

GET HELP!

FEMA helpline, 800.621.3362 (emergency assistance)
 Texas RioGrande Legal Aid, 866.757.1570 (legal)
 State Bar of Texas, 800.504.7030 www.texasbar.com/floodresponse (legal)



Replacing Lost Documents

This list is not exhaustive. NOTE about replacement fees and late payments: Some entities will waive fees for replacing lost documents or cards if the loss or damage was due to a disaster. Some creditors will waive late fees, extend payment deadlines and make other payment accommodations if the reason for the delayed payment is due to disaster. If you need a fee waiver or more time to pay bills, JUST ASK.

DOCUMENT	AGENCY or DEPT.	LINK	FORMS	OTHER
BIRTH OR DEATH CERTIFICATE	Texas Dept. State Health Services - Vital Statistics	https://txapps.texas.gov/tolapp/ovra/index.htm	Form VS 142.3 Application for Certified Copy Form VS 142.21 Expedited Application for Certified Copy	Application for Certified Copy: Order w/credit card: from https://txapps.texas.gov/tolapp/ovra/index.htm . Mail-in requests- pay by personal check or money order payable to the DSHS. To verify current fees, call (512) 776-7111. Download Expedited Application Form VS 142.3 from www.dshs.state.tx.us/vs/reqproc/forms.shtm . Complete and send by USPS express mail with a check or money order to address on the application.
MARRIAGE LICENSE, DIVORCE DECREE	County clerk (marriage) or District clerk (divorce) in the county or district in which it was obtained.	To locate a Texas County or District Clerk: www.dshs.state.tx.us/vs/field/localre motedistrict.shtm		Copies charged by the page; copy costs vary by county. Certified copies typically cost upwards of \$1 a page.
MARRIAGE OR DIVORCE VERIFICATION LETTER	Texas Dept. State Health Services - Vital Statistics	https://txapps.texas.gov/tolapp/ovra/index.htm		The Vital Statistics Unit can issue a letter verifying if a Texas marriage or divorce was recorded based on information reported to Vital Statistics by the county or district clerk. <i>Verification letters are not considered legal substitutes for marriage licenses or divorce decrees.</i> Check in advance to see if verification letter will satisfy its intended use.
VEHICLE TITLE	Texas Department Motor Vehicles	www.txdmv.gov/motorists/buying-or-selling-a-vehicle/get-a-copy-of-your-title	Form VTR-34 , Application for Certified Copy of Title.	1. Complete Form VTR-34. Enclose a copy of owner's valid photo ID and \$2 mail-in fee by check, cashier's check or money order payable to TX DMV. Agent of owner or lienholder must also provide a letter of signature authority on original letterhead, a business card or a copy of the agent's employee ID. 2. Mail the application to: TxDMV, 1601 Southwest Parkway, Suite A, Wichita Falls, TX 76302

DISASTER RELIEF

MANUFACTURED HOME Statement Of Ownership And Location (Sol)	Texas Dept. Housing & Community Affairs - Manufactured Housing Div.	http://www.tdhca.state.tx.us/mh/index.htm		Fillable SOL application form at www.tdhca.state.tx.us/mh/docs/1023-applsol.pdf . Download form instructions from www.tdhca.state.tx.us/mh/docs/1037-applsol.pdf and complete application for SOL as instructed for "Title lost or destroyed, need an SOL"
TEXAS DRIVER'S LICENSE OR IDENTITY CARD	Department of Public Safety	www.txdps.state.tx.us/DriverLicense/replace.htm	Form DL-43, Application for TDL	<ol style="list-style-type: none"> 1. Apply <i>in person</i> at any driver license office 2. Bring completed application (also available at any driver license office) 3. Pay the required fee 4. Provide documents to verify identity (i.e. unexpired passport, etc.) 5. Provide lawful presence documents (non-U.S. citizens) <p>Must confirm personal information (DOB, SSN or docs verifying SSN). Verification of SSN not required for ID.</p>
PASSPORT	US. Department of State		Form DS-11 Form DS-64	If you are in the United States and <i>are not</i> traveling within 2 weeks-Submit Forms DS-11 and DS-64 in person at an authorized Passport Application Acceptance Facility (http://iafdb.travel.state.gov) to search for office nearest you by zip code.
GREEN CARD/ LEGAL PERMANENT RESIDENT	US Citizenship and Immigration Services	www.uscis.gov/green-card/after-granted/replace-green-card	Form I-90	If you are a permanent resident who needs to replace your green card or a conditional resident who needs to replace your two-year green card for any of the reasons listed below, you may begin the application process for a replacement green card by: Online E-Filing Form I-90 , Application to Replace Permanent Resident Card, or filing a paper Form I-90, Application to Replace Permanent Resident Card by mail.
SOCIAL SECURITY CARD	Social Security Administration	www.ssa.gov	Application for Social Security Card	No online replacements. In person or by mail only. To locate the nearest office, go to https://secure.ssa.gov/ICON/main.jsp <ol style="list-style-type: none"> 1. Show the required documents. Docs required depending on citizenship and type of card requested. See Learn What Documents You Need . 2. Complete and print Application for a Social Security Card 3. Take or mail your application and documents to your local Social Security office. Go to Social Security Number and Card for more instructions.
MEDICAID /TEXAS BENEFITS CARD	Texas Health and Human Services	https://www.yourtexasbenefits.com/ssp/SSPHome/ssphome.jsp	Form 1027-A Temporary Medicaid Eligibility Verification	<i>For quick proof of Medicaid eligibility:</i> HHSC staff can generate a Temporary Medicaid Eligibility Verification Form (Form 1027-A). Must apply for temporary form <i>in person</i> at an HHSC benefits office. Call 2-1-1 to find the nearest office. <i>For replacement card:</i> Will need <i>proof of coverage</i> . Provider can verify patient's eligibility for Medicaid by checking provider website; by calling 1-800-925-9126, or by visiting TexMedConnect on the TMHP website.

