession and Production of an Identity Card 5743-1982.

E. Annexes

E.1. Application for an identity card or an identity card information slip (MR/1)

E.2. Application for changes, supplements and amendments to information in the population registry (MR/3)

E.3. Notice of change of name (MR/4)