



**FEMA**

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NEWS DESK: 225-382-1599

# Fact Sheet

## **Replacing Lost or Damaged Documents in Louisiana**

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

### **SNAP Cards (Food Stamps):**

Phone: 1-888-524-3578

Website: [www.dcfslouisiana.gov/DSNAP](http://www.dcfslouisiana.gov/DSNAP)

### **Green Cards:**

Phone: 800-375-5283

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

### **Birth and Death Certificates:**

Phone: 504-593-5100

Website: <http://new.dhh.louisiana.gov/index.cfm/page/635>

### **Louisiana Driver's Licenses:**

Phone: 225-925-6146

Website: <https://www.dmv.com/la/louisiana/drivers-license-replacement>

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

Phone: 877-275-3342

Website: <https://www.fdic.gov/>

### **Credit Cards:** Contact the appropriate issuing institution:

- American Express: 800-327-1267  
<https://www.americanexpress.com/us/content/help/lost-stolen-card.html>
- Discover: 800-347-2683  
<https://www.discover.com/credit-cards/help-center/>
- MasterCard: 800-627-8372  
<https://www.mastercard.us/en-us/consumers/get-support.html>
- Visa: 800-847-2911  
<https://usa.visa.com/support/consumer/lost-stolen-card.html>

**Credit Reports:** Equifax, Experian or TransUnion

Phone: 877-322-8228

Website: <https://www.annualcreditreport.com/index.action>

**Social Security Cards:**

Phone: 800-772-1213

Website: <https://www.ssa.gov/ssnumber/>

**Fraud Alerts or a Credit Freeze:**

Website: [http://www.fightidentitytheft.com/security\\_freeze\\_louisiana.html](http://www.fightidentitytheft.com/security_freeze_louisiana.html)

This site is only accessible online

Other support:

Website: <http://www.idtheftcenter.org/>; email: [info@fightidentitytheft.com](mailto:info@fightidentitytheft.com).

**Medicare Cards:**

Phone: 800-772-1213

Website:

<https://faq.ssa.gov/ics/support/kbanswer.asp?deptID=34019&task=knowledge&questionID=3708>

**Passports:**

Phone: 877-487-2778

Website: <https://travel.state.gov/content/passports/en/passports/lost-stolen.html>

**U.S. Savings Bonds:**

Phone: 844-284-2676 (toll-free)

Website:

[https://www.treasurydirect.gov/indiv/research/indepth/ebonds/res\\_e\\_bonds\\_eereplace.htm](https://www.treasurydirect.gov/indiv/research/indepth/ebonds/res_e_bonds_eereplace.htm)

**Tax Returns:**

Phone: 800 829-1040

Website: <https://www.irs.gov/uac/About-Form-4506T>

**Military Records:**

Phone: 866-272-6272

Website: <https://www.archives.gov/veterans/military-service-records/>

**Vehicle Titles:**

Phone: 225-925-6146

Website:

<http://dpsweb.dps.louisiana.gov/omvfaqs.nsf/7317dab6a217a12586256ec30067232f/dac5c910f439f46386256d89004eea20?OpenDocument>

**Insurance Documents:**

Phone: Check with your insurance agent.

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

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

Phone: Contact your agent.

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

**Medical and Prescription Records:**

Call your doctor; medical and prescription records are tracked electronically.

**Louisiana Marriage Record or Certificates:**

Phone: 504-593-5100

Website:

<http://www.sos.la.gov/HistoricalResources/ResearchHistoricalRecords/LocateHistoricalRecords/Pages/OrleansParishMarriageRecords.aspx>

Website: <http://new.dhh.louisiana.gov/index.cfm/page/642>

**Proof of Address/Residency:**

Contact your local utility company to obtain a recent bill.

**National Archives Records:**

Phone: 866-272-6272

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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*We urge everyone to continue to use caution in areas where floodwaters remain. Monitor DOTD's [www.511la.org](http://www.511la.org) website for updated road closure information. Look for advisories from your local authorities and emergency managers. You can find the latest information on the state's response at [www.emergency.la.gov](http://www.emergency.la.gov). GOHSEP also provides information on Facebook and Twitter. You can receive emergency alerts on most smartphones and tablets by downloading the new Alert FM App. It is free for basic service. You can also download the Louisiana Emergency Preparedness Guide and find other information at [www.getagameplan.org](http://www.getagameplan.org).*

*Disaster recovery assistance is available without regard to race, color, religion, nationality, sex, age, disability, English proficiency or economic status. If you or someone you know has been discriminated against, call FEMA toll-free at 800-621-FEMA (3362). For TTY call 800-462-7585.*

*FEMA's mission is to support our citizens and first responders to ensure that as a nation we work together to build, sustain, and improve our capability to prepare for, protect against, respond to, recover from, and mitigate all hazards. Follow us on Twitter at <https://twitter.com/femaregion6> and the FEMA Blog at <http://blog.fema.gov>.*

*The U.S. Small Business Administration (SBA) is the federal government's primary source of money for the long-term rebuilding of disaster-damaged private property. SBA helps businesses of all sizes, private non-profit organizations, homeowners and renters fund*

*repairs or rebuilding efforts and cover the cost of replacing lost or disaster-damaged personal property. These disaster loans cover losses not fully compensated by insurance or other recoveries and do not duplicate benefits of other agencies or organizations. For more information, applicants may contact SBA's Disaster Assistance Customer Service Center by calling (800) 659-2955, emailing [disastercustomerservice@sba.gov](mailto:disastercustomerservice@sba.gov), or visiting SBA's Web site at [www.sba.gov/disaster](http://www.sba.gov/disaster). Deaf and hard-of-hearing individuals may call (800)877-8339.*

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