

FACT SHEET: Replacing Lost or Damaged Documents in Florida

Release Date: November 5, 2018

TALLAHASSEE, Fla. – The Hurricane Michael disaster may result in the loss of important documents, but Florida residents have ways to replace them. Here is a list of some useful websites and telephone numbers:

SNAP Cards Phone: Agents available 8 a.m. to 5 p.m. Monday-Friday at 866-762-2237 Website: www.myflfamilies.com

Green Cards:

Phone: 800-375-5283

Website: <https://go.usa.gov/xPyWb>

Birth and Death Certificates:

Phone: 850-245-4444

Websites: Birth Certificates:

<http://www.floridahealth.gov/certificates/certificates/birth/index.html>

Death Certificates:

<http://www.floridahealth.gov/certificates/certificates/death/index.html>

Florida Driving Licenses:

Phone: 850-617-3000

Website: <https://go.usa.gov/xPyW8>

Bank Checks, ATM/Debit Cards or Safe Deposit Boxes:

Phone: 877-275-3342



FEMA

Page 1 of 5

Website: <https://www.fdic.gov/>

Credit Cards – Contact the appropriate issuing institution:

- Visa: 800-847-2911

<https://usa.visa.com/support/consumer/lost-stolen-card.html>

- MasterCard: 800-627-8372

<https://www.mastercard.us/en-us/consumers/get-support.html>

- Discover: 800-347-2683

<https://www.discover.com/credit-cards/help-center/>

- American Express: 800-327-1267

<https://www.americanexpress.com/us/content/help/lost-stolen-card.html>

Credit Reports: Equifax, Experian or TransUnion

Phone: 877-322-8228

Website: <https://www.annualcreditreport.com/index.action>

Social Security Cards:

Phone: 800-772-1213

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

Fraud Alerts or a Credit Freeze: Both are free. But there are important differences between these two options:

- An extended fraud alert means that a business must verify your identity before it issues new credit. An extended fraud alert, lasting seven years, is available only to identity theft victims. To get an extended fraud alert, you'll first need an Identity Theft Report, which you can create at IdentityTheft.gov.



FEMA

Page 2 of 5

- A freeze generally stops all access to your credit report, while a fraud alert permits creditors to get your report as long as they take steps to verify your identity. A freeze is available to anyone, whether or not you are a victim of identity theft. For more information, visit <https://go.usa.gov/xPyWX>.

Other support:

Identity Theft Resource Center:

Phone: 888-400-5530

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

Email: 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/>

Passports:

Phone: 877-487-2778

Website: <https://travel.state.gov/content/passports/en/passports/lost-stolen.html>

U.S. Savings Bonds:

Phone: 844-284-2676 (toll-free)

Website: <https://go.usa.gov/xPyWp>

Federal Tax Returns:

Phone: 800-829-1040



FEMA

Website: <https://www.irs.gov/uac/About-Form-4506T>

Military Records:

Phone: 866-272-6272

Website: <https://www.archives.gov/veterans/military-service-records/>

Insurance Documents:

Phone: Check with your insurance agent.

Website: <http://insurance.lawyers.com/natural-disasters/replacing-personal-docum...>

Real Estate and Property Records (Mortgage Documents, Deeds, etc.):

Phone: Contact your agent.

<http://insurance.lawyers.com/natural-disasters/replacing-personal-docum...>

Medical and Prescription Records:

Call your doctor; medical and prescription records are tracked electronically.

Proof of Address/Residency:

Contact your local utility company to obtain a recent bill.

National Archives Records:

Phone: 866-272-6272

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

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

Please Note: FEMA does not endorse any specific products or services.

###



FEMA

Page 4 of 5

FEMA's mission: Helping people before, during, and after disasters



FEMA