

**REPLACING**

**LOST**

**DOCUMENTS**



Information on how to go about replacing documents lost, destroyed or damaged during a disaster.

ALL HYPERLINKS IN THIS TOOLKIT ARE ACTIVE AND CAN BE CLICKED!

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A TOOLKIT FROM

JUSTICE FAIRNESS HOPE



**Legal Services  
Alabama**

# U.S. Mail Service

**Evacuees can call 800-ASK-USPS (275-8777)  
for assistance.**

**TDD/TTY Relay: 1-800-877-8339**

**Ask for 1-800-275-8777**

**You can change your address at [www.usps.com](http://www.usps.com)**

## **Bank & Investments Accounts for Replacement Checks, Check Cards, and Bank-Issued Credit and Debit Cards**

**If you don't have an ATM card or your bank has been destroyed, the first step should be to contact a branch of your bank.**

**For additional information, visit [www.fdic.gov](http://www.fdic.gov) or call the FDIC's toll-free number for bank contact information: **1-877-ASKFDIC**  
**(1-877-275-3342)****

# Credit Cards Issued by Companies Other Than Banks

- **American Express: 1-800-527-4800 or TDD 1-800-221-9950**  
[www.americanexpress.com/us/security-center](http://www.americanexpress.com/us/security-center)
- **Discover: 1-800-DISCOVER (1-800-347-2683) or TDD 1-800-347-7449**  
[www.discover.com/credit-cards/help-center/faqs/fraud.html](http://www.discover.com/credit-cards/help-center/faqs/fraud.html)
- **MasterCard: 1-800-627-8372**  
[www.mastercard.us/en-us/consumers/get-support.html](http://www.mastercard.us/en-us/consumers/get-support.html)
- **Visa-1-800-VISA-911 (1-800-847-2911)**  
[usa.visa.com/support.html](http://usa.visa.com/support.html)

# Obtain a credit report for a list of credit cards.

Equifax: 1-800-525-6285

Experian: 1-888-397-3742

TransUnion: 1-800-680-7289

[www.annualcreditreport.com/index.action](http://www.annualcreditreport.com/index.action)



**When personal documents and credit cards have been lost or misplaced, authorities suggest that people should be on guard against identity theft.**

**It is recommended that you place a fraud alert on your credit report to proactively help prevent fraud.**

**Call Equifax: 800-525-6285**

**Experian: 888-397-3742**

**TransUnion: 800-680-7289**



# Children's Immunization Records

There are multiple options if you need to replace your own or your child(ren)'s immunization record(s) or Certificate of Immunization (COI).

- (1) Contact the provider directly who administered your vaccines
- (2) Contact the county health department who administered the vaccines, (here is a list of contact information for all public health districts and county health departments): [www.alabamapublichealth.gov/about/locations.html](http://www.alabamapublichealth.gov/about/locations.html)
- (3) Ask your current provider if they have access to Alabama's immunization registry, ImmPRINT, to locate your record. Immunization Patient Registry with Integrated Technology (ImmPRINT) is a statewide population-based information system for all children born in Alabama since January 1, 1993 and adults.

**Please Note: currently there is not a specific form required to request immunization records from the Alabama Public Health Immunization Department.**



# Deeds and Mortgages

These records are maintained by the Probate Court for the county where the property is located. If the deed or mortgage was filed for record, it will be accessible here.

The Probate Court (Land Records office) is a constitutional office established by the Alabama state legislature as the custodian of legal documents pertaining to real property.

These documents include Warranty Deeds, Mortgages, Releases, Powers of Attorney, Liens, Plats, Amendments and other miscellaneous documents designated by state law to be recorded by the Probate Court Recording department.



# Driver's License or State ID

Visit the Alabama Law Enforcement Agency Online

[www.alea.gov](http://www.alea.gov)



# SNAP Benefits & EBT Cards

The Federal Food Stamp Program is the Supplemental Nutrition Assistance Program (SNAP) administered by the U.S. Department of Agriculture and The Food Assistance Division of the State of Alabama Department of Human Resources.

