

RETRIEVAL OF VITAL DOCUMENTS

PASSPORT

Report your lost or destroyed passport to the United States Department of State as soon as possible.

- Call the U.S. Department of State at (877) 487-2778 or (888) 874-7793 (toll-free) OR Complete a "Statement Regarding a Lost or Stolen U.S. Passport Book And/Or Card" (Form DS-64), which can be submitted either by mail or online.

- To report a lost passport by mail:

- <https://eforms.state.gov/Forms/ds64.pdf>

- To report a lost passport online:

- <https://travel.state.gov/content/travel/en/passports/after/lost-stolen.html>

- To replace your passport, you must submit Form DS-11 in person by visiting your nearest passport acceptance facility to apply for a passport. You can find your nearest passport acceptance facility by visiting: <https://iafdb.travel.state.gov/>

- The Application: <https://eforms.state.gov/Forms/ds11.pdf>

DRIVER'S LICENSE

You can replace your driver's license either online, by mail or at a DMV service center.

- Online: to determine documents needed for verification and the online duplicate license system, visit

- <https://dmv.dc.gov/service/replace-real-id-or-limited-purpose-driver-license>

- Mail:

- (1) Prepare a list of the documents needed, such as a proof of identity, social security number, current DC residency (two required) and six-months DC residency (two required)

- (2) Write a check for the \$20 replacement fee (or pay in cash)

- (3) Send check to:

- DC Department of Motor Vehicles

- Driver Services Administration

- P.O. Box 90120

- Washington, D.C. 20090

DEBIT CARD/CREDIT CARD/CHECKBOOKS

Report the loss of your debit and/or credit cards to your bank, credit union or card issuer. While some financial institutions may charge a fee for the replacement, be sure to explain your card was lost due to a disaster and they may waive the fee. Make note of any confirmation number you receive from the representative to ensure you can track your replacement card in the event of an issue.

Below is a non-exhaustive list of bank telephone numbers to call in the event of card loss (you may also be able to report a loss online):

Bank of America: 800-432-1000
Bank of Internet: 877-541-2634
BB&T: 800-226-5228
Capital One: 877-383-4802
Citibank: 800-374-9700
Charles Schwab: 888-403-9000
Chase: 800-935-9935

Discover: 800-347-7000
PNC Bank: 888-762-2265
Simple: 888-248-0632
SunTrust: 800-786-8787
TD Bank: 888-751-9000
U.S. Bank: 800-872-2657
Wells Fargo: 800-869-3557

On average, it will take 7-10 days for a replacement card to come in. Some banks allow you to select rush delivery, which may be subject to an additional fee.

You might want to consider closing your account if there is a chance that debit cards or checkbooks were not destroyed by the fire but are still missing. Your bank can assist you in transferring your old account settings to a new account. Be aware of any fraudulent activity on your account.

HEALTH INSURANCE CARD

Medicare Card: contact the Social Security Administration either by phone, online or visiting your local Social Security office. You will need to provide your most recent social security card, social security number and date of birth.

- Online:

(1) Log into or create an account:

<https://secure.ssa.gov/RIL/SiView.action>

(2) Select the "Replacement Documents" tab, then select the "Mail my replacement Medicare Card."

(3) Your Medicare card will arrive in the mail in about 30 days at the address on file with Social Security.

- Call: 1-800-772-1213 (TTY 1-800-325-0778), Monday through Friday, from 7 a.m. to 7 p.m.

- In-person: To find your local social security office, visit

<https://secure.ssa.gov/ICON/main.jsp>

Private insurance: call your health insurance provider and explain that your card is lost or was destroyed. Your health insurance company should provide you a replacement card, but it might take up to several weeks to receive it in the mail. They should be able to provide you with your policy number and other relevant information in the event you need to use your insurance prior to receiving your replacement card.

SOCIAL SECURITY CARD

You can apply online by logging in or creating an account on <https://www.ssa.gov/myaccount/> if you meet the following qualifications:

- You are a U.S. citizen age 18 years or older with a U.S. mailing address
- You are not requesting a name change or any other change to your card; and
- You have a driver's license or a state-issued identification card from one of the many participating states.

If you cannot apply online, you will need to replace through mail or in person.

- Fill out this application form: <https://www.ssa.gov/forms/ss-5.pdf>

- Include the necessary proof of identity documents with your application. You can find the necessary documents here:
<https://www.ssa.gov/ssnumber/ss5doc.htm>