

Guide to Replacing Lost Documents

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When you apply for FEMA assistance in Tennessee for Tropical Storm Helene, you will need to provide proof of identity, residence and other documentation. Here are some ways to replace important documents that were lost or damaged in the storm.

Insurance policy information: Call your insurance company or agent and ask for a copy of your policy, including the Declaration Page, your insurance settlement or denial letter.

Birth and death certificates, marriage and divorce documents: Order them online at [Vital Records \(tn.gov\)](https://www.tn.gov/vital-records),

Driver Licenses: If your driver license is lost or damaged, you may apply for a replacement at any driver license office. Standard licenses may also be replaced online at [Replacing a Lost License \(tn.gov\)](https://www.tn.gov/replacing-a-lost-license). If you have a change of address, Tennessee driver license or ID card holders have 10 days to update this information.

Social Security Cards: Go to [Replace Social Security card | SSA](https://www.ssa.gov/replace-social-security-card) to replace your card online, or to print an application and take it to your local Social Security office along with unexpired identification. Documents must be original or have a signature, stamp or raised seal from the issuing agency; no photocopies.

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://www.mymedicare.gov).

Green Card: Go to uscis.gov/i-90 and complete Form I-90 to replace a permanent resident card. File the form online or by mail. For more information, visit [Replace Your Green Card | USCIS](https://uscis.gov/replace-your-green-card).

Passports: Visit [How to Report a Passport Lost or Stolen \(state.gov\)](https://state.gov/passports).



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Federal Tax Returns: Visit [About Form 4506, Request for Copy of Tax Return.](#)

Military Records: Visit [Request Military Service Records | National Archives.](#)



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