

REPLACING DOCUMENTS POST-DISASTER

(Adapted from Texas RioGrande Legal Aid with permission.)

Please note the information below is not exhaustive. To find legal help from a nonprofit legal services organizations, court-based self-help center, or a State Bar-certified Lawyer Referral Service in California, please go to www.LawHelpCA.org.

- I. Document:** **BIRTH OR DEATH CERTIFICATE**
- Agency or Department:** [California Department of Public Health](#)
- Links:** <http://www.cdph.ca.gov/certlic/birthdeathmar/Pages/CertifiedCopiesofBirthDeathRecords.aspx>
- Contact Info:** 916-445-2684
- Forms:** [Application and Sworn Statement for Certified Copy of Birth Record \(VS 111\)](#)
[Application and Sworn Statement for Certified Copy of Death Record \(VS 112\)](#)
- Notes:** There are two types of certified copies for a birth or death certificate: [authorized and informational](#) of the document. For more information, see instructions on the application forms or review the following documents:
[DMV pamphlet for Certified Copies of Birth Records](#)
[DMV pamphlet for Certified Copies of Death Records](#)
Please note the sworn statement must be notarized. Allow at least 15 business days for processing.
[The list of vital record fees](#) for a certified copy varies when requested through CDPH Vital Records.

- II. Document:** **MARRIAGE CERTIFICATE, DIVORCE RECORDS**
- Agency or Department:** [California Department of Public Health](#)
- Links:** <http://www.cdph.ca.gov/certlic/birthdeathmar/Pages/CertifiedCopiesofMarriageandDivorceRecords.aspx>
- Contact Info:** 916-445-2684
- Forms:** [Application and Sworn Statement for Certified Copy of Marriage Record \(VS 113-A\)](#)
- Notes:** There are two types of certified copies: [authorized and informational](#). A notarized sworn statement is required for authorized certified copies of marriage certificates. [The list of vital record fees](#) for a certified copy varies when requested through CDPH Vital Records.

Processing fees are deposited upon receiving your request. Please allow 3-4 weeks from the date of deposit to receive your vital record in the mail. Before submitting your application to CDPH Vital Records, please view [processing times](#) to make sure they are acceptable for your needs. If not, submit your request to the [County Recorder's Office](#) in the county where the marriage license was issued, or the [Superior Court](#) in the county where the divorce was filed.

If you are using the state application form - but are submitting your request to a county office for processing - please first check with the county office to confirm their certified copy fees, as they may be different from the State fees. Refer to the ["Directory of County Vital Record Offices"](#) for county contact information. For more information, see: [DMV pamphlet for obtaining certified copies of marriage records](#) and [DMV pamphlet for obtaining certified copies of divorce records](#).