**If you already receive SNAP, to report a lost Alabama EBT card, call 1-800-997-8888**

- **USDA can authorize the issuance of emergency SNAP benefits when there is a presidentially declared emergency or when grocery stores or other regular commercial food supply channels have been restored following a disaster.**
- **The D-SNAP (Disaster SNAP) system operates under a different set of eligibility and benefit delivery requirements than the regular SNAP.**
- **People who might not ordinarily qualify for SNAP benefits may be eligible under the disaster Supplemental Nutrition Assistance Program if they have had disaster damage to their homes, or expenses related to protecting their homes, or if they have lost income as a result of the disaster, or do not have access to bank accounts or other resources.**

**For further information regarding the SNAP  
program as administered in Alabama:**

**[dhr.alabama.gov/food-assistance](https://dhr.alabama.gov/food-assistance)**



# Immigration Documents

If you are a permanent resident who needs to replace your Permanent Resident (green) card, or a conditional resident who needs to replace your two-year card that has been lost or destroyed, you may apply for a replacement card by filing a USCIS Form I-90.

**This website has the I-90 form to  
replace your “Green Card”:**

**[www.uscis.gov/i-90](https://www.uscis.gov/i-90)**

→ **If you need to replace other government documents, visit [www.usa.gov/replace-vital-documents](http://www.usa.gov/replace-vital-documents)**

→ **For further assistance, visit: [www.uscis.gov/forms/forms](http://www.uscis.gov/forms/forms)**



# Insurance Documents

**Contact your insurance agency**

**Concerning flood insurance issued by  
the National Flood Insurance Program,**

**see [www.floodsmart.gov](http://www.floodsmart.gov)**

# Medicare/Medicaid/ALL Kids

Medicare is the federal health insurance program for persons 65 and older and persons receiving Social Security benefits.

If you have Original Medicare and need to replace your lost or damaged Medicare card visit a Social Security office, [www.ssa.gov](http://www.ssa.gov) or call 1-800-772-1213 (TTY: 1-800-325-0778)

Also, contact Social Security if you temporarily or permanently change your address.



# Your Medicare card is proof of your Medicare insurance

If your Medicare card was lost, stolen, or destroyed, you can ask for a replacement by using your online “my Social Security” account

[secure.ssa.gov/RIL/SiView.action](https://secure.ssa.gov/RIL/SiView.action)

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**If you don't already have an account, you can create one:**

- Visit the site and click “Create an Account”
- Once you are logged in to your account, select the “Replacement Documents” tab
- Then select “Mail my Replacement Medicare Card”

**Your Medicare card should arrive in the mail in about 30 days at the address on file with Social Security.**

**If you can't or prefer not to use the online service:**

- Call 1-800-772-1213 (TTY 1-800-325-0778), Mon - Fri, 7 AM - 7 PM; or
- Contact your local Social Security office: see [www.ssa.gov](https://www.ssa.gov)

# Contact your plan to replace a lost or damaged membership card if you have one of these:

- A Medicare Advantage Plan
- Another Medicare Health plan
- A Medicare Prescription Drug Plan



Get your plan's contact information from a Personalized Search (under General Search), or search by plan name.

You can also call **1-800-MEDICARE (1-800-633-4227)**

**Medicaid is the needs-based health insurance program funded by the federal and state government through the Alabama Department of Public Health, Medicaid Agency.**

**All Kids is a health insurance program for children through their 19th birthday with household income requirements.**

**To replace your Medicaid card, call **1-800-362-1504** to ask for a replacement card**

**Or, you can order a replacement card by setting up an account at My Medicaid:**

**CLICK HERE**



**This site also lets you print out a temporary card.**

**After you set up your account, remember to save your ID and password for future use. And, keep in mind that providers may be able to enter your Social Security Number to locate your card number.**

# Social Security Cards & Payments

**If you depend on benefits from Social Security, including Supplemental Security Income (SSI) benefits, you will need to contact the Social Security Administration (SSA) to verify your Social Security number.**

**It's not always necessary to have your Social Security card with you to verify your identity. People must fill out with their background information a form.**

**If you do not have a current mailing address, or the postal service is unable to deliver mail, the local SSA office can issue a Social Security Number printout while you are in the SSA office.**

