

# Replacing Vital Documents Lost or Damaged by the Tornadoes

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Alabama survivors of the Jan. 12 severe storms, straight-line winds and tornadoes who lost vital documents such as birth and marriage certificates, Social Security cards, driver's licenses or medical records may get replacements from the following contacts:

## Federal Documents

### Permanent Resident Card (Green Card):

- Phone: 800-375-5283
- Website: [uscis.gov](http://www.uscis.gov) [<http://www.uscis.gov>]

### Medicare cards:

- Phone: 800-633-4227; (TTY) 877-486-2048
- Website: [medicare.gov](http://www.medicare.gov) [<http://www.medicare.gov/>]

### Military records:

- Phone: 314-801-0800
- Website: [archives.gov/contact](http://www.archives.gov/contact) [<http://www.archives.gov/contact/>]

### Passport:

- Phone: 877-487-2778; (TTY) 888-874-7793
- Website: [travel.state.gov](https://travel.state.gov) [<https://travel.state.gov/>]

### Social Security card:

- Phone: 800-772-1213; (TTY) 800-325-0778
- Website: [ssa.gov](http://www.ssa.gov) [<http://www.ssa.gov>]



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## U.S. Savings Bonds (Department of the Treasury);

- Phone: 844-284-2676
- Website: [treasurydirect.gov](https://www.treasurydirect.gov) [<https://www.treasurydirect.gov>]

## U.S. tax returns (IRS):

- Phone: 800-829-1040
- Website: [irs.gov](http://www.irs.gov) [<http://www.irs.gov>]

## COVID-19 Vaccination cards:

- If you need to obtain a copy of your COVID-19 vaccination card, make your request by providing all of the following information: full name, date of birth (mm/dd/yyyy), phone number with area code, complete mailing address, and location where vaccines were provided, via email: [vaxcards@adph.state.al.us](mailto:vaxcards@adph.state.al.us) ; by telephone: 334-206-5100, or by contacting an [Alabama county health department](#) if COVID-19 vaccines were received in Alabama.
- [COVID-19 Vaccine | Alabama Department of Public Health \(ADPH\)](https://alabamapublichealth.gov) ([alabamapublichealth.gov](https://alabamapublichealth.gov))

## State Documents

### Birth, death, marriage, divorce records:

- Phone: (334) 206-5418
- Website: [Vital Records | Alabama Department of Public Health \(ADPH\)](https://alabamapublichealth.gov) ([alabamapublichealth.gov](https://alabamapublichealth.gov))

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

- Phone: 334-242-4400
- Website: [Online Services \(alea.gov\)](https://alea.gov) Locations of temporary offices for replacing lost documents are available here.

### SNAP (Supplemental Nutrition Assistance Program):

- Phone: 833-822-2202



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- Website: [Welcome \(alabama.gov\)](http://Welcome.alabama.gov)

### **State of Alabama tax documents**

- To protect individuals' privacy, the office cannot send copies of individual tax returns electronically.
- To obtain a copy of a Alabama tax return, individuals may mail in an [Alabama Form 4506-A Request for Copy of Tax Form or Individual Income Tax Account Information](#).
- There is a \$5 fee for this information; allow eight to 10 weeks for processing.
- [Website: Alabama Department of Revenue](#)

### **Personal Documents**

#### **Real estate and property documents:**

- Contact the office of your county clerk

#### **Credit cards:**

- Contact your credit card company directly

#### **Insurance Documents:**

- Check with your insurance agent

#### **Medical Records:**

- Call your doctor or medical insurance company; your pharmacy can print a list of all your prescriptions. (Medical and prescription records are tracked electronically)

#### **Credit Reports from Equifax, Experian or TransUnion:**

- Phone: 877-322-8228
- Website: [www.annualcreditreport.com](http://www.annualcreditreport.com)

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



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For information on Alabama's disaster recovery, visit [fema.gov/disaster/4684](https://fema.gov/disaster/4684). Follow FEMA on Twitter at [FEMA Region 4 \(@femaregion4\) / Twitter](https://twitter.com/femaregion4) and at [facebook.com/fema](https://facebook.com/fema).



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