- III. Document:** **CA DRIVER'S LICENSE OR IDENTITY CARD**
Agency or Department: [California Department of Motor Vehicles](#)
Links: https://www.dmv.ca.gov/portal/dmv/?1dmy&urile=wcm:path:/dmv_content_en/dmv/dl/dl_info#duplicateID_DL
Forms: Driver License or Identification Card Application form ([DL 44](#))
Commercial Driver License Application form ([DL 44C](#))
Notes: You must apply in person for a duplicate license or ID card:
 - Make an [Appointment\(s\)](#) to [visit a DMV office](#)
 - Complete form [DL 44](#) or [44C](#) and submit original in person. Copies will not be accepted. For a duplicate driver license, minors must have [parents' or guardians' signatures on the DL 44](#)
 - Pay the appropriate [application fee](#)
 - Provide thumb printTo ensure your identity is secure, the DMV will validate your photo, social security number, and personal information. You will be issued an interim license valid for 90 days and/or a receipt for your ID card until you receive your new card in the mail within 60 days. If you do not receive your card after 60 days, call 1-800-777-0133 to check the status. Have your interim license or ID card receipt with you.
- IV. Document:** **CERTIFICATE OF TITLE FOR VEHICLE**
Agency or Department: [California Department of Motor Vehicles](#)
Links: https://www.dmv.ca.gov/portal/dmv/?1dmy&urile=wcm:path:/dmv_content_en/dmv/pubs/brochures/howto/htvr10
Forms: [Application for Duplicate or Paperless Title \(REG 227\) form](#)
Notes: To request duplicate title, sections 1-3 of [REG 227](#) form must be completed by the legal or registered owner (if no legal owner is on DMV records) and submitted with the [duplicate title fee](#). Submit application and fee (if any) to a DMV office or by mail to: DMV, P.O. Box 942869, Sacramento, CA 94269.
- V. Document:** **VEHICLE REGISTRATION, PLATES, STICKERS, DISABLED PLACARD, ETC.**
Agency or Department: [California Department of Motor Vehicles](#)
Links: <https://www.dmv.ca.gov/portal/dmv/detail/vr/duplicate>
Forms: [Application for Replacement Plates, Stickers, Documents \(REG 156\) form](#)
Notes: The DMV website has detailed information and instructions about applying for a replacement registration card, license plates, stickers, placards, and other documents at:
https://www.dmv.ca.gov/portal/dmv/?1dmy&urile=wcm:path:/dmv_content_en/dmv/vr/vr_info#B M2515.

VI. Document: **SOCIAL SECURITY CARD**
Agency or Department: [Social Security Administration](#)
Links: <https://faq.ssa.gov/ics/support/kbanswer.asp?QuestionID=3755>
Forms: [Application for a Social Security Card \(Form SS-5\)](#)
Notes: Apply for a replacement Social Security card online or use the Application for a Social Security Card form.

You can create an online [my Social Security](#) account to apply for a replacement Social Security card online if you:

- Are a U.S. citizen age 18 or older with a U.S. mailing address (this includes APO, FPO, and DPO addresses);
- Are not requesting a name change or any other change to your card; and
- Have a valid driver's license or a state-issued identification card from one of the following states:
 - Arizona (driver's license only);
 - District of Columbia (driver's license only);
 - Idaho (driver's license only);
 - Iowa;
 - Kentucky;
 - Maryland;
 - Michigan;
 - Mississippi;
 - Nebraska;
 - New Mexico;
 - North Dakota (driver's license only);
 - Pennsylvania;
 - South Dakota;
 - Washington; or
 - Wisconsin (driver's license only).

If you do not qualify to apply online, please visit, [New or Replacement Social Security Number and Card](#), to find out how to apply for a card.

Allow 10 business days for processing your application

VII. Document: **MEDICARE CARD**
Agency or Department: [Social Security Administration](#)
Links: <https://faq.ssa.gov/ics/support/kbanswer.asp?deptID=34019&task=knowledge&questionID=3708>
Forms: See notes for information about online application.
Notes: Apply for a replacement Medicare card online at [my Social Security](#). You can also apply for a new card by calling the National Social Security Hotline at 800-772-1213 (TTY 800-325-0778), or apply in person at your [local Social Security office](#). If you get Medicare health or drug benefits from a Medicare Advantage Plan, call your plan to get a replacement card. Allow 30 days for processing your request.