**The replacement form is online at:**

**[www.socialsecurity.gov/forms/ss-5.pdf](http://www.socialsecurity.gov/forms/ss-5.pdf)**

**Social Security checks should be direct deposited or put on your Direct Express<sup>®</sup> debit card.**

**If you have a payment problem, go to the nearest office of the Social Security Administration.**

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**To find those locations, see [www.ssa.gov](http://www.ssa.gov) or call 800-772-1213 (TTY 800-325-0778)**

***You will be able to get emergency payments if necessary.***

**For more information, log onto:**

**[www.socialsecurity.gov/emergency](http://www.socialsecurity.gov/emergency)**

**A number of other federal benefits can be deposited on Direct Express<sup>®</sup> cards.**

**For all questions related to the Direct Express<sup>®</sup> card, cardholders should see:**

**[www.usdirectexpress.com](http://www.usdirectexpress.com)**

**or call**

**Customer Service: 1-888-741-1115**

**Hearing Impaired: 1-866-569-0447**

**International: 1-765-778-6290 (Collect)**



**If you are a U.S. born adult, you can replace your Social Security card for free. For many types of disaster assistance, you just need to know your Social Security number.**

**If you need a physical card replacement, you can create an account and request the replacement online:**  
**[www.ssa.gov/myaccount/replacement-card.html](http://www.ssa.gov/myaccount/replacement-card.html)**

- If you cannot apply online through my Social Security, you will need to show required documents, original or copies certified by the agency that issued them. All documents must be current (unexpired).**
- Unless you have established your U.S. citizenship with SSA, you will need to provide proof of U.S. citizenship. For example, an original or certified U.S. birth certificate or U.S. passport are proof.**
- You must also prove your identity. The document must be current (not expired) and show your name, identifying information (date of birth or age) and preferably a recent photograph.**  
***Examples are an U.S. driver's license, state-issued non-driver identification card, or U.S. passport.***

The following information quotes the SSA website about replacing a Social Security card when you do not have one of the above documents. It is specific to adults born in the U.S.

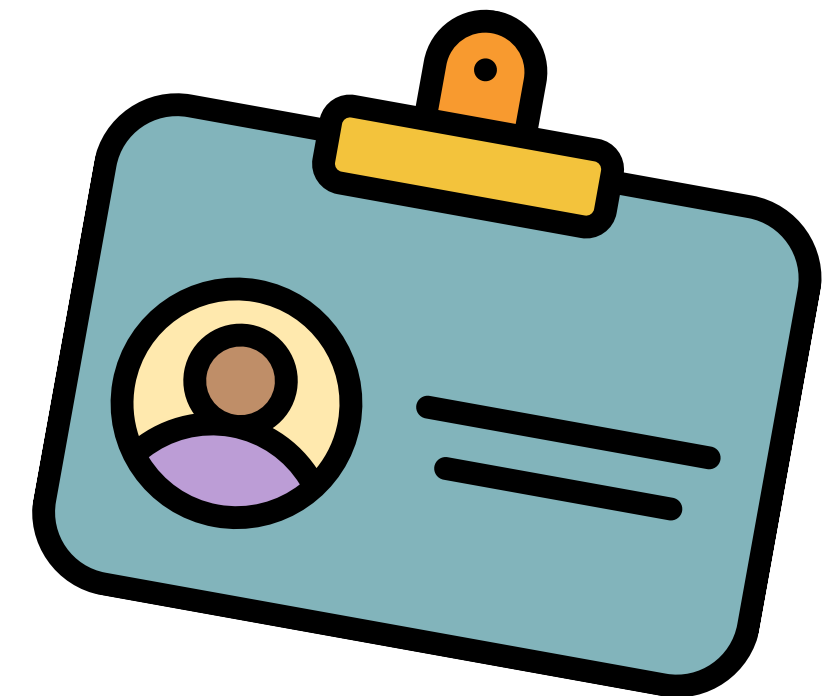
**For other persons, check [www.ssa.gov](http://www.ssa.gov)**

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If you do not have one of these specific documents or you cannot get a replacement for one of them within 10 days, SSA will ask to see other documents.

Any documents submitted, including the following, must be current (not expired) and show your name, identifying information (date of birth or age) and preferably a recent photograph:

- **Employee identification card;**
- **School identification card;**
- **Health insurance card (not a Medicare card); or**
- **U.S. military identification card**



SSA may use one document for two purposes.

