

# Replacing Lost and Damaged Documents After a Natural Disaster

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After a natural disaster such as Hurricane Fiona, official documents will be essential in helping Hurricane Fiona survivors rebuild their lives. Survivors who lost vital documents such as birth and marriage certificates, Social Security cards or medical records can get replacements from the following resources.

## Federal Documents

### Medicare cards

- Phone: **800-772-1213** / Live chat available for deaf or hard of hearing
- Website: [www.medicare.gov](https://www.medicare.gov)

### Military records

- Phone: **866-272-6272** / To access a Video Relay Service (VRS), Dial 711
- Website: [www.archives.gov/contact/](https://www.archives.gov/contact/)

### Passport

- Phone: **877-487-2778** / Call 1-888-874-7793 for TDD Service
- Website: [travel.state.gov](https://travel.state.gov)



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## Social Security Card

- Phone: **800-772-1213** / You may request a reasonable accommodation for an upcoming appointment by calling us toll-free at 1-800-772-1213 or 1-800-325-0778
- Website: [www.ssa.gov](http://www.ssa.gov)

## Green Cards

- Phone: **800-375-5283** / To request large print or braille-related or other accommodations, applicants should call the USCIS Contact Center at 1-800-375-5283 (TTY: 800-767-1833), use the [online accommodations request form](#) in order to request an accommodation, or request an accommodation with the field office at any time during the naturalization process.
- Website: [www.uscis.gov](http://www.uscis.gov)

## U.S. Savings Bonds

- Phone: **844-284-2676** / For other means of communication, send e-mail: [FSInternet@fiscal.treasury.gov](mailto:FSInternet@fiscal.treasury.gov)
- Website: [www.treasurydirect.gov](http://www.treasurydirect.gov)

## U.S. tax returns

- Phone: **800-829-1040** / Telephone assistance for the deaf and hard of hearing is available for individuals with TTY/TDD equipment. TTY/TDD users may call [800-829-4059](tel:800-829-4059) (see [telephone and local assistance](#) for hours of operation) to



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ask tax questions or to order IRS forms and publications.

- Website: [www.irs.gov](http://www.irs.gov)

## **Puerto Rico Government Documents**

### **Driver's license, auto titles and registration, ID cards**

- Phone: **787-722-2929**
- Website: [www.cesco.pr.gov](http://www.cesco.pr.gov)
- Email: [www.info@dtop.pr.gov](mailto:www.info@dtop.pr.gov)

### **Birth, death, marriage, fetal death**

- Phone: **787-765-2929**
- Website: [Registro Demográfico de Puerto Rico \(pr.gov\)](http://Registro%20Demogr%C3%A1fico%20de%20Puerto%20Rico%20(pr.gov))

### **Nutrition Assistance for Puerto Rico (SNAP)**

- Phone: **787-289-1199** / For reasonable accommodation assistance, send an email to the Help Center
- Website: <https://www.benefits.gov/es/>

### **Treasury Department (Hacienda)**



- Phone: **787-622-0123**
- Website: [www.hacienda.pr.gov](http://www.hacienda.pr.gov)

## **Personal Documents**

- **Real estate and property**
  - Contact your municipal government.
- **Credit cards**
  - Contact your credit card company directly.
- **Credit reports from Equifax, Experian, TransUnion**
  - Phone: **877-322-8228**
  - Website: [www.annualcreditreport.com](http://www.annualcreditreport.com)
- **Insurance documents**
  - Check with your insurance agent.????
- **Medical records**



- Call your doctor or your medical insurance company; medical and prescription records are tracked electronically.

To apply for FEMA assistance, use the [FEMA mobile app](#), visit [DisasterAssistance.gov](#) or call the

**FEMA Helpline at 800-621-3362.** If you use video relay service (VRS), captioned telephone service or others, give FEMA the number for that service. **Helpline** operators are available from 7 a.m. to 2 a.m. daily. Press 2 for Spanish. Press 3 for an interpreter who speaks your language.

