



FEMA

October 7, 2020
DR-4562-OR FS 07
OEM News Desk: 503-373-7872
FEMA News Desk: 425-487-4610

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

Medicare cards

Phone: 800-772-1213; (TTY) 800-325-0778

Website: www.medicare.gov

Military records

Phone: 866-272-6272

Website: www.archives.gov/contact/

Passport

Phone: 877-487-2778; (TTY) 888-874-7793

Website: 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.*

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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) 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.