FACT SHEET: Replacing Lost or Missing Documents

After a disaster, official documents will be invaluable in rebuilding lives. But in the wake of Oregon’s wildfires, the vital documents of your life – birth and marriage certificates, Social Security cards or medical records – may have been destroyed or lost in debris. Replacing them can be time-consuming and frustrating.

The contacts listed below may speed up the process for Oregon residents who lost important papers due to the fires.

**Federal documents:**

- **Green cards**
  - Phone: 800-375-5283
  - Website: [www.uscis.gov](http://www.uscis.gov)

- **Medicare cards**
  - Phone: 800-772-1213; (TTY) 800-325-0778
  - Website: [www.medicare.gov](http://www.medicare.gov)

- **Military records**
  - Phone: 866-272-6272
  - Website: [www.archives.gov/contact/](http://www.archives.gov/contact/)

- **Passport**
  - Phone: 877-487-2778; (TTY) 888-874-7793
  - Website: [travel.state.gov](http://travel.state.gov)
Social Security card
Phone: 800-772-1213; (TTY) 800-325-0778
Website: www.ssa.gov

U.S. Savings Bonds
Phone: 844-284-2676
Website: www.treasurydirect.gov

U.S. tax returns
Phone: 800-829-1040
Website: www.irs.gov

State documents:

Birth, death, marriage, domestic partnership, divorce certificates
Phone: 888-896-4988
Website: www.oregon.gov/oha/PH/Birthdeathcertificates

Driver’s license, auto titles and registration, ID cards
Phone: 503-945-5000
Website: www.oregon.gov/odot

SNAP (Oregon Trail Card)
Website: www.oregon.gov/DHS/Assistance/Food-Benefits

State taxes (Oregon Dept. of Revenue)
Phone: 503-378-4988 or 800-356-4222
TTY: All relay calls are accepted.
Website: www.oregon.gov/dor

Personal documents

Real estate and property
Contact your county government.

Credit cards
Contact your credit card company directly.

Credit reports from Equifax, Experian, TransUnion
(During the COVID-19 pandemic, Equifax, Experian, and TransUnion are offering free weekly online reports through April 2021.)
Phone: 877-322-8228
Website: www.annualcreditreport.com
Insurance documents  Check with your insurance agent.

Medical records  Call your doctor or your medical insurance company; medical and prescription records are tracked electronically.

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) 711/VRS - Video Relay Service). Multilingual operators are available. (Press 2 for Spanish). TTY call 800-462-7585.

At any time applicants with disabilities who may require a reasonable accommodation can ask FEMA staff directly or submit their accommodation request via email to FEMA’s Office of Civil Rights at FEMA-CivilRightsOffice@fema.dhs.gov or by calling FEMA’s Civil Rights Resource line at (833) CVL-RGHT (833-285-7448).

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FEMA's mission is helping people before, during, and after disasters.