

Hurricane Ida Recovery Information Sheet

Steps to Replace Important Documents After a Natural Disaster

ATM or Debit Cards	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).
Birth Certificate	(1) You can obtain a replacement online 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 this application 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.
Credit Cards	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).
Death Certificate	(1) You can apply online 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 this form 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 here for more information and to determine eligibility.
Divorce Certificate	(1) You can apply online for \$53 OR (2) you can mail this form 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.
Driver’s License	(1) You can apply online OR (2) you can complete and mail this form 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 proof of identity .
EBT Card	Same-day replacements are available at 227 Schermerhorn Street in Brooklyn with a valid photo ID. You can also apply online 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.
Green Card	(1) You can apply online for a replacement Green Card OR (2) you can apply by mail using this form (instructions) . If you submit via mail, you may request an email or text message when your form is accepted by filling out this form . 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 fee waiver application (instructions) .
Marriage Certificate	You must fill out this form 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 here).
Medicaid	You can replace your Medicaid card online . It will take 7-10 business days to get the replacement card.
Medicare Card	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).
Passport	If you need to replace your passport, you MUST apply in person at an acceptance facility or passport agency . Bring with you Form DS-11 , 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 Form DS-64 . You may also report a lost passport online .
Social Security Card	(1) You can obtain a replacement card for free online 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 here .
Vehicle Registration	(1) You can obtain a replacement for \$3 online (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 form 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.
Vehicle Title	(1) You can obtain a replacement for \$20 online OR (2) you can mail an application with proof of identity 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.