



# Replacing Lost Documents

This list is not exhaustive. NOTE about replacement fees and late payments: Some entities will waive fees for replacing lost documents or cards if the loss or damage was due to a disaster. Some creditors will waive late fees, extend payment deadlines and make other payment accommodations if the reason for the delayed payment is due to disaster. If you need a fee waiver or more time to pay bills, JUST ASK.

| DOCUMENT                                       | AGENCY or DEPT.   | LINK   | FORMS   | OTHER  |
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| <b>BIRTH OR DEATH CERTIFICATE</b>              | Texas Dept. State Health Services - Vital Statistics  | <a href="https://txapps.texas.gov/tolapp/ovra/index.htm">https://txapps.texas.gov/tolapp/ovra/index.htm</a>  | <b>Form VS 142.3</b><br>Application for Certified Copy<br><b>Form VS 142.21</b><br>Expedited Application for Certified Copy | Application for Certified Copy: Order w/credit card: from <a href="https://txapps.texas.gov/tolapp/ovra/index.htm">https://txapps.texas.gov/tolapp/ovra/index.htm</a> . Mail-in requests- pay by personal check or money order payable to the DSHS. To verify current fees, call (512) 776-7111.<br><br>Download Expedited Application Form VS 142.3 from <a href="http://www.dshs.state.tx.us/vs/regproc/forms.shtm">www.dshs.state.tx.us/vs/regproc/forms.shtm</a> . Complete and send by USPS express mail with a check or money order to address on the application. |
| <b>MARRIAGE LICENSE, DIVORCE DECREE</b>        | <a href="#">County clerk</a> (marriage) or <a href="#">District clerk</a> (divorce) in the county or district in which it was obtained. | To locate a Texas County or District Clerk: <a href="http://www.dshs.state.tx.us/vs/field/localre motedistrict.shtm">www.dshs.state.tx.us/vs/field/localre motedistrict.shtm</a> |   | Copies charged by the page; copy costs vary by county. Certified copies typically cost upwards of \$1 a page.  |
| <b>MARRIAGE OR DIVORCE VERIFICATION LETTER</b> | Texas Dept. State Health Services - Vital Statistics  | <a href="https://txapps.texas.gov/tolapp/ovra/index.htm">https://txapps.texas.gov/tolapp/ovra/index.htm</a>  |   | The Vital Statistics Unit can issue a letter verifying if a Texas marriage or divorce was recorded based on information reported to Vital Statistics by the county or district clerk. <i>Verification letters are not considered legal substitutes for marriage licenses or divorce decrees.</i> Check in advance to see if verification letter will satisfy its intended use.   |
| <b>VEHICLE TITLE</b>                           | Texas Department Motor Vehicles   | <a href="http://www.txdmv.gov/motorists/buying-or-selling-a-vehicle/get-a-copy-of-your-title">www.txdmv.gov/motorists/buying-or-selling-a-vehicle/get-a-copy-of-your-title</a>   | <b>Form VTR-34</b> , Application for Certified Copy of Title.   | 1. Complete Form VTR-34. Enclose a copy of owner's valid photo ID and \$2 mail-in fee by check, cashier's check or money order payable to TX DMV. Agent of owner or lienholder must also provide a letter of signature authority on original letterhead, a business card or a copy of the agent's employee ID.<br>2. Mail the application to: TxDMV, 1601 Southwest Parkway, Suite A, Wichita Falls, TX  |

