**FEMA offers tips for recovering documents**

Replacing a lost credit card can be easily handled. But, losing every document – birth and marriage certificates, property deeds, military records, and the like – can be a challenge after a disaster. However, West Virginia residents who lost important papers in the June floods can use the following contacts to replace important documentation.

Free disaster legal assistance is also available for West Virginia flood survivors. Call the toll-free hotline 877-331-4259. Callers can receive counseling on insurance claims, landlord-tenant issues, home-repair contracts, the replacement of legal documents destroyed by the storm and other legal matters.

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.ssa.gov/medicare](http://www.ssa.gov/medicare)

Military records: Phone: 866-272-6272; Website: <http://www.archives.gov/contact/>

Passport: Phone:1-877-487-2778; 888-874-7793 (TTY); Website: [https://www.travel.state.gov](https://www.travel.state.gov/)

Social Security card: Phone: 800-772-1213; (TTY) 800-325-0778; Website: [ssa.gov](http://ssa.gov/)

U.S. Savings Bonds: Phone: 1-844-284-2676; Website: [treasurydirect.gov](http://treasurydirect.gov/)

U.S. tax returns: Phone: 800-829-1040; Website: [http://www.irs.gov](http://www.irs.gov/)

State documents

Birth/death/marriage/ Phone: 877-448-3953

Divorce certificates: Website: [http://www.vitalchek.com](http://www.vitalchek.com/)

Story continues below video

Consumer protection: Phone: 800-368-8808 or 304-558-8986; Website: [www.ago.wv.gov](http://www.ago.wv.gov/); email: consumer@wvago.gov

Driver’s license: 1-800-642-9066 or (TTY) 1-800-742-6991

ID cards/proof of residency: Website: [www.transportation.wv.gov](http://www.transportation.wv.gov/)

Real estate and property records: See your county government.

SNAP: Phone: 1-866-545-6502; Website: [www.wvdhhr.org/ebt/replace\_card.shtml](http://www.wvdhhr.org/ebt/replace_card.shtml)

State tax: Phone: 800-982-8297 or 304-558-3333; email: TaxWVTaxAid@wv.gov

Vehicle titles, registration: Phone: 1-800-642-9066; Website: [www.transportation.wv.gov](http://www.transportation.wv.gov/)

Personal documents

Credit cards: Contact your credit card company.

Credit reports: Equifax, Experian, TransUnion; Phone: 877-322-8228; Website: [www.annualcreditreport.com](http://www.annualcreditreport.com/)

Insurance documents: Phone: Check with your own insurance agent; Website: <http://insurance.lawyers.com/natural-disasters/replacing-personal-documents-lost-in-a-disaster.html>

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

National Archives: Website: [http://www.archives.gov](http://www.archives.gov/) Techniques for saving documents