



FEMA

Austin JFO

June 19, 2015

DR-4223-TX-FS-005

Joint News Desk: 512-833-1340

Fact Sheet

After the Disaster: Replacing Lost or Damaged Documents

Disasters such as floods and tornadoes commonly result in the loss of important documents, but Texans who lost official and important papers have ways to replace them:

SNAP Card (Food Stamps):

Phone: 800-777-7328

Website:

<https://www.hhsc.state.tx.us/providers/LoneStar/EBT/EBThowto.html>

Green Cards:

Phone: 800-375-5283

Website: <http://www.uscis.gov/green-card/after-green-card-granted/replace-green-card>

Birth and death certificates:

Phone: 888-963-7111

Website: <https://www.dshs.state.tx.us/vs/reqproc/default.shtm>

Texas Driver License:

Phone: 512-424-2600

Website: <https://www.txdps.state.tx.us/DriverLicense/replace.htm>

Bank Checks, ATM/Debit Cards, or Safe Deposit Boxes:

Phone: 877-275-3342

Website: www.fdic.gov

Credit Cards: Contact the issuing institution:

- American Express: 800-992-3404
https://online.americanexpress.com/myca/mobl/us/static.do?page=un_lostorstolen
- Discover: 800-347-2683 www.discover.com/credit-cards/help-center/
- Master Card: 800-622-7747 www.mastercard.com/cgi-bin/emergserv.cgi
- Visa: 800-847-2911 www.usa.visa.com

(more)

Replacing Lost Documents – P.2

Credit Reports: Equifax, Experian or TransUnion

Phone: 877-322-8228

Website: www.annualcreditreport.com

Social Security Card:

Phone: 800-772-1213

Website: www.ssa.gov

Fraud alerts or a credit freeze:

Phone: 877-438-4338

Website: <http://www.texasfightstheft.gov/>

Medicare Cards:

Phone: 800-772-1213

Website: www.socialsecurity.gov/medicarecard/

Passport:

Phone: 202-955-0430 or 1-877-487-2778

Website: <http://travel.state.gov/content/passports/english/passports/lost-stolen.html>

U.S. Savings Bonds:

Phone: 800-722-2678 or 800-553-2663

Website: <http://www.treasurydirect.gov/>

Tax Returns:

Phone: 800-829-1040

Website: <http://www.irs.gov/pub/irs-pdf/f4506.pdf>

Military Records:

Phone: 866-272-6272

Website: www.archives.gov/contact/

Vehicle Titles:

Phone: 888-368-4689

Website: <http://txdmv.gov/motorists/buying-or-selling-a-vehicle/get-a-copy-of-your-title>

Insurance Documents:

Phone: Check with your own insurance agent

Website: <http://insurance.lawyers.com/natural-disasters/replacing-personal-documents-lost-in-a-disaster.html>

(more)

Replacing Lost Documents – P.3

Real Estate and Property Records (Mortgage Documents, Deeds, etc.):

Phone: Contact your own agent

Website: <http://propertydeeds.org/lost-property-deed-replacement-procedure/>

Medical and Prescription Records: Call your own doctor; medical and prescription records are tracked electronically.

Replace a Texas Marriage Record or Certificate:

Website: General <http://texasmariagelicense.org/replace-marriage-record.html>

Website: Issuing Clerk of Court <http://www.dshs.state.tx.us/vs/field/localremotedistrict.shtm>

Proof of Address/Residency:

Website: <http://www.txdps.state.tx.us/internetforms/Forms/DL-57.pdf>

National Archives Records:

Website: General <http://www.archives.gov/preservation/records-emergency/public.html>

Website: Saving family records <http://www.archives.gov/preservation/disaster-response/guidelines.html>

NOTE: FEMA does not endorse any specific products or services.

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