DISASTER

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| <b>MANUFACTURED HOME Statement Of Ownership And Location (Sol)</b> | Texas Dept. Housing & Community Affairs - Manufactured Housing Div. | <a href="http://www.tdhca.state.tx.us/mh/index.htm">http://www.tdhca.state.tx.us/mh/index.htm</a>  |  | Fillable SOL application form at <a href="http://www.tdhca.state.tx.us/mh/docs/1023-applsol.pdf">www.tdhca.state.tx.us/mh/docs/1023-applsol.pdf</a> . Download form instructions from <a href="http://www.tdhca.state.tx.us/mh/docs/1037-applysol.pdf">www.tdhca.state.tx.us/mh/docs/1037-applysol.pdf</a> and complete application for SOL as instructed for "Title lost or destroyed, need an SOL"   |
| <b>TEXAS DRIVER'S LICENSE OR IDENTITY CARD</b>                     | Department of Public Safety   | <a href="http://www.txdps.state.tx.us/DriverLicense/replace.htm">www.txdps.state.tx.us/DriverLicense/replace.htm</a>                     | <b>Form DL-43</b> , Application for TDL                        | <ol style="list-style-type: none"> <li>1. Apply <i>in person</i> at any driver license office</li> <li>2. Bring completed <a href="#">application</a> (also available at any driver license office)</li> <li>3. Pay the required <a href="#">fee</a></li> <li>4. Provide documents to verify <a href="#">identity</a> (i.e. unexpired passport, etc.)</li> <li>5. Provide <a href="#">lawful presence</a> documents (non-U.S. citizens)</li> </ol> <p>Must confirm personal information (DOB, SSN or docs verifying SSN). Verification of SSN not required for ID.</p>   |
| <b>PASSPORT</b>  | US. Department of State   |  | <b>Form DS-11</b><br><b>Form DS-64</b>                         | If you are in the United States and <i>are not</i> traveling within 2 weeks-Submit Forms DS-11 and DS-64 in person at an authorized <a href="#">Passport Application Acceptance Facility</a> ( <a href="http://iafdb.travel.state.gov">http://iafdb.travel.state.gov</a> ) to search for office nearest you by zip code.   |
| <b>GREEN CARD/ LEGAL PERMANENT RESIDENT</b>                        | US Citizenship and Immigration Services                             | <a href="http://www.uscis.gov/green-card/after-granted/replace-green-card">www.uscis.gov/green-card/after-granted/replace-green-card</a> | <b>Form I-90</b>   | If you are a permanent resident who needs to replace your green card or a conditional resident who needs to replace your two-year green card for any of the reasons listed below, you may begin the application process for a replacement green card by: Online <a href="#">E-Filing Form I-90</a> , Application to Replace Permanent Resident Card, or filing a paper <a href="#">Form I-90, Application to Replace Permanent Resident Card</a> by mail.  |
| <b>SOCIAL SECURITY CARD</b>  | Social Security Administration                                      | <a href="http://www.ssa.gov">www.ssa.gov</a>   | <b>Application</b> for Social Security Card                    | No online replacements. In person or by mail only. To locate the nearest office, go to <a href="https://secure.ssa.gov/ICON/main.jsp">https://secure.ssa.gov/ICON/main.jsp</a> <ol style="list-style-type: none"> <li>1. Show the required documents. Docs required depending on citizenship and type of card requested. See <a href="#">Learn What Documents You Need</a> .</li> <li>2. Complete and print <a href="#">Application for a Social Security Card</a></li> <li>3. Take or mail your application and documents to your <a href="#">local Social Security office</a>. Go to <a href="#">Social Security Number and Card</a> for more instructions.</li> </ol> |
| <b>MEDICAID /TEXAS BENEFITS CARD</b>                               | Texas Health and Human Services                                     | <a href="https://www.yourtexasbenefits.com/ssp/SSPHome/ssp/home.jsp">https://www.yourtexasbenefits.com/ssp/SSPHome/ssp/home.jsp</a>      | <b>Form 1027-A</b> Temporary Medicaid Eligibility Verification | <i>For quick proof of Medicaid eligibility:</i> HHSC staff can generate a Temporary Medicaid Eligibility Verification Form (Form 1027-A). Must apply for temporary form <i>in person</i> at an HHSC benefits office. Call 2-1-1 to find the nearest office.<br><i>For replacement card:</i> Will need <i>proof of coverage</i> . Provider can verify patient's eligibility for Medicaid by checking provider website; by calling 1-800-925-9126, or by visiting TexMedConnect on the TMHP website.   |

