

# Replace Lost or Missing Documents

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The following list can help Virginians who lost important documents due to Tropical Storm Helene get replacement documents.

## STATE AND LOCAL SERVICES

**Birth certificates:** Contact the Virginia Department of Health to replace a birth certificate issued in Virginia.

Phone: 804-662-6200

Online: <https://www.vdh.virginia.gov/vital-records/>

Visit <https://www.cdc.gov/nchs/w2w/index.htm> to replace birth certificates filed in another state.

**Replacement driver's licenses or vehicle titles:** Visit any Virginia Department of Motor Vehicles location.

Online: <https://dmv.virginia.gov>

**State income tax records:** Contact the Virginia Department of Taxation.

Online: <https://www.tax.virginia.gov/news/need-copy-return-you-filed>

**Proof of address/residency:** Contact your local utility company to obtain a recent bill.

**Copies of insurance policies:** Contact your insurance agent or the insurance company.

**Real Estate and property records (mortgage documents, deeds, etc.):**  
Contact a real estate agent, escrow agent, your mortgage company or your Circuit Clerk's office.



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**Medical and prescription records:** Medical and prescription records are tracked electronically; contact your doctor, clinic or pharmacy.

## FEDERAL SERVICES

### **Social Security cards:**

Phone: 800-772-1213, TTY: 800-325-0778

Online: <https://www.ssa.gov/number-card/replace-card?>

**Medicare cards:** Log into (or create) your secure Medicare account to print or order an official copy of your Medicare card. You can also call for assistance.

Phone: 800-MEDICARE (633-4227), TTY: 877-486-2048

Online: Visit [www.medicare.gov](http://www.medicare.gov) for more information.

### **Federal tax records:**

Phone: 800-829-1040

Online: [www.irs.gov](http://www.irs.gov)

### **Military Records:**

Online: [www.archives.gov/veterans](http://www.archives.gov/veterans)

### **Green Card replacement:**

Online: [Replace Your Green Card | USCIS](#)

**Saving family records:** The National Archives ([archives.gov/preservation](http://archives.gov/preservation)) has detailed technical information on how to salvage damaged records.

If you are applying for disaster assistance and have lost important documents, you can still start the application process and submit necessary documents at a later date.

For more information on Virginia's disaster recovery, visit [vaemergency.gov](http://vaemergency.gov), the [Virginia Department of Emergency Management Facebook page](#), [fema.gov/disaster/4831](http://fema.gov/disaster/4831) and [facebook.com/FEMA](https://facebook.com/FEMA).

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Pennsylvania, Virginia and West Virginia. Follow us on X at [x.com/FEMAreion3](https://x.com/FEMAreion3) and on LinkedIn at [linkedin.com/company/femareion3](https://linkedin.com/company/femareion3).

To apply for FEMA assistance, please call the FEMA Helpline at 1-800-621-3362, visit <https://www.disasterassistance.gov/>, or download and apply on the [FEMA App](#). If you use a relay service, such as video relay service (VRS), captioned telephone service or others, give FEMA the number for that service. Multilingual operators are available (press 2 for Spanish and 3 for other languages). Disaster recovery assistance is available without regard to race, color, religion, nationality, sex, age, disability, English proficiency, or economic status.



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