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News Release

Replacing Lost or Damaged Documents in Louisiana

BATON ROUGE, La. - Disasters such as the recent floods and storms commonly result in the loss of important documents, but Louisiana residents have ways to replace them. Here is a list of useful websites and telephone numbers:

SNAP Cards:
(Food Stamps): Phone: 1-888-524-3578
Website: www.dcfs.la.gov/DSNAP

Green Cards:
Phone: 800-375-5283
Website: https://www.uscis.gov/green-card/after-green-card-granted/replace-green-card

Birth and Death Certificates:
Phone: 225-342-9500
Website: http://new.dhh.louisiana.gov/index.cfm/page/635

Louisiana Driver's Licenses:
Phone: 888-214-5367
Website: http://omv.dps.state.la.us/

Bank Checks, ATM/Debit Cards or Safe Deposit Boxes:
Phone: 877-275-3342
Website: https://www.fdic.gov/

Credit Cards – Contact the appropriate issuing institution:

•**American Express:** 800-327-1267
https://www.americanexpress.com/us/content/help/lost-stolen-card.html

•**Discover:** 800-347-2683
https://www.discover.com/credit-cards/help-center/

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•**MasterCard:** 800-627-8372
https://www.mastercard.us/en-us/consumers/get-support.html

•**Visa:** 800-847-2911
https://usa.visa.com/support/consumer/lost-stolen-card.html

Credit Reports: Equifax, Experian or TransUnion
Phone: 877-322-8228
Website: https://www.annualcreditreport.com/index.action

Social Security Cards:
Phone: 800-772-1213
Website: https://www.ssa.gov/ssnumber/

Fraud Alerts or a Credit Freeze:
Website: http://www.fightidentitytheft.com/security_freeze_louisiana.html

Other support:

Identity Theft Resource Center:
Phone: 888-400-5530
Website: http://www.idtheftcenter.org/
Email: info@fightidentitytheft.com.

Medicare Cards:
Phone: 800-772-1213
https://faq.ssa.gov/ics/support/kbanswer.asp?deptID=34019&task=knowledge&questionID=3708

Passports:
Phone: 877-487-2778
Website: https://travel.state.gov/content/passports/en/passports/lost-stolen.html

U.S. Savings Bonds:
Phone: 844-284-2676 (toll-free)
Website:
https://www.treasurydirect.gov/indiv/research/indepth/ebonds/res_e_bonds_eereplace.htm

Tax Returns:
Phone: 800-829-1040
Website: https://www.irs.gov/uac/About-Form-4506T

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Military Records:
Phone: 866-272-6272
Website: https://www.archives.gov/veterans/military-service-records/

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

Real Estate and Property Records (Mortgage Documents, Deeds, etc.):
Phone: Contact your agent.
http://insurance.lawyers.com/natural-disasters/replacing-personal-documents-lost-in-a-disaster.html

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

Proof of Address/Residency:
Contact your local utility company to obtain a recent bill.

National Archives Records:
Phone: 866-272-6272
Website: General: http://www.archives.gov/preservation/records-emergency/public.html
Website: Saving family records:
http://www.archives.gov/preservation/disasterresponse/guidelines.html

NOTE: FEMA does not endorse any specific products or services.

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We urge everyone to continue to use caution in areas where floodwaters remain. Monitor DOTD's www.511la.org website for updated road closure information. Look for advisories from your local authorities and emergency managers. You can find the latest information on the state's response at www.emergency.la.gov.

GOHSEP also provides information on Facebook and Twitter. You can receive emergency alerts on most smartphones and tablets by downloading the new Alert FM App. It is free for basic service. You can also download the Louisiana Emergency Preparedness Guide and find other information at www.getagameplan.org.

FEMA's mission is to support our citizens and first responders to ensure that as a nation we work together to build, sustain, and improve our capability to prepare for, protect against, respond to, recover from, and mitigate all hazards. Follow us on Twitter at https://twitter.com/femaregion6 and the FEMA Blog at http://blog.fema.gov.

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). For TTY call 800-462-7585.

The U.S. Small Business Administration (SBA) is the federal government's primary source of

money for the long-term rebuilding of disaster-damaged private property. SBA helps businesses of all sizes, private non-profit organizations, homeowners and renters fund repairs or rebuilding efforts and cover the cost of replacing lost or disaster-damaged personal property. These disaster loans cover losses not fully compensated by insurance or other recoveries and do not duplicate benefits of other agencies or organizations.

For more information, applicants may contact SBA's Disaster Assistance Customer Service Center by calling (800) 659-2955, emailing disastercustomerservice@sba.gov, or visiting SBA's Web site at www.sba.gov/disaster. Deaf and hard-of-hearing individuals may call (800)877-8339.