

# Replacing Lost or Damaged Documents

---

Release Date: Sep 21, 2023

Storm and flooding survivors in Illinois who lost important documents may need replacements to apply for services and help rebuild their lives. This guide provides links and contacts to replace these important documents.

## State of Illinois

- **Supplemental Nutrition Assistance Program (SNAP) Card Replacement**
  - Website: [IDHS: Report or Replace Lost/Damaged Link Card \(state.il.us\)](https://state.il.us)
  - Phone: 800-678-5465 | TTY: 877-765-3459
- **Driver's License or ID Cards through the Secretary of State**
  - Website: [Duplicate Driver's License or ID Card \(ilsos.gov\)](https://ilsos.gov)
  - Phone: 800-252-8980 (toll free in Illinois)
  - 217-785-3000 (outside Illinois)
- **State Tax Returns**
  - Website: [IL-4506 Request for Copy of Tax Return \(illinois.gov\)](https://illinois.gov)
  - Phone: 800-732-8866 or 217-782-3336
  - Over-the-phone translation services are available.
  - TDD: 800-544-5304

## Cook County Documents

- **Cook County Birth, Death, Marriage, Real Estate, Property Tax, and Other Vital Records**
  - Bureau of Vital Records (General Questions)
    - Website: [Vital Records | Cook County \(cookcountyil.gov\)](https://cookcountyil.gov)
    - Phone: [312-603-7790](tel:312-603-7790)
    - Fax: [312-603-4899](tel:312-603-4899)
  - Birth/Death Certificates
    - Website: [Birth Certificates | Cook County Clerk \(cookcountyclerk.il.gov\)](https://cookcountyclerk.il.gov)
    - Phone: 866-252-8974
  - Marriage or Civil Union Certificate



**FEMA**

- Website: [Marriage / Civil Union | Cook County Clerk \(cookcountyclerkil.gov\)](http://Marriage / Civil Union | Cook County Clerk (cookcountyclerkil.gov))
- Phone: [866- 252-8974](tel:866-252-8974)
- Property Tax Records – County Treasurer’s Office
  - Website: [Property Tax Portal \(cookcountyil.gov\)](http://Property Tax Portal (cookcountyil.gov))
  - Phone: 312-603-5105
- Proof of Address/Residency
  - Contact your local utility company to obtain a recent bill.

## Federal Documents

To replace any federal document, try this website first: [How to replace lost or stolen ID cards | USAGov](#)

- **Green Cards**
  - Website: [Replace Your Green Card | USCIS](#)
  - Phone: 800-375-5283
- **Medicare Cards**
  - Website: [www.medicare.gov](http://www.medicare.gov)
  - Phone: 800-772-1213; TTY: 800-325-0778
- **Military Records**
  - Website: [Request Military Service Records | National Archives](#)
  - Phone: 866-272-6272
- **Passport**
  - Website: [How to Report a Passport Lost or Stolen \(state.gov\)](#)
  - Phone: 877-487-2778; (TTY) 888-874-7793
- **Social Security Cards**
  - Website: [Social Security number & card | SSA](#)
  - Phone: 800-772-1213; (TTY) 800-325-0778
- **U.S. Tax Returns**
  - Website: [About Form 4506-T, Request for Transcript of Tax Return | Internal Revenue Service \(irs.gov\)](#)
  - Phone: 800-829-1040

## Other Documents

- **Bank Checks, ATM/Debit Cards and/or Credit Cards**



**FEMA**

- Contact the appropriate issuing institution.
- **Insurance Documents**
  - Check with your insurance agent.
  - Illinois Department of Insurance
    - Website: [Illinois Consumer Insurance Information](#)
    - Phone: 312- 814-2420
- **Medical and Prescription Records**
  - Call your doctor. Medical and prescription records are tracked electronically.

For additional information about the disaster recovery operation in Illinois, visit [www.fema.gov/disaster/4728](http://www.fema.gov/disaster/4728). The deadline to register with FEMA is October 16, 2023.

