

# Replacing Lost or Damaged Documents in West Virginia

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Those who may have lost or had damage to important documents during the February 15 – 18, 2025 winter flooding in Logan, McDowell, Mercer, Mingo, Raleigh, Wayne, and Wyoming counties may be able to replace them. Refer to the information and links to resources below to learn more.

## STATE SERVICES

### Birth and Death Certificates / Marriage and Divorce Documents:

The West Virginia Department of Health and Human Resources — Vital Registration Office issues certified copies of West Virginia vital records. The fastest way to request a copy of a birth or death certificate or marriage or divorce documents is to order online at the [DHHR website](#).

### Driver Licenses:

It's easy to request a replacement West Virginia driver's license online from the [West Virginia Department of Motor Vehicles](#), by visiting the website or a DMV office.

### Insurance Documents:

The [West Virginia Offices of the Insurance Commissioner](#) has information to assist individuals and businesses that suffered damage in during the April 2-6, 2024, severe storms and flooding. Visit [wvinsurance.gov](#) for answers to insurance questions or to dispute an insurance settlement. Call 866-445-8491 for more information and to ask questions.

## FEDERAL SERVICES

### Green Cards:



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Phone: 800-375-5283

Website: <https://www.uscis.gov/green-card/after-we-grant-your-green-card/replace-your-green-card>

### **Social Security Cards:**

Phone: 800-772-1213

Website: <https://www.ssa.gov/ssnumber/>

### **Identity Theft Resource Center:**

Phone: 888-400-5530

Website: <http://www.idtheftcenter.org/>

Email: [info@fightidentitytheft.com](mailto:info@fightidentitytheft.com)

### **Medicare Cards:**

Phone: 800-772-1213 (TTY 1-800-325-0778) Monday-Friday from 7 a.m. to 7 p.m. or go to <https://www.ssa.gov/myaccount/>.

### **USDA Farm Services:**

The Farm Services Agency offers a variety of loans and grants to help agricultural producers recover from production and physical losses that result from disasters. Visit <https://www.farmers.gov/recover/disaster-tool#step-1> or call 979-680-5151 or 866-680-6069.

### **Military Records:**

The [National Archives website](#) is the place to request replacement military service records.

### **National Archives Records:**

Phone: 866-272-6272



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Website: <https://www.archives.gov/preservation/records-emergency>

Website: Saving family records: <https://www.archives.gov/preservation/family-archives>

## PREPARE AND PROTECT YOUR DOCUMENTS

- Make list of your important documents and accounts.
  - In the event of an emergency or disaster, you are still responsible for paying your bills, and having a record of your accounts and financial information can make that process easier.
  - Make a backup copy of your important contact information, including friends and family, health care professionals, service providers, insurance agents, landlord or mortgage representative, and more.
- Take and print pictures of your important documents. Electronic copies of your documents can be password-protected and saved to a personal cloud storage online. Storage is available for free with many email accounts.
- Keep your documents in a safe place. Purchase a lockable, waterproof, and fireproof file box to keep at home or rent a safe deposit box.

For more information on West Virginia's disaster recovery, visit [emd.wv.gov](http://emd.wv.gov), [West Virginia Emergency Management Division Facebook page](#), [www.fema.gov/disaster/4861](http://www.fema.gov/disaster/4861) and [www.facebook.com/FEMA](http://www.facebook.com/FEMA).

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