- VIII. Document:** **MILITARY SERVICE RECORDS and other documents**
- Agency or Department:** [National Archives and Records Administration](#)
- Links:** <https://www.archives.gov/veterans/military-service-records>
- Forms:** Request Pertaining to Military Records [Form SF-180](#)
- Notes:** To obtain discharge papers, separation documents, service personnel records and medical records, request DD Form 214 in Section II on Form SF-180.
- Online.** Request through eVetRecs, the online system <https://vetrecs.archives.gov/VeteranRequest/home.html>
- Mail or Fax.** Complete [Form SF-180](#) and mail or fax your signed and dated request to the address specified by eVetRecs or the instructions on [Form SF-180](#). [Click here for locations of service records](#). Response time varies. If your request involves a service fee, you will be notified as soon as that determination is made. [Please click here for information about other methods to obtain military service records](#).
- For emergency requests, provide an explanation in the "Comments" section of eVetRecs or in the "Purpose" section of Form SF-180. Fax request to the National Personnel Records Center (NRPC) at 314-801-0764 or call customer service at 314-801-0800 for questions.
- IX. Document:** **PASSPORT for U.S. CITIZEN**
- Agency or Department:** [U.S. Department of State, Bureau of Consular Affairs](#)
- Links:** <https://travel.state.gov/content/passports/en/passports/lost-stolen.html>
- Contact Info:** 877-487-2778 (TTY 1-888-874-7793)
- Forms:** [DS-11: Application for a U.S. Passport](#)
[DS-64: Statement Regarding a Lost or Stolen U.S. Passport Book and/or Card](#)
- Notes:** If you are in the U.S. and NOT traveling within 2 weeks, you must submit both [Form DS-64](#) and [Form DS-11](#) in person at a [passport acceptance facility](#) to replace your passport.
- If you are in the U.S. and ARE traveling in 2 weeks or less, you must make an appointment to apply in person at a [passport agency or center](#) to replace your passport.
- X. Document:** **VISA FOR TRAVEL OUTSIDE OF U.S.**
- Agency or Department:** See notes.
- Links:** See notes.
- Forms:** See notes.
- Notes:** Contact the embassy or consulate for the country that issued the travel visa for information and instructions to obtain a replacement visa. Please see the list of websites for foreign embassies in the U.S. at: <http://www.state.gov/s/cpr/rls/dpl/32122.htm>

- XI. Document:** **PASSPORT for NON-U.S. CITIZEN**
Agency or Department: [U.S. Department of State, Bureau of Consular Affairs](#)
Links: <https://travel.state.gov/content/visas/en/general/lost-or-stolen-travel-documents.html>
Forms: See notes.
Notes: File a report with the local police station and get a copy. **Contact the local embassy or consular section for the country of** your citizenship for information about the procedures to replace a lost or stolen passport. Contact information for U.S. Embassies, Consulates, and Diplomatic Missions can be found at: <https://www.usembassy.gov/>.
- XII. Document:** **VISA FOR TRAVEL TO U.S.**
Agency or Department: [U.S. Department of State, Bureau of Consular Affairs](#)
Links: <https://travel.state.gov/content/visas/en/general/lost-or-stolen-travel-documents.html>
Forms: N/A
Notes: File a report with the local police station and get a copy.
Email the Consular Section of the U.S. Embassy or Consulate outside the U.S. which issued your visa to report the visa lost or stolen. Filing the report will invalidate the visa for future travel. To replace the visa, you must apply in person at a U.S. Embassy or Consulate abroad, and provide a written account documenting the loss of your passport and visa. Bring police report. You can remain in the U.S. for the duration of your authorized stay as shown on the admission stamp or Form I-94. Contact information for U.S. Embassies, Consulates, and Diplomatic Missions can be found at: <https://www.usembassy.gov/>.
- XIII. Document:** **NONIMMIGRANT ARRIVAL-DEPARTURE DOCUMENT (paper Form I-94)**
Agency or Department: [U.S. Citizenship & Immigration Services \(USCIS\)](#)
[Department of Homeland Security \(DHS\), U.S. Customs and Border Protection \(CBP\)](#)
Links: Information about replacing passports, visa and Form I-94:
<https://travel.state.gov/content/visas/en/general/lost-or-stolen-travel-documents.html>
Information about replacing Form I-94:
<https://www.uscis.gov/sites/default/files/USCIS/Resources/C3en.pdf>
Contact Info: 877-227-5511
Forms: [USCIS Form I-102](#) Application for Replacement/Initial Nonimmigrant Arrival-Departure Document and Instructions
Notes: To replace paper Form I-94, use Form I-102. If you submit Form I-102 on paper, sign the form at Part 4, Item Number 3.a., "Applicant's Signature." The fillable version of Form I-102 now includes "Don't forget to sign!" messages and an arrow pointing to the signature box as reminders for when you print the completed form for mailing. USCIS rejects any unsigned Form I-102. Having to return it to you for a signature will delay processing of your application. The filing fee is \$330—the form is not eligible for fee waiver as of 12/16. [Click here to get filing address for Form I-102.](#)
If you entered the U.S. after I-94 automation (April 30, 2013) and you were not issued a paper I-94, your I-94 record of admission can be obtained by visiting www.cbp.gov/I94.

