

# Replacing Lost or Damaged Documents

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Here is how Arkansans can replace vital records lost or damaged in the severe storms of May 24-27. These include documents you 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 or damaged, many can be replaced by contacting vital records offices, Social Security agencies, insurance companies and other organizations.

Survivors need to provide documentation such as proof of property ownership or rental occupancy, social security numbers, and other personal information when filing a claim. Here is a list of resources to replace some commonly lost documents:

- **Proof of address/residency:** Contact 1) your local utility company to obtain a recent bill, 2) your bank for a recent statement, or 3) your landlord for a rent receipt.
- **Birth certificates:** Contact the Arkansas State Department of Health. Go to [Vital Records \(egov.com\)](https://egov.com)
- **Copies of insurance policies:** Contact your insurance agent or the insurance company.
- **State tax records:** Visit the Arkansas Department of Finance and Administration website at [Income Tax | Department of Finance and Administration \(arkansas.gov\)](https://arkansas.gov)
- **Driver’s licenses and IDs:** Visit the Arkansas Department of Motor Vehicles at [MyDMV Arkansas](https://mydmv.arkansas.gov)
- **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://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](http://www.medicare.gov) for more information.
- **Federal tax records:** Call the Internal Revenue Service at **800-829-1040**, Monday through Friday, 7 a.m. to 7 p.m. CT, or log onto [www.irs.gov/individuals/get-transcript](http://www.irs.gov/individuals/get-transcript).
- **Military records:** Visit the National Archives website at [www.archives.gov/veterans](http://www.archives.gov/veterans).
- **Green Card replacement:** 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:** Most medical and prescription records are tracked electronically; contact your doctor, clinic or pharmacy.
- **Family records:** The National Archives ([archives.gov](http://archives.gov)) has detailed technical information on how to salvage damaged records and other information of interest to claimants.

For the latest information on the disaster visit [fema.gov/disaster/4788](http://fema.gov/disaster/4788), or follow FEMA Region 6 on X at [X.com/FEMARegion6](https://x.com/FEMARegion6) or on Facebook at [facebook.com/FEMARegion6/](https://facebook.com/FEMARegion6/).



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