

## **REPLACING LOST DOCUMENTS AFTER A DISASTER**

In time like this, important papers, legal or not, get lost, destroyed, or are just unreachable. When that happens, how do you get another? Here's how:

### **U.S. Mail Service changes.**

Contact your local or closest post office to make a change of address, pick up mail, or call 800-ASK-USPS (275-8777) for assistance available to evacuees.

### **Bank Accounts, Credit and ATM cards**

**For Credit and Debit Cards**, call the bank that issued the card to get a new one as soon as possible. Ask them to waive payments, late fees and over limit fees due to the disaster.

For statements, first look at your account online. Most banks now store several months of recent statements that you can print from their website at no charge. If you do not have an online account or access to the web, contact your bank's nearest branch, in person or by phone. For additional information, visit <http://www.fdic.gov> or call the Federal Deposit Insurance Corporation (FDIC) hotline: 1-877-ASK-FDIC (275-3342).

Unfortunately, **identity theft** is possible during this chaotic time. You may want to place a fraud alert on your credit report. Contact TransUnion (800-888-4213), Equifax (800-525-6285), and Experian (888-397-3742). Placing a fraud alert on your credit report may slow down or deter criminals, but it may also slow down your ability to obtain credit, should you need to. The fraud alert will prevent you from applying for credit unless they are able to get in touch with you and confirm your identity.

### **Birth, Death, Divorce and Marriage records (Texas)**

You can go to your local courthouse or online at <https://txapps.texas.gov/tolapp/ovra/index.htm>

You can use this application to order Texas Vital Records online including:

Birth Certificate or Verification

Death Certificate or Verification

Marriage Verification

Divorce Verification

To request vital records from other states, visit the [National Center for Health Statistics website](#).

Most divorce decrees are on file with the District Clerk of the county where the divorce was signed by a judge. You may be able to get them to waive the costs of a new copy as a result of the disaster.

### **Car or Truck Title (Texas)**

Replacing a lost Texas title can be done in person or by mail. You'll need to complete an [Application for a Certified Copy of Certificate of Title](#) and submit it with your current valid photo ID and the appropriate fees.

If requesting a replacement by mail, you'll need to send in the application, copies of the required documents, and a \$2 fee (check or money order only) to your [regional title and registration office](#).

Visit your [regional title and registration office](#) to get a replacement title in person. You'll still need the same documents and ID, but you'll pay \$5.45 as a walk-in.

If you have a lien on your vehicle, the lienholder will need to request the replacement title.

### **Children's immunization records (Texas)**

The state has a registry, known as ImmTrac, that keeps an electronic record for those children who are registered. Doctors, schools, and daycares can access this to help you in putting your child in a new school. <http://www.dshs.state.tx.us/immunize/immtrac/default.shtm>

### **Deeds and Mortgages**

The County Clerk of your county will have these documents, as long as they were recorded for filing. If the originals were destroyed, don't panic. You can likely get copies here if you need them.

### **Driver's License**

To replace your Texas drivers license you must: (1) visit any Texas Driver License office, (2) present proof of identity, (3) present proof of lawful presence in the U.S., if not a U.S. citizen or lawful permanent resident, (4) present proof of Social Security number, and (5) and pay the required fee.

More info at: <http://www.txdps.state.tx.us/DriverLicense/changes.htm>.

### **Federal Civil Service and Personnel Records**

The national Personnel Records Center can replace your DD214 (separation from military service) in about 6 days. Go to [www.vetrecs.archives.gov](http://www.vetrecs.archives.gov) to request one. The documents or information you need:

- All the identification of the veteran available (full name, Social Security / Service number, birth date, branch, and approximate dates of service.)
- The fax number or mailing address where the information should be sent.
- Your name and your relationship to the veteran.
- Your signature.
- The veteran's signature or the signature of the deceased veteran's next of kin (if it is different than yours).
- Your deadline for needing this information.
- The nature of the emergency (ex. burial, medical care, VA loan, etc.) .

If you are a former federal employee and need information about your federal civil service records, you may fax your request to (314) 801-9269. Include your full name, Social Security number, name of agency, and dates of service. Sign your request and include the fax number or mailing address where the information should be sent. Current federal employees should contact the Office of Personnel Management at [www.opm.gov](http://www.opm.gov) for information concerning your benefits and employment.

### **Food Stamps, ATP Card and EBT Card**

Now called as the Supplemental Nutrition Assistance Program (SNAP).

For further information regarding the SNAP program as administered in Texas, visit

<http://www.hhsc.state.tx.us/help/Food/FoodStamps/index.html> or call 2-1-1.

### **Immigration documents**

If you need to replace your permanent resident card, or your two-year card apply for a replacement card by filing a [USCIS Form I-90](#). For further assistance, visit <http://www.uscis.gov/portal/site/uscis>

### **Insurance documents**

Contact your insurance agency.

### **Manufactured Home (“Mobile Home”) Titles and SOLs (“Statements of Ownership and Location”)**

To replace a lost SOL, call the Texas Department of Housing and Community Affairs, Manufactured Housing Division at (512) 475-2200 or (800) 500-7074. You can also email them at [processing@tdhca.state.tx.us](mailto:processing@tdhca.state.tx.us) or find information on their website at [www.tdhca.state.tx.us/mh/index.htm](http://www.tdhca.state.tx.us/mh/index.htm) .

### **Medicare/Medicaid cards**

For Medicare cards, visit the Social Security Administration office and request a replacement card or access the Social Security website at <https://secure.ssa.gov/apps6z/IMRC/main.html>. For Medicaid cards, [contact the state Medicaid office](#) by visiting <http://www.hhsc.state.tx.us/medicaid/> or calling 2-1-1.

### **Social Security cards and payments**

To get your Social Security check, go to the nearest office of the Social Security Administration. To find those locations, call 800-772-1213 (TTY 800-325-0778). You will be able to get emergency payments if necessary. For more information, log onto [www.socialsecurity.gov/emergency](http://www.socialsecurity.gov/emergency) or [http://ssa-custhelp.ssa.gov/app/answers/detail/a\\_id/251](http://ssa-custhelp.ssa.gov/app/answers/detail/a_id/251).

### **U.S. Passports**

To get a new passport, call 1-877-487-2778 or 1-888-874-7793, or go to [www.travel.state.gov/passport](http://www.travel.state.gov/passport) for information, forms and supporting documents you will need.

**FOR LEGAL HELP CALL US AT 1-866-757-1570 x1043**