

Replacing Lost or Damaged Documents

When you apply for FEMA assistance in Texas for the July storms and flooding, you will need to provide proof of identity, residence and other documentation. Here are some ways to replace important documents that were lost or damaged.

Insurance policy information: Call your insurance company or agent and ask for a copy of your policy, including the Declaration Page, your insurance settlement or denial letter.

Birth and death certificates, marriage and divorce documents: Order them online at [Vital Records \(TX DSHS\)](#),

Driver Licenses: If your driver's license is lost or damaged, you may apply for a replacement at any driver's license office. Information about replacing your driver's license, commercial license and ID card can be found online at [Replace your Driver License, Commercial Driver License or ID Card \(TX DPS\)](#).

Social Security Cards: Go to [Replace Social Security card | SSA](#) to replace your card online. You may also print an application and take it to your local Social Security office along with an unexpired identification. Documents must be original or have a signature, stamp or raised seal from the issuing agency. Photocopies are not accepted.

Medicare Cards: To replace your card, call **Medicare at 800-633-4227 (TTY 877-486-2048)**, visit your local Social Security office, request a new card, using your online account with Social Security, or visit [MyMedicare.gov](#).

Green Card: Go to [uscis.gov/i-90](#) and complete Form I-90 to replace a permanent residency card. File the form online or by mail. For more information, visit [Replace Your Green Card | USCIS](#).

Passports: Visit [How to Report a Passport Lost or Stolen \(state.gov\)](#).

Federal Tax Returns: Visit [About Form 4506, Request for Copy of Tax Return](#).

Military Records: Visit [Request Military Service Records | National Archives](#).

For the latest information about the Texas recovery, visit [fema.gov/disaster/4879](#). Follow FEMA Region 6 on social media at [x.com/FEMARegion6](#) and at [facebook.com/FEMARegion6/](#).

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FEMA's mission is helping people before, during, and after disasters.

Disaster recovery assistance is available without regard to race, color, religion, nationality, sex, age, disability, English proficiency or economic status. If you or someone you know has been discriminated against, call FEMA toll-free at 833-285-7448. If you use a relay service, such as video relay service, captioned telephone service or others, give FEMA the number for that service. Multilingual operators are available. (Press 2 for Spanish).