



FEMA

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News Release

Replacing Lost or Damaged Documents for Tornado Survivors

BATON ROUGE, La. — Disasters such as the recent tornados commonly result in the loss of important documents. Tornado survivors in Orleans and Livingston parishes can use the list of websites and telephone numbers to begin the replacement process:

SNAP Cards:

(Food Stamps): Phone: 888-524-3578

Website: www.dcfslouisiana.gov/DSNAP

Social Security Cards:

Phone: 800-772-1213

Website: <https://www.ssa.gov/ssnumber/>

Birth and Death Certificates:

Phone: 225-342-9500

Website: <http://new.dhh.louisiana.gov/index.cfm/page/635>

Louisiana Driver's Licenses:

Phone: 888-214-5367

Website: <http://omv.dps.state.la.us/>

Green Cards:

Phone: 800-375-5283

Website: <https://www.uscis.gov/green-card/after-green-card-granted/replace-green-card>

Bank Checks, ATM/Debit Cards or Safe Deposit Boxes:

Phone: 877-275-3342

Website: <https://www.fdic.gov/>

Credit Cards – Contact the appropriate issuing institution:

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•**American Express:** 800-327-1267

<https://www.americanexpress.com/us/content/help/lost-stolen-card.html>

•**Discover:** 800-347-2683

<https://www.discover.com/credit-cards/help-center/>

•**MasterCard:** 800-627-8372

<https://www.mastercard.us/en-us/consumers/get-support.html>

•**Visa:** 800-847-2911

<https://usa.visa.com/support/consumer/lost-stolen-card.html>

Credit Reports: Equifax, Experian or TransUnion

Phone: 877-322-8228

Website: <https://www.annualcreditreport.com/index.action>

Fraud Alerts or a Credit Freeze:

Website: http://www.fightidentitytheft.com/security_freeze_louisiana.html

Other support:

Identity Theft Resource Center:

Phone: 888-400-5530

Website: <http://www.idtheftcenter.org/>

Email: info@fightidentitytheft.com.

Medicare Cards:

Phone: 800-772-1213

Website: <https://faq.ssa.gov/ics/support/kbanswer.asp?deptID=34019&task=knowledge&questionID=3708>

Passports:

Phone: 877-487-2778

Website: <https://travel.state.gov/content/passports/en/passports/lost-stolen.html>

U.S. Savings Bonds:

Phone: 844-284-2676 (toll-free)

Website: https://www.treasurydirect.gov/indiv/research/indepth/ebonds/res_e_bonds_eereplace.htm

Tax Returns:

Phone: 800-829-1040

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Website: <https://www.irs.gov/uac/About-Form-4506T>

Military Records:

Phone: 866-272-6272

Website: <https://www.archives.gov/veterans/military-service-records/>

Insurance Documents:

Phone: Check with your insurance agent.

Website: www.ldr.com

Real Estate and Property Records (Mortgage Documents, Deeds, etc.):

Phone: Contact your agent.

Medical and Prescription Records:

Call your doctor; medical and prescription records are tracked electronically.

Proof of Address/Residency:

Contact your local utility company to obtain a recent bill.

National Archives Records:

Phone: 866-272-6272

Website: General: <http://www.archives.gov/preservation/records-emergency/public.html>

Website: Saving family records:

<http://www.archives.gov/preservation/disasterresponse/guidelines.html>

NOTE: FEMA does not endorse any specific products or services.

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Disaster recovery assistance is available without regard to race, color, religion, nationality, sex, age, disability, English proficiency or economic status. If you or someone you know has been discriminated against, call FEMA toll-free at 800-621-FEMA (3362). For TTY, call 800-462-7585. If you use 711 or Video Relay Service (VRS), call 800-621-3362.

The U.S. Small Business Administration (SBA) is the federal government's primary source of money for the long-term rebuilding of disaster-damaged private property. SBA helps businesses of all sizes, private non-profit organizations, homeowners and renters fund repairs or rebuilding efforts and cover the cost of replacing lost or disaster-damaged personal property. These disaster loans cover losses not fully compensated by insurance or other recoveries and do not duplicate benefits of other agencies or organizations. For more information, applicants may contact SBA's Disaster Assistance Customer Service Center by calling 800-659-2955, emailing disastercustomerservice@sba.gov, or visiting SBA's website at SBA.gov/disaster. Deaf and hard-of-hearing individuals may call 800-877-8339.