

Replacing Important Documents

After a disaster, replacing lost or stolen important documents may be a challenge for individuals and/or their families. The following is a list of contact information for lost or stolen document replacement.

Please email HawaiiEMA@hawaii.gov for corrections or suggestions to add other documents.

All of the organizations listed below offer online resources. If personal computers aren't available, public libraries and other agencies may have computers available to the public.

Note: *There will be associated costs for the reissuing of some of the documents listed below.*

<u>Document</u>	<u>Contact for replacement</u>
ATM / Debit Cards	Contact your financial institution or get contact information from the Federal Deposit Insurance Corporation (FDIC) by calling 877-275-3342 or www.fdic.gov
Bank Checks	Contact your financial institution or get contact information from the Federal Deposit Insurance Corporation (FDIC) by calling 877-275-3342 or www.fdic.gov
Birth and Death Certificates	State of Hawaii, Department of Public Health 808-586-4533 or http://health.hawaii.gov/vitalrecords/
Credit Cards <i>Contact the issuing institution</i> <i>If you don't remember all the credit cards you had, obtain a credit report from any of the three major credit bureaus.</i>	American Express 800-992-3404 or www.home.americanexpress.com Discover 800-347-2683 or www.discover.com/credit-cards/help-center/ Master Card 800-622-7747 or www.mastercard.com/cgi-bin/emergserv.cgi Visa 800-847-2911 or www.usa.visa.com
Credit Reports	Equifax, Experian or TransUnion 877-322-8228 or www.annualcreditreport.com
Divorce Certificates	<i>A divorce certificate shows that a divorce occurred but does not state all of the same information as a divorce decree.</i> For records since July 1951-December 2002: State of Hawaii, Department of Public Health 808-586-4533 or http://health.hawaii.gov/vitalrecords/ From January 2003: divorce records are available only through the county circuit court. http://www.courts.state.hi.us/courts/circuit/circuit_courts

<u>Document</u>	<u>Contact for a replacement</u>
Divorce Decrees	<p>An official document from the court that grants the termination of a marriage. It includes specific details of the divorce.</p> <p>Go to http://www.courts.state.hi.us/courts/family/family_courts for a listing of Family Courts in Hawaii; contact the court that granted the divorce.</p>
EBT Cards	<p>State of Hawaii, Department of Human Services 643-1643 or http://humanservices.hawaii.gov/bessd/snap/</p>
Federal Employee ID Cards (Smart Cards)	<p>The Federal agency that issued the Smart Card will replace it.</p>
Fraud Alerts (or a Credit Freeze)	<p>Fraud Alerts 877-438-4338: the identity theft helpline or Contact the Federal Trade Commission (FTC) at www.ftc.gov</p>
Hawaii Driver's Licenses <i>Go to your county website</i>	<p>County of Hawaii (808) 961-2222 or http://www.hawaiicounty.gov/finance-dl-general-info</p> <p>County of Maui (808) 270-7363 or http://www.co.maui.hi.us/1328/Motor-Vehicle-Licensing</p> <p>City & County of Honolulu (808) 532-7730 or http://www.honolulu.gov/csd/vehicle/</p> <p>County of Kauai (808) 241-4242 or http://www.kauai.gov/DriversLicense</p>
Hawaii State ID Cards <i>Issued by each county's Department of Motor Vehicles</i>	<p>County of Hawaii (808) 961-2222 or http://www.hawaiicounty.gov/finance-state-id-gen-info</p> <p>County of Maui (808) 270-7363 or http://www.co.maui.hi.us/1908/State-of-Hawaii-Identification-Cards</p> <p>City & County of Honolulu (808) 532-7730 or http://www.honolulu.gov/csd/stateid.html</p> <p>County of Kauai (808) 241-4242 or http://www.kauai.gov/DriversLicense</p>

<u>Document</u>	<u>Contact for a replacement</u>
Immunization Records	State of Hawaii, Department of Public Health 808-586-4665 or http://health.hawaii.gov/docd/hawaii-immunization-registry/
Marriage/Civil Union Certificates	State of Hawaii, Department of Public Health 808-586-4533 or http://health.hawaii.gov/vitalrecords/
Medicaid Cards	State of Hawaii, Department of Human Services, Med-Quest http://humanservices.hawaii.gov/ and click on “MEDQUEST (MQD)” in the right column.
Medicare Cards	Social Security Administration 800 772-1213 or www.socialsecurity.gov/medicarecard/
Permanent Resident “Green” Cards	U.S. Citizenship and Immigration Services Go to www.uscis.gov and complete the Form I-90, application to replace a permanent resident card, and file it online or by mail. Call 800-375-5283 to check the status of your application.
Safe Deposit Keys	Contact your financial institution
Social Security Cards	Social Security 800-772-1213 or www.ssa.gov
Tax Returns	Internal Revenue Service 800-829-1040 or download the Request for Copy of Tax Return at www.irs.gov/pub/irs-pdf/f4506.pdf
U.S. Military ID Cards	For Common Access Cards (CAC) http://www.cac.mil/common-access-card/managing-your-cac/ For dependent or retiree service member cards http://www.cac.mil/uniformed-services-id-card/managing-your-id-card/
U.S. Passports	U.S. Department of State Passport Services, Consular Lost/Stolen Passport Section 202-955-0430 or 877-487-2778 or www.travel.state.gov/content/passports/english/passports/lost-stolen.html
U.S. Military Records	National Archives and Records Administration 866-272-6272 or www.archives.gov/contact/
U.S. Savings Bonds	U.S. Department of Treasury 800-722-2678 or www.treasurydirect.gov