



March 15, 2017
FEMA-4295-DR FS 017

Fact Sheet

Replacing Lost or Damaged Documents in Mississippi

Disasters such as severe storms and tornadoes commonly result in the loss of important documents, but Mississippi residents who lost official and important papers have ways to preserve and/or replace them:

Birth and Death Certificates:

Phone: 601-206-8200

Website: www.msdh.state.ms.us/msdhsite/_static/31,0,109.html#Birth

Mississippi Driver's Licenses:

Phone: 877-290-9487

Website: www.ms.gov/dps/license_renewal/Duplicate

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

Phone: 877-275-3342

Website: www.fdic.gov/

Credit Cards: Contact the appropriate issuing institution:

- American Express: 800-327-1267
www.americanexpress.com/us/content/help/lost-stolen-card.html
- Discover: 800-347-2683
www.discover.com/credit-cards/help-center/
- MasterCard: 800-627-8372
www.mastercard.us/en-us/consumers/get-support.html
- Visa: 800-847-2911
usa.visa.com/support/consumer/lost-stolen-card.html

Credit Reports: Equifax, Experian or TransUnion

Phone: 877-322-8228

Website: www.annualcreditreport.com/index.action

SNAP Cards (Food Stamps):

Phone: 866-512-5087

Website: www.ebtcardbalance.com/mississippi-lost-ebt-card-el47

Social Security Cards:

Phone: 800-772-1213

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

(MORE)

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Fraud Alerts or a Credit Freeze:

Phone: 800-281-4418 (Attorney General's Office)

Website: www.ago.state.ms.us/victims/identity-theft/

Other support:

Phone: 888-400-5530 (Identity Theft Resource Center)

Website: www.idtheftcenter.org/; email: info@fightidentitytheft.com.

Green Cards:

Phone: 800-375-5283

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

Medicare Cards:

Phone: 800-772-1213

Website: faq.ssa.gov/ics/support/kbanswer.asp

Passports:

Phone: 877-487-2778

Website: www.travel.state.gov/content/passports/en/passports/lost-stolen.html

U.S. Savings Bonds:

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

Website: www.treasurydirect.gov/forms/sav1048.pdf

Tax Returns:

Phone: 800 829-1040

Website: www.irs.com/articles/what-to-do-if-you-lost-a-past-tax-return

Military Records:

Phone: 866-272-6272

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

Vehicle Titles:

Phone: 601-923-7700

Website: www.dor.ms.gov/Forms/title_7800610.pdf

Insurance Documents:

Phone: Check with your insurance agent.

Website: <http://insurance.lawyers.com/natural-disasters/replacing-personal-documents-lost-in-a-disaster.html>

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

Phone: Contact your agent.

Website: <http://insurance.lawyers.com/natural-disasters/replacing-personal-documents-lost-in-a-disaster.html>

(MORE)

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Medical and Prescription Records:

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

Mississippi Marriage Record or Certificates:

Phone: 601-206-8200

Website: www.msdh.state.ms.us/msdhsite/_static/31,0,109.html

Proof of Address/Residency:

Contact your local utility company to obtain a recent bill.

National Archives Records:

Phone: 866-272-6272

Website (General): www.archives.gov/preservation/records-emergency/public.html

Website (Saving family records): www.archives.gov/preservation/disaster-response/guidelines.html

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

For more information on Mississippi's tornado recovery, go to fema.gov/disaster/4295 or visit the MEMA site at msema.org. Follow MEMA on Facebook facebook.com/msemaorg and on Twitter [@msema](https://twitter.com/msema).

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