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| <b>MEDICARE REPLACEMENT CARD</b>  | Social Security Administration               | <a href="http://www.ssa.gov">www.ssa.gov</a>  |                     | <p><i>Online:</i> Login or set up an account at <a href="https://secure.ssa.gov/RIL/SiView.do">https://secure.ssa.gov/RIL/SiView.do</a>. Select "Replacement Documents" tab, then "Mail my replacement Medicare Card." Medicare card will arrive by mail in about 30 days at the address on file with Social Security.</p> <p><i>By phone:</i> Call 1-800-772-1213, TTY 1-800-325-0778 weekdays 7 am-7 pm.</p> <p><i>In person:</i> Contact your <a href="#">local Social Security office</a>.</p>   |
| <b>INCOME TAX RETURNS-COPIES</b><br>-----<br><b>TRANSCRIPT OF TAX RETURNS</b> | Internal Revenue Service                     | <a href="http://www.irs.gov">www.irs.gov</a>  | <b>Form 4506</b>    | <p><i>Exact copies - Disaster victims:</i> The IRS will waive fees and expedite the request for taxpayers in a <i>federally declared disaster area</i>. For an exact copy with attachments (including Form W-2) complete IRS <a href="#">Form 4506 Request for Copy of Tax Return</a>. If not in federally declared disaster area, requires \$50 fee for each return requested and can take up to 75 business days to process.</p> <p>On jointly filed tax returns, both spouses may request a copy and only one signature is required.</p> <p><i>Transcripts:</i> A transcript of your tax return will satisfy most requests, and it's <i>free</i>. IRS can generate different kinds of transcripts depending on what you need it for.</p> <p><i>By phone:</i> call 800-908-9946 and follow the prompts.</p> <p><i>Online:</i> go <a href="#">Get Transcript</a> on <a href="http://www.IRS.gov">www.IRS.gov</a>.</p> <p><a href="#">Forms</a> are available on <a href="http://IRS.gov">IRS.gov</a> or by calling 800-TAX-FORM (800-908-9946).</p> |
| <b>SAVINGS BONDS</b>  | United States Treasury                       | <a href="http://www.treasurydirect.gov">www.treasurydirect.gov</a>  | <b>FS Form 1048</b> | <p>Replacement Bonds no longer issued in paper form; electronic format only. You can either accept payment for lost bonds or order electronic replacements. You will need Provide Bond serial number. If you don't have serial number, provide:</p> <p>Specific month and year of purchase; SSN; Names (incl. middle names or initials; Mailing address. Complete Form 1048 (<a href="#">download</a> or <a href="#">order</a>). Take completed form to your financial institution to sign and certify your signature. Mail the completed form to: Treasury Retail Securities Site, PO Box 214, Minneapolis, MN 55480-0214.</p>  |
| <b>MILITARY SERVICE RECORDS</b>   | National Archives, Veteran's Service Records | <a href="http://www.archives.gov/veterans/military-service-records/">http://www.archives.gov/veterans/military-service-records/</a> | <b>Form SF-180</b>  | <p><i>Includes DD 214/Separation Documents, Personnel Records, and/or Medical Records.</i></p> <p><i>Online:</i> Request through eVetRecs, <a href="https://vetrecs.archives.gov/VeteranRequest/home.html">https://vetrecs.archives.gov/VeteranRequest/home.html</a></p> <p><i>By mail:</i> Complete Form SF-180 (download at <a href="http://www.archives.gov/veterans/military-service-records/standard-form-180.html">www.archives.gov/veterans/military-service-records/standard-form-180.html</a>) and send to address indicated on form.</p>   |
| <b>CREDIT CARDS</b>   | Contact issuer. Obtain list of accounts.     | <a href="http://www.annualcreditreport.com">www.annualcreditreport.com</a>  |                     | <p>Federal law allows you to get a <u>free</u> copy of your credit report every 12 months from each credit reporting Company (TransUnion, Equifax, and Experian). Useful for gathering account and creditor information in order to report the loss, ensure that the information on your credit reports is correct, and protect against identity theft. Order free report online at <a href="http://www.annualcreditreport.com">www.annualcreditreport.com</a>.</p>  |