

Replacing Lost or Missing Documents

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Many claimants may have lost important items in the Hermit's Peak/Calf Canyon Fire and subsequent flooding, including documents they may need during the claims process.

Missing Documents

If important documents – such as birth certificates, social security cards, driver's licenses, tax records, insurance policies, etc.— are missing, many can be replaced by contacting vital records offices, Social Security agencies, insurance companies and other organizations.

Claimants need to provide documentation such as, proof of property ownership or rental occupancy, social security numbers and other personal information when filing a claim. Not all of the documents listed below will be needed for the claims process however, we have provided a general list of resources to replace commonly lost documents:

- **Proof of address/residency:** Contact 1) your local planning and zoning offices for E911/physical address and/or 2) your local utility company to obtain a recent bill.
- **Birth certificates:** Contact the New Mexico State Department of Health. Go to [Birth Certificates \(nmhealth.org\)](https://nmhealth.org)
- **Copies of insurance policies:** Contact your insurance agent or the insurance company.
- **State tax records** visit the New Mexico Tax Commission's website at [Home: Taxation and Revenue New Mexico](https://www.tax.nm.gov/)
- **Driver's licenses and IDs** – Visit [Renew a Driving Credential | Motor Vehicle Division NM \(newmexico.gov\)](https://www.newmexico.gov/transportation/vehicles-and-transportation/licenses-and-ids)
- **Social Security cards:** Call the U.S. Social Security office at **800-772-1213**, Monday through Friday, 6 a.m. to 6 p.m. CT. For TTY users the number is **800-325-0778**. Visit [Social Security Number and Card | SSA](https://www.ssa.gov/) for more information on how to replace your Social Security card.



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- **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 1-800-MEDICARE (1-800-633-4227) to order a replacement card to be sent in the mail. TTY users can call 1-877-486-2048. Visit www.medicare.gov for more information.
- **Federal tax records:** Call the Internal Revenue Service at **844-545-5640**, Monday through Friday, 8:30 a.m. to 4:30 p.m. MT, or log onto www.irs.gov.
- **Military records:** Visit the National Archives website at www.archives.gov/veterans.
- **Green Card replacement:** Visit uscis.gov and click on “learn about green cards” on the left side of the home page. For more information visit: [Replace Your Green Card | USCIS](#).
- **Real estate and property records** (mortgage documents, deeds, etc.): Contact a real estate agent, escrow agent, your mortgage company or your County Assessor’s office.
- **Medical and prescription records:** Medical and prescription records are tracked electronically; contact your doctor, clinic or pharmacy.
- **Saving family records:** The National Archives (archives.gov) has detailed technical information on how to salvage damaged records and other information of interest to claimants.



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