

## Hurricane Ida Recovery Information Sheet

### Steps to Replace Important Documents After a Natural Disaster

<b>ATM or Debit Cards</b>	Call your debit card company or visit its website to obtain a replacement. 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), SunTrust (800-786-8787), TD Bank (888-751-9000), US Bank (800-872-2657), Wells Fargo (800-869-3557).
<b>Birth Certificate</b>	(1) You can obtain a replacement <a href="#">online</a> for \$23.30. It will take 2 to 5 weeks to arrive OR (2) if you prefer to apply by mail, you must complete, sign, and notarize <a href="#">this application</a> and mail the form with a check or money order payable to “NYC Department of Health and Mental Hygiene” for \$15, a self-addressed, stamped envelope, and proof of identity to Office of Vital Records, 125 Worth Street, CN-4, Room 133, New York, NY 10013-4090. It will take 4 to 6 weeks to arrive.
<b>Credit Cards</b>	Call your credit card company or visit its website to obtain a replacement. American Express (800-992-3404), Bank of America (800-732-9194), Barclays (866-928-8598), Capital One (800-227-4825), Chase (800-432-3117), Citi (800-950-5114), Discover (1-800-347-2683), PNC (800-533-6596), US Bank (800-285-8585), Wells Fargo (800-869-3557).
<b>Death Certificate</b>	(1) You can apply <a href="#">online</a> for \$23.30. It will take between 2 to 5 weeks to arrive OR (2) you can apply by mail; you must complete, sign, and notarize <a href="#">this form</a> and mail the form with a check or money order payable to “NYC Department of Health and Mental Hygiene” for \$15, a self-addressed, stamped envelope, and proof of identity to Office of Vital Records, 125 Worth Street, CN-4, Room 133, New York, NY 10013-4090. If you would like a copy of a death certificate with the confidential medical report, you <i>must</i> apply by mail. Only certain relatives are able to request a replacement certificate; see <a href="#">here</a> for more information and to determine eligibility.
<b>Divorce Certificate</b>	(1) You can apply <a href="#">online</a> for \$53 OR (2) you can mail <a href="#">this form</a> with a check or money order for \$30 payable to “NYS Department of Health” to New York State Department of Health, Vital Records Certification Unit, P.O. Box 2602, Albany, NY 12220-2602. You must include photo ID or two forms of proof of name and address.
<b>Driver’s License</b>	(1) You can apply <a href="#">online</a> OR (2) you can complete and mail this <a href="#">form</a> to NYS Department of Motor Vehicles, 207 Genesee Street, Suite 6, Utica, NY 13501-2874. A replacement driver’s license costs \$17.50 and should arrive within about 10 business days. If you don’t know your DMV ID #, enter your name and date of birth and provide a photocopy of <a href="#">proof of identity</a> .
<b>EBT Card</b>	Same-day replacements are available at 227 Schermerhorn Street in Brooklyn with a valid photo ID. You can also apply <a href="#">online</a> or by phone (888-328-6399, M-F, 8am-5pm), in which case you will get a replacement card in 7-10 business days. To apply online, you must have an existing account or have your card number available.
<b>Green Card</b>	(1) You can apply <a href="#">online</a> for a replacement Green Card OR (2) you can apply by mail using <a href="#">this form (instructions)</a> . If you submit via mail, you may request an email or text message when your form is accepted by filling out <a href="#">this form</a> . You can also call 800-375-5283 to obtain a replacement. A replacement costs \$540, but a fee waiver may be available. You must apply by mail if you are including a <a href="#">fee waiver application (instructions)</a> .
<b>Marriage Certificate</b>	You must fill out this <a href="#">form</a> and mail the completed form, a photocopy of your photo identification, and a certified check or money order for \$15 payable to “The City Clerk of New York” to City Clerk of New York, 141 Worth Street, New York, NY 10013, Attn: Record Room. You can request a form by calling 212-669-8090. Please note there are additional requirements for an extended certificate suitable for foreign use (see <a href="#">here</a> ).
<b>Medicaid</b>	You can replace your Medicaid card <a href="#">online</a> . It will take 7-10 business days to get the replacement card.
<b>Medicare Card</b>	See “ <i>Social Security Card</i> ” for instructions to create an online account. Once logged in, go to “Replacement Documents” and “Mail my replacement Medicare card.” A replacement should arrive in approximately 30 days. Alternatively, you may call 800-633-4227 (TTY 877-486-2048).
<b>Passport</b>	If you need to replace your passport, you MUST apply in person at an <a href="#">acceptance facility</a> or <a href="#">passport agency</a> . Bring with you <a href="#">Form DS-11</a> , birth or naturalization certificate (plus photocopy), photo ID (plus photocopy), a passport photo, and \$65 (passport card) or \$145 (passport book). If your passport is damaged, you must also bring the damaged passport and a signed statement explaining the damage. If your passport is lost, you must also bring <a href="#">Form DS-64</a> . You may also report a lost passport <a href="#">online</a> .
<b>Social Security Card</b>	(1) You can obtain a replacement card for free <a href="#">online</a> but must first create an account (requires your SSN and a state-issued ID card or driver’s license) OR (2) you can apply by mail <a href="#">here</a> .
<b>Vehicle Registration</b>	(1) You can obtain a replacement for \$3 <a href="#">online</a> (click “Replace a registration online”), which also allows you to print out a temporary registration OR (2) you can request a replacement by mailing this <a href="#">form</a> and a copy of your driver’s license with a check or money order for \$3 payable to “Commissioner of Motor Vehicles” to New York State Department of Motor Vehicles, Utica Processing Center, P.O. Box 359, Utica, NY 13503.
<b>Vehicle Title</b>	(1) You can obtain a replacement for \$20 <a href="#">online</a> OR (2) you can mail an <a href="#">application</a> with <a href="#">proof of identity</a> and a check or money order for \$20 payable to “Commissioner of Motor Vehicles” to Title Bureau, NYS DMV, PO Box 2750, Albany, NY 12220-0750. You can apply in person, but it will not expedite the process. If you apply online, it should take approximately one week.