



FEMA

July 9, 2016
DR-4273-WV FS-11
News Desk: 717-975-7418

Fact Sheet

Replacing Lost Documents

Replacing a lost credit card can be easily handled. But, losing every document – birth and marriage certificates, property deeds, military records, and the like – can be a challenge after a disaster. However, West Virginia residents who lost important papers due to the severe storms, floods, mud- and landslides in June can use the following contacts to replace important documentation.

Free disaster legal assistance is also available for West Virginia flood survivors. Call the toll-free hotline **(877) 331-4259**. Callers can receive counseling on insurance claims, landlord-tenant issues, home-repair contracts, the replacement of legal documents destroyed by the storm and other legal matters.

Federal documents

- Green cards: Phone: 800-375-5283
Website: www.uscis.gov
- Medicare cards: Phone: 800-772-1213; (TTY) 800-325-0778
Website: www.ssa.gov/medicare
- Military records: Phone: 866-272-6272
Website: <http://www.archives.gov/contact/>
- Passport: Phone: 1-877-487-2778; 888-874-7793 (TTY)
Website: <https://www.travel.state.gov>
- Social Security card: Phone: 800-772-1213; (TTY) 800-325-0778
Website: ssa.gov
- U.S. Savings Bonds: Phone: 1-844-284-2676
Website: treasurydirect.gov
- U.S. tax returns: Phone: 800-829-1040

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

State documents

Birth/death/marriage/
divorce certificates: Phone: 877-448-3953
Website: <http://www.vitalchek.com>

Consumer protection: Phone: 800-368-8808 or (304) 558-8986
Website: www.ago.wv.gov
Email: consumer@wvago.gov

Driver's license/
ID cards/proof of
residency: 1-800-642-9066 or (TTY) 1-800-742-6991
Website: www.transportation.wv.gov

Real estate and
property records: See your county government.

SNAP: Phone: 1-866-545-6502
Website: www.wvdhhr.org/ebt/replace_card.shtml

State tax: Phone: 800-982-8297 or 304-558-3333
Email: TaxWVTaxAid@wv.gov

Vehicle titles,
registration: Phone: 1-800-642-9066
Website: www.transportation.wv.gov

Personal documents

Credit cards: Contact your credit card company.

Credit reports: Equifax, Experian, TransUnion
Phone: 877-322-8228
Website: www.annualcreditreport.com

Insurance
documents: Phone: Check with your own insurance agent
Website: <http://insurance.lawyers.com/natural-disasters/replacing-personal-documents-lost-in-a-disaster.html>

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

National Archives: Website: <http://www.archives.gov> Techniques for saving documents

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