- XIV. Document:** **NATURALIZATION CERTIFICATE**
Agency or Department: [U.S. Citizenship & Immigration Services \(USCIS\)](#)
Links: <https://www.uscis.gov/n-565>
Forms: [Form N-565](#) Application for Replacement Naturalization/Citizenship Document and Instructions
Notes: If you believe you are eligible for a fee waiver, [complete Form I-912, Request for Fee Waiver](#) (or a written request) and submit it and any required evidence of your inability to pay the filing fee with the application. You can review the fee waiver guidance at <https://www.uscis.gov/feewaiver>. The most current information on where to file is at www.uscis.gov/N-565, or call the National Customer Service Center at 800-375-5283 (TTY 800-767-1833). The most current information on where to file is at www.uscis.gov/I-90, or call the National Customer Service Center at 800-375-5283 (TTY 800-767-1833).
- XV. Document:** **GREEN CARD/ PERMANENT RESIDENT CARD**
Agency or Department: [U.S. Citizenship & Immigration Services \(USCIS\)](#)
Links: <https://www.uscis.gov/greencard>
Forms: [Form I-90](#) Application to Replace Permanent Resident Card and Instructions
Notes: File Form I-90 online or by mail with the application fee. If you apply for a fee waiver, you may not file online. You can review the fee waiver guidance and [Form I-912](#) at <https://www.uscis.gov/feewaiver>. Call 800-375-5283 to check the status of your application. While waiting for the new card, request an I-551 stamp from USCIS as temporary evidence of your permanent resident status.
- XVI. Document:** **EMPLOYMENT AUTHORIZATION DOCUMENT (EAD)/ WORK PERMIT**
Agency or Department: [U.S. Citizenship & Immigration Services \(USCIS\)](#)
Links: <https://www.uscis.gov/green-card/green-card-processes-and-procedures/employment-authorization-document>
Forms: [Form I-765](#) Application for Employment Authorization
Notes: If your EAD is lost, stolen or destroyed, it may be replaced by filing a new Form I-765 and filing fee, unless you qualify for a fee waiver. You can review the fee waiver guidance and [Form I-912](#) at <https://www.uscis.gov/feewaiver>. However, dependents of certain foreign governments, international organizations, and NATO personnel are not required to pay a fee for a replacement EAD. The most current information on where to file is at www.uscis.gov/I-765, or call the National Customer Service Center at 800-375-5283 (TTY 800-767-1833). If an application for a replacement card is received and the applicant no longer has any basis for applying for employment authorization, the card submitted with the application will not be returned and the applicant will be advised that they do not have a current basis for applying for employment authorization.

