

Disaster Assistance: Lost Documents

Important papers can get lost or destroyed, or you just cannot get to them. Here are tips for getting replacements, or help with replacements.

Birth certificates

Contact family or your employer first. They might have copies of these. If so, they might be able to get them to you faster than Vital Records or Statistics.

Driver's license

Your employer might have a copy of this. Contact them first.

The Department of Licensing might be able to get you a replacement quickly. Read more at www.dol.wa.gov/dol-services.html.

Social Security cards and payments

Your employer might have a copy of your Social Security card. Contact them first.

Otherwise, visit www.ssa.gov/myaccount/replacement-card.html.

To get your Social Security check, visit www.ssa.gov/onlineservices. You can get emergency payments if needed. To learn more, log onto www.socialsecurity.gov/emergency.

U.S. Mail - service changes

Contact your local or closest post office to make a change of address, pick up mail, or call 800-ASK-USPS (275-8777) for help for evacuees.

Bank accounts, credit and ATM cards

If you do not have an ATM card, or the disaster destroyed your bank, contact your bank in-person, online or by phone.

- For your bank's contact information, visit <https://research2.fdic.gov/bankfind>. If you do your banking with a credit union, visit <https://mapping.ncu.gov> instead.

Credit cards

Call the bank that gave you the card to get a new one as soon as possible. Ask them to waive (excuse you from paying) payments, late fees and over limit fees.

Food assistance and EBT card

Call the Customer Contact Center, 1-877-501-2233, 8 a.m. - 5 p.m., weekdays. **Or** visit www.washingtonconnection.org.

Immigration documents

You can replace your permanent resident card or two-year card by filing a [USCIS Form I-90](https://uscis.gov/forms/explore-my-options/renew-or-replace-my-green-card). To learn more, visit [www.uscis.gov/forms/explore-my-options/renew-or-replace-my-green-card](https://uscis.gov/forms/explore-my-options/renew-or-replace-my-green-card).

Insurance documents

Contact your insurance agency. Your doctor might also have a copy of your insurance card.

Medicare cards

Contact the Social Security office to ask for a replacement card **or** visit <https://faq.ssa.gov/en-us/Topic/article/KA-01735>.

Your doctor might also have a copy of your Medicare card.

www.WashingtonLawHelp.org

Deeds and mortgages

Your County Clerk has these documents, if you recorded them for filing. If the disaster destroyed your originals, you can probably get copies here if you need them.

Children's immunization records

Visit the state's registry to learn more:

www.doh.wa.gov/ForPublicHealthandHealthcareProviders/HealthcareProfessionsandFacilities/DataReportingandRetrieval/ImmunizationInformationSystem/ForParents

If you need other proof of identity or of where you live:

- Ask your utility company for a copy of your last bill. This can help prove residency (where you live).
- Ask any accountant or tax preparation service you use for copies of your tax return. This can help prove your identity (you are who you say you are).

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