For example, [SSA] may use your U.S. passport as proof of both citizenship and identity.



# Passports

Passports may be obtained by calling

**1-877-487-2778 (TTY 1-888-874-7793)**

[Or Click Here to Learn More Online](#)



**Passports that have water damage can no longer be used and should be replaced.**

**You must apply in person to replace a damaged passport at an acceptance facility or at a passport agency.**

**You will need the following:**

- 1. The damaged U.S. passport**
- 2. A signed statement explaining the damage**
- 3. Form DS-11 (Application for U.S. passport)**
- 4. Citizenship evidence\* (e.g. birth or naturalization certificate)**
- 5. A photocopy of citizenship evidence**
- 6. Present ID (in person)**
- 7. A photocopy of ID**
- 8. One passport photo**
- 9. Fees**



**\*Children under 16 must apply in person with both parents.**

# To replace a lost passport, you will need to apply in person and include the following:

1. Form DS-64 (Statement regarding lost or stolen passport)
2. Form DS-11 (Application for U.S. passport)
3. Citizenship evidence\* (e.g. birth or naturalization certificate)
4. A photocopy of citizenship evidence
5. Present ID (in person)
6. A photocopy of ID
7. One passport photo
8. Fees



**\*Children under 16 must apply in person with both parents.**

**\*\*If your citizenship evidence was lost or damaged during the storm, and you are unable to replace them before applying for your passport, you can request a file search if you have previously been issued a passport.**

# Wills/Other Estate Planning Documents

**If a will has been lost in a disaster, the person who made the will should make a new will.**

Alabama permits the probate of copies of lost wills in certain circumstances. In Alabama, if an original will was in the testator's possession and it cannot be found after the testator's death, there is a rebuttable presumption that the testator revoked the will (*Lovell v. Lovell*, 121 So.2d 901, 903 (Ala. 1960)).

**If an original will is lost, a copy may be admitted to probate if the proponent can show:**

- (1) The existence of a will meeting the formalities required by law.
- (2) The loss or destruction of the will with no evidence that the testator intended to revoke the will.
- (3) The contents of the will in substance and effect.

It is not necessary to prove the exact words of the lost will but only the substance of the will's contents.

These requirements may be proved by a single witness who read the will or heard it read and remembers its contents. (*Lovell*, 121 So.2d at 903.)

**If the original and all copies have been lost, a new will needs to be prepared and executed as the maker of the will will be deemed to have died intestate (without a will) and his or her property will be distributed under the laws of intestate succession.**

**This may not always be the desire of the maker of the will.**

**It can also complicate administration of the estate.**



**From a practical perspective, copies are not always legible, and any illegibility can make the will less than clear.**

**Also, if the maker has, in response to the disaster, moved away from the area, those best able to make an affidavit to support the validity of the will may be difficult to locate.**

# Birth Certificates

The Alabama Center for Health Statistics began filing birth certificates in 1908 for persons born in Alabama.

There are various methods to obtain a Birth Certificate:

**Download Mail-In Application here:**

[alabamapublichealth.gov/vitalrecords/assets/hs14eng.pdf](http://alabamapublichealth.gov/vitalrecords/assets/hs14eng.pdf)

**Available in Spanish:**

[alabamapublichealth.gov/vitalrecords/assets/hs14sp.pdf](http://alabamapublichealth.gov/vitalrecords/assets/hs14sp.pdf)

## **(1) By Mail:**

**Send the above information and the appropriate fee to:**

**Alabama Vital Records**

**P.O. Box 5625**

**Montgomery, Alabama 36103-5625**



## **(2) In Person in Alabama:**

**You may go to any county health department in the State of Alabama to obtain a certified copy of an Alabama birth certificate. Most birth certificates can be issued while you wait.**