- XVII. Document: FOOD STAMPS ELECTRONIC BENEFITS TRANSFER (EBT) CARD**
Agency or Department: [CalFresh Program](#)
Links: www.ebt.ca.gov/caebtclient/lostcard.jsp
Contact Info: 877-328-9677
Forms: See notes.
Notes: Request a replacement EBT card as soon as possible by calling the Customer Service telephone number at 877-328-9677.
- XVIII. Document: MEDI-CAL BENEFITS IDENTIFICATION CARD (BIC)**
Agency or Department: [California Department of Health Care Services](#)
Links: www.dhcs.ca.gov/Pages/contact_us.aspx
Forms: See notes.
Notes: Contact the local county social services office to request a replacement BIC. A list of offices by county with contact information can be found at: www.dhcs.ca.gov/services/medical/Pages/CountyOffices.aspx
- XIX. Document: HEALTH CARE INSURANCE CARD**
Agency or Department: **Your health care provider (see notes)**
Links: N/A
Forms: See notes.
Notes: For a list of health insurers providing group coverage and individual coverage in California with contact information, please go to: www.insurance.ca.gov/01-consumers/110-health/20-look/hcpcarriers.cfm
- XX. Document: INSURANCE POLICIES**
Agency or Department: Your insurance carrier
Links: See interactive list of insurance companies operating in California that includes links to company information:
[https://interactive.web.insurance.ca.gov/webuser/ncdw_alpha_co_line\\$.startup#OtherLinesofInsurance](https://interactive.web.insurance.ca.gov/webuser/ncdw_alpha_co_line$.startup#OtherLinesofInsurance)
Contact Info: 800-927-4357
Forms: See notes.
Notes: If you insurance policy is lost or destroyed, contact your insurance agent or insurance company to get a copy of your policy. Most insurance carriers have toll-free numbers to facilitate the claims process.
If your real or personal property or your business has been damaged or destroyed, take pictures or video to document the damage.
For insurance questions, contact the California Department of Insurance at 800-927-4357 or complete the online form:
<https://interactive.web.insurance.ca.gov/contactCSD/ContactUs.jsp>

To file a complaint, complete the Request for Assistance form:
<http://www.insurance.ca.gov/01-consumers/101-help/ConsumerTechTips.cfm>

XXI. Document: **STATE INCOME TAX RETURNS**
Agency or Department: [California Franchise Tax Board \(FTB\)](#)
Links: www.ftb.ca.gov/individuals/faq/ivr/615.shtml
Contact Info: 800-852-5711 (TTY 800-822-6268)
Forms: Request for Copy of Personal Income or Fiduciary Tax Return [Form FTB 3516](#)
Notes: You may be able to access your tax return online. Go to [MyFTB](#) for information on how to register for your account. You may also request a copy of your California tax return by submitting [Form FTB 3516](#) or by submitting your request on plain paper and provide the following:

- Your Name (and Spouse if joint return)
- Social security numbers
- Telephone number including area code
- Current address
- Address shown on last return filed
- Tax year or years of returns requested
- Your signature. If you filed jointly, either spouse may sign.

Mail request to the address listed in the instructions with the appropriate fee (check or money order made out to Franchise Tax Board) for each tax return year you request. There is no charge for a copy of your return if you are requesting a return for a tax year in which you were the victim of a designated California or federal disaster. Allow 4 weeks for processing.

XXII. Document: **FEDERAL INCOME TAX RETURNS-COPIES OR TRANSCRIPTS**
Agency or Department: [Internal Revenue Service \(IRS\)](#)
Links: www.irs.gov/taxtopics/tc156.html?_ga=1.99986650.532424983.1477694811
Contact Info: 800-908-9946
Forms: Request for Copy of Tax Return [IRS Form 4506](#); Request for Transcript of Tax Return [IRS Form 4506-T](#); Short Form Request for Individual Tax Return [Form 4506-EZ](#)
Notes: Complete [Form 4506](#) and mail it to the address listed in the instructions, along with the appropriate fee for each tax return requested.

- Make your check or money order payable to the United States Treasury
- Enter your SSN, ITIN, or EIN and "Form 4506 request" on your check or money order
- Allow 75 calendar days for processing

To obtain a transcript of your tax return, go to the [Get Transcript](#) page to request your transcript now. You can also order tax return and account transcripts by calling 800-908-9946 and following the prompts in the recorded message, or by completing [Form 4506-T](#) or [Form 4506T-EZ](#) and mailing it to the address listed in the instructions.

If you were impacted by a federally declared disaster, the IRS waives the usual fees and expedites requests for copies of tax returns for people who need them to apply for benefits or to file amended returns claiming disaster-related losses. For additional information, refer to [Topic 107](#) or call the IRS Disaster Assistance Hotline at 866-562-5227.

