

Replace Lost or Missing Documents

Do you need help replacing lost documents after the June 14-15 storms? Information on this page, from federal and state partners, can help get you started.

Before a Disaster

Prepare and Protect your Documents

Have backup copies of your records, important documents, and contacts. This includes:

- Important contacts including friends and family, health care professionals, service providers, insurance agents, and landlord or mortgage representative
- Personal records including birth certificates, deeds, insurance, financial information, and medical documents

Keep your documents in a safe place to make replacing them easier.

- Electronic copies of your documents can be password protected. Storage is available for free with many email accounts.
- Gather and store key documents in a lockable, waterproof, and fireproof file box or rent a safe deposit box.

Replacing Lost Documents or Identification

Driver's licenses or state identification cards:

Go online to the website for the [West Virginia Division of Motor Vehicles](#) where you can:

- Get a [duplicate driver's license or state identification card](#). Note: if your license requires changes, you need to visit a regional office.
- Make an [appointment](#).

With questions, email dmvcustomerservice@wv.gov, or call [1-800-642-9066](tel:1-800-642-9066) (West Virginia residents only). Out-of-state customers may dial [304-558-3900](tel:304-558-3900).

Deeds or property titles:

Visit or contact your county courthouse, Clerk's Office, or Register of Deeds. Fees and protocols vary by county.



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Mortgage or loan paperwork

Contact your bank or lender.

Social Security card

To replace your Social Security card, visit the [Social Security Administration's website](#), fill out an application and bring it to your local Social Security office with valid identification, or call 1-800-772-1213.

Medicare card

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

SNAP (Food Stamps) and EBT Card

To request a new card, make sure that your current address is reported to your Department of Health and Human Resources (DHHR) worker before requesting a new card. You can (a) call the EBT Helpline at 1-866-545-6502 and report your card stolen or missing or contact the DHHR Customer Service Center at 1-877-716-1212.

If you bought food with SNAP and it was destroyed or went bad due to the disaster, you can get up to one month of food replaced. For more information, see: [Replacing SNAP \(Food Stamps\) and your EBT Card in a Natural Disaster](#) from Legal Aid of WV.

Passports

If your valid U.S. passport was lost due to a disaster, you may be eligible for a free replacement. The Department of State has detailed information on [how to start your passport replacement process](#).

Tax Records

You can get your tax records and transcripts through your [IRS online account](#). You can [request copies of your previous tax returns](#) online or by mail. You can also request a transcript be mailed to you by calling the IRS automated phone transcript service at 1-800-908-9946.

Damaged Currency

Contact the Bureau of Engraving and Printing [online](#) or by phone at 1-877-874-4114.

Military Records

You can request service records for yourself or for your next of kin (spouse, parent, child, or sibling) from the [National Archives](#). You can request duplicate service records, as well as medical and health records.

For more information on how to replace lost documents, visit: <https://www.fema.gov/disaster/recover/replacing-vital-documents>.

For more information on West Virginia's disaster recovery, visit emd.wv.gov, [West Virginia Emergency Management Division Facebook page](#), www.fema.gov/disaster/4884, and www.facebook.com/FEMA.

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