

Replacing personal documents after a natural disaster



Wildfire survivors in Calaveras County who lost important documents can use this guide to help obtain replacements.

All of the organizations listed below offer online resources. If personal computers aren't available, public libraries and other agencies may have computers available to the general public.

<u>Document</u>	<u>Who to Contact for Replacement</u>
EBT Card	California's CalFresh is part of the federal program known as the Supplemental Nutrition Assistance Program (SNAP – formerly known as Food Stamps). Lost EBT card replacements – Call 877-328-9677 right away, or contact your local county social services worker.
Birth and Death Certificates	Birth and Death Certificates-California Department of Public Health or online at www.cdph.ca.gov or by calling 916-445-2684. \$25 fee for replacement.
Lost Green Card	Go to www.uscis.gov and complete the Form I-90, application to replace a permanent resident card, and file it online or by mail. Call 800-375-5283 to check the status of your application.
California Driver License	Visit a California DMV office to complete an application. Replacement license forms must be delivered in person. For more information, call 800-777-0133.
Bank Checks, ATM/Debit Cards, or Safe Deposit Boxes	Contact your financial institution or get contact information from the FDIC by calling 877-275-3342 or going to www.fdic.gov .

Credit Cards	<p>Contact the issuing institution: American Express 800-992-3404 or www.home.americanexpress.com</p> <p>Discover 800-347-2683 or www.discover.com/credit-cards/help-center/</p> <p>Master Card 800-622-7747 or www.mastercard.com/cgi-bin/emergserv.cgi</p> <p>Visa 800-847-2911 or www.usa.visa.com</p> <p>NOTE: If you don't remember all the credit cards you had, obtain a credit report from any of the three major credit bureaus.</p>
Credit Report	<p>Equifax, Experian or TransUnion 877-322-8228 or www.annualcreditreport.com</p>
Social Security Card	<p>Social Security 800-772-1213 or www.ssa.gov</p>
Fraud Alerts or a Credit Freeze	<p>Fraud Alerts: Call the identity theft helpline at 877-438-4338; contact the FTC at: http://www.ftc.gov</p>
Medicare Cards	<p>Social Security Administration 800 772-1213 or www.socialsecurity.gov/medicarecard/</p>
Passport	<p>U.S. Department of State, Passport Services, Consular Lost/Stolen Passport Section 202-955-0430 or 877-487-2778 or www.travel.state.gov/content/passports/english/passports/lost-stolen.html</p>
U.S. Savings Bonds	<p>U.S. Department of Treasury 800-722-2678 or www.treasurydirect.gov</p>
Tax Returns	<p>Internal Revenue Service 800-829-1040 or download the Request for Copy of Tax Return at www.irs.gov/pub/irs-pdf/f4506.pdf</p>
Military Records	<p>National Archives and Records Administration 866-272-6272 or www.archives.gov/contact/</p>