XXIII. Document: **FEDERAL INCOME TAX RETURNS-COPIES OR TRANSCRIPTS**
Agency or Department: [Internal Revenue Service \(IRS\)](#)
Links: www.irs.gov/taxtopics/tc156.html?_ga=1.99986650.532424983.1477694811
Contact Info: 800-908-9946
Forms: Request for Copy of Tax Return [IRS Form 4506](#); Request for Transcript of Tax Return [IRS Form 4506-T](#); Short Form Request for Individual Tax Return [Form 4506-EZ](#)
Notes: Complete [Form 4506](#) and mail it to the address listed in the instructions, along with the appropriate fee for each tax return requested.

- Make your check or money order payable to the United States Treasury
- Enter your SSN, ITIN, or EIN and "Form 4506 request" on your check or money order
- Allow 75 calendar days for processing

To obtain a transcript of your tax return, go to the [Get Transcript](#) page to request your transcript now. You can also order tax return and account transcripts by calling 800-908-9946 and following the prompts in the recorded message, or by completing [Form 4506-T](#) or [Form 4506T-EZ](#) and mailing it to the address listed in the instructions.
If you were impacted by a federally declared disaster, the IRS waives the usual fees and expedites requests for copies of tax returns for people who need them to apply for benefits or to file amended returns claiming disaster-related losses. For additional information, refer to [Topic 107](#) or call the IRS Disaster Assistance Hotline at 866-562-5227.

XXIV. Document: **CREDIT CARDS**
Agency or Department: Issuing Institution (bank or credit card company)
Links: Major credit card companies:

- **American Express** americanexpress.com/cardreplacement
- **Discover** www.discover.com/credit-cards/help-center/
- **MasterCard** www.mastercard.com/cgi-bin/emergserv.cgi
- **Visa** www.usa.visa.com

Contact Info: Major credit card companies:

- **American Express** 800-528-4800
- **Discover** 800-347-2683
- **MasterCard** 800-622-7747
- **Visa** 800-847-2911

Forms: See notes.
Notes: If you don't remember all the credit cards you had, you can obtain a free annual credit report from any of the three credit reporting agencies below. There is a central number sponsored by the three agencies to make a phone request by calling 877-322-8228, or you can apply online at www.annualcreditreport.com

- **Equifax** www.equifax.com
- **Experian** www.experian.com
- **TransUnion** www.transunion.com

XXV. Document: DEBIT CARDS, ATM CARD, CHECKS
Agency or Department: Local branch of your bank or credit union that issued the card
Links: See notes.
Forms: See notes.
Notes: Most financial institutions have toll-free numbers to report loss. If you do not know how to contact your bank, call the FDIC's toll-free number at 1-877-275-3342 for contact information or search for FDIC-insured banking institutions at <https://research.fdic.gov/bankfind/>. To locate your credit union, see <http://cuonline.ncua.gov/CreditUnionOnline>

XXVI. Document: DEEDS TO REAL PROPERTY
Agency or Department: County Recorder's Office
Links: <http://www.cdph.ca.gov/certlic/birthdeathmar/Pages/CountyRecorderOffice.aspx>
Forms: See notes.
Notes: Request a copy of the deed at the county recorder's office in person, online or by mail. Copy fees vary. You may have to request older deeds in person depending on your county. Information needed includes current owner's name, property address, seller's name, parcel or tax identification number. Also, title companies maintain online databases that often mirror the county recorder's records.

XXVII. Document: WILLS AND TRUSTS
Agency or Department: See notes.
Links: See notes.
Forms: See notes.
Notes: Contact the attorney who prepared the document. To conduct a search for a California attorney by name or State Bar member number, go to the State Bar's website at: <http://members.calbar.ca.gov/search/member.aspx>

Please email any corrections or additions to programdevelopment@calbar.ca.gov