

# Replacing Lost Documents in South Carolina

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When applying for FEMA assistance after Hurricane Helene, you may need to provide proof of identity, ownership and occupancy, and other documentation. Here are some resources and information to help you replace important documents that may have been lost or damaged in the storm.

- **Insurance policy information:** Call your insurance company or agent and ask for a copy of your policy. If you cannot reach your insurance company or agent, you may contact the South Carolina Department of Insurance at 800-768-3467 for assistance.
- **Birth and death certificates, marriage and divorce documents:** Contact the South Carolina Department of Public Health for assistance with retrieving copies of vital records. You can find office locations and forms to request records online at <https://dph.sc.gov/public/vital-records>
- **Driver's licenses:** If your driver's license has been lost or damaged, visit a South Carolina Department of Motor Vehicle branch for a replacement. You can also find more information online at <https://scdmvonline.com/Driver-Services/Drivers-License/Replace-License>
- **Social Security cards:** You can request a new card online at [SSA.gov](https://ssa.gov), or fill out an application for one and bring it to your local Social Security office along with valid identification. You may also call 800-772-1213 (TTY 800-325-0778) for assistance.
- **Medicare cards:** To replace your card, call Medicare at 800-633-4227 (TTY 877-486-2048), visit your local Social Security office, request a new card through your online account with Social Security, or visit [MyMedicare.gov](https://my.medicare.gov).
- **Green card:** Visit <https://www.uscis.gov/green-card/after-we-grant-your-green-card/replace-your-green-card> and complete the Form I-90 application to replace a permanent resident card. You can file the form online or by mail.
- **Passports:** Report your lost passport online, by mail or in person. For more information, visit <https://travel.state.gov/content/travel/en/passports/have-passport/lost-stolen.html>.



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- **Tax returns:** Fill out Form 4506 to request a copy of your federal tax return: <https://www.irs.gov/forms-pubs/about-form-4506>. For information about your state tax return and the impact of Hurricane Helene on SC returns and payments, visit <https://dor.sc.gov/emergencies>.
- **Military records:** Visit <https://www.archives.gov/preservation/records-emergency> to request records. You may also learn how to preserve family archives such as papers and photographs at <https://www.archives.gov/preservation/family-archives>.

## Apply for Assistance

If you have not applied for FEMA assistance yet, you can still submit your application. Homeowners and renters in Abbeville, Aiken, Allendale, Anderson, Bamberg, Barnwell, Beaufort, Cherokee, Chester, Edgefield, Fairfield, Greenville, Greenwood, Hampton, Jasper, Kershaw, Laurens, Lexington, McCormick, Newberry, Oconee, Orangeburg, Pickens, Richland, Saluda, Spartanburg, Union and York counties and the Catawba Indian Nation who were affected by Hurricane Helene are eligible to apply for FEMA assistance.

You can apply in several ways:

- Apply online at [DisasterAssistance.gov](https://DisasterAssistance.gov).
- Visit any Disaster [Recovery Center](https://fema.gov/DRC). To find a center close to you, visit [fema.gov/DRC](https://fema.gov/DRC), or text DRC along with your Zip Code to 43362 (Example: "DRC 29169").
- Use the [FEMA mobile app](#).
- Call the FEMA Helpline at 800-621-3362. It is open every day. Help is available in many languages. If you use a relay service, such as Video Relay Service (VRS), captioned telephone or other service, give FEMA your number for that service.

For a video with American Sign Language, voiceover and open captions about how to apply for FEMA assistance, select this [link](#). FEMA programs are accessible to survivors with disabilities and others with access and functional needs.



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