



REPLACING LOST DOCUMENTS

After a disaster, you will need important documents that have possibly been damaged or destroyed. These documents can include proof of citizenship, proof of property ownership or rental occupancy, Social Security cards, and other personal information when registering for disaster assistance and/or other public benefits (e.g., SNAP, TANF, WIC, SSDI, etc.). Many can be replaced by contacting agencies such as the Vital Records Office, Social Security, or insurance offices.

[Here are some resources to replace lost documents](#)

How do you obtain proof of property ownership?

Contact your County Clerk and County Assessor offices. They will have proof of ownership documents. Some counties also have this information online.

How do you obtain proof of rental occupancy?

Contact your local utility (water, gas, electric, etc.) company to get a copy of a recent bill or contact your landlord for a copy of the signed lease.

How do I replace birth or death certificates?

Contact the New Mexico Department of Health Vital Records Office. You can apply for replacement birth certificates online or by mail. For questions, call 1-866-534-0051 between 8:00 a.m. & 4:00 p.m.

How do I obtain copies of insurance policies?

Contact your insurance agent or the insurance company directly. A copy may also be obtained online.

How do I replace my driver's licenses and IDs?

First, you must notify your local police department that your license has been lost or stolen. Call the non-emergency line and obtain a copy of the police report.

Next, visit your local Motor Vehicle Division (MVD) field office and bring the police report, a signed written statement saying that you want MVD to issue you a new license because your old one was lost or stolen, and the replacement fee (*\$18 for a four-year license or \$34 for an eight-year license*). Drivers who are 79 years old or older are not charged a replacement fee.

How do I replace my Social Security card?

Apply for a replacement card online at www.ssa.gov or in person at a local Social Security office. For support, call 1-800-772-1213 between 8:00 a.m. & 7:00 p.m. and tell the representative you want to request a replacement Social Security card.

How do I replace my SNAP(EBT)/TANF Cards?

Contact customer service 1-800-843-8303 to report lost/stolen and request a replacement or visit your local Income Support Division Office. There may be a fee associated with the replacement card.

How do I replace my debit card or checks?

Contact the bank that issues the card and checks, they will inform you of steps to replace your card and assist in reordering checks. If you do not know how to contact your bank or credit union, call the FDIC's toll-free number at 1-877-275-3342 for contact information.

If you're facing a disaster-related legal issue, we're here to assist you.

CONTACT US:

- **Call** our Disaster Hotline at 1-855-204-2569, Monday to Friday, from 9 a.m. to 5 p.m., or leave a message 24/7.
- **Email** the Disaster Legal Services Team at disasterlegalservices@nmlegalaid.org.

FOLLOW US ON FACEBOOK:

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OR scan the QR Code