MEDICARE REPLACEMENT CARD	Social Security Administration	www.ssa.gov		<p><i>Online:</i> Login or set up an account at https://secure.ssa.gov/RIL/SiView.do. Select "Replacement Documents" tab, then "Mail my replacement Medicare Card." Medicare card will arrive by mail in about 30 days at the address on file with Social Security.</p> <p><i>By phone:</i> Call 1-800-772-1213, TTY 1-800-325-0778 weekdays 7 am-7 pm.</p> <p><i>In person:</i> Contact your local Social Security office.</p>
INCOME TAX RETURNS-COPIES ----- TRANSCRIPT OF TAX RETURNS	Internal Revenue Service	www.irs.gov	Form 4506	<p><i>Exact copies - Disaster victims:</i> The IRS will waive fees and expedite the request for taxpayers in a <i>federally declared disaster area</i>. For an exact copy with attachments (including Form W-2) complete IRS Form 4506 Request for Copy of Tax Return. If not in federally declared disaster area, requires \$50 fee for each return requested and can take up to 75 business days to process.</p> <p>On jointly filed tax returns, both spouses may request a copy and only one signature is required.</p> <p><i>Transcripts:</i> A transcript of your tax return will satisfy most requests, and it's <i>free</i>. IRS can generate different kinds of transcripts depending on what you need it for.</p> <p><i>By phone:</i> call 800-908-9946 and follow the prompts.</p> <p><i>Online:</i> go Get Transcript on www.IRS.gov.</p> <p>Forms are available on IRS.gov or by calling 800-TAX-FORM (800-908-9946).</p>
SAVINGS BONDS	United States Treasury	www.treasurydirect.gov	FS Form 1048	<p>Replacement Bonds no longer issued in paper form; electronic format only. You can either accept payment for lost bonds or order electronic replacements. You will need Provide Bond serial number. If you don't have serial number, provide:</p> <p>Specific month and year of purchase; SSN; Names (incl. middle names or initials; Mailing address. Complete Form 1048 (download or order). Take completed form to your financial institution to sign and certify your signature. Mail the completed form to: Treasury Retail Securities Site, PO Box 214, Minneapolis, MN 55480-0214.</p>
MILITARY SERVICE RECORDS	National Archives, Veteran's Service Records	http://www.archives.gov/veterans/military-service-records/	Form SF-180	<p><i>Includes DD 214/Separation Documents, Personnel Records, and/or Medical Records.</i></p> <p><i>Online:</i> Request through eVetRecs, https://vetrecs.archives.gov/VeteranRequest/home.html</p> <p><i>By mail:</i> Complete Form SF-180 (download at www.archives.gov/veterans/military-service-records/standard-form-180.html) and send to address indicated on form.</p>
CREDIT CARDS	Contact issuer. Obtain list of accounts.	www.annualcreditreport.com		<p>Federal law allows you to get a <u>free</u> copy of your credit report every 12 months from each credit reporting Company (TransUnion, Equifax, and Experian). Useful for gathering account and creditor information in order to report the loss, ensure that the information on your credit reports is correct, and protect against identity theft. Order free report online at www.annualcreditreport.com.</p>