**[Click here for a map showing locations of county health departments where vital records may be obtained.](#)**

## **(3) Order a Certificate Online:**

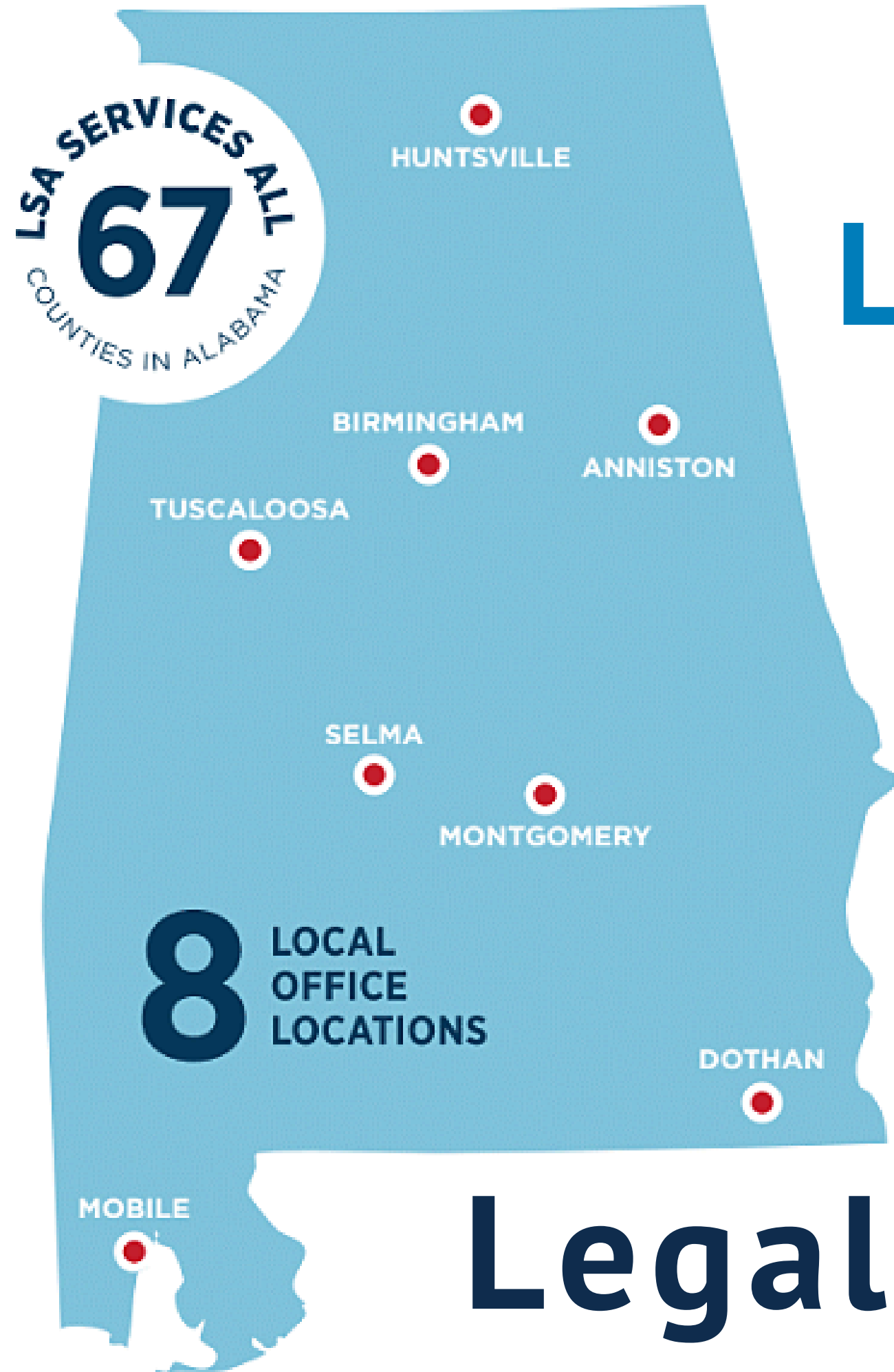
You may order certificates through a service provider called VitalChek using a credit card. Note that there are additional fees for using this service.

**Order a Certificate Online Learn about birth certificate replacement here:**

**[www.alabamapublichealth.gov/vitalrecords/birth-certificates.html](http://www.alabamapublichealth.gov/vitalrecords/birth-certificates.html)**







# TO APPLY FOR FREE LEGAL AID IN ALABAMA

**866-456-4995 English**

**888-835-3505 Español**

**or apply online at**

**[LegalServicesAlabama.org](http://LegalServicesAlabama.org)**