

Replacing Missing or Damaged Documents

Release Date: ?? 24, 2025

FRANKFORT, Ky. – If you lost important documents in the recent floods, you are not alone. We know this is a difficult time and dealing with lost or damaged documents can feel overwhelming. But there is help available.

You can learn more and get assistance retrieving these important documents by visiting your local FEMA Disaster Recovery Center. Staff there can help guide you through the process and connect you with additional resources.

Find a center near you: [FEMA Disaster Recovery Center Locator](#)

Replacing things like IDs, insurance papers, and birth certificates is important. Below is a simple guide to getting your documents back quickly.

It is also a good idea to double check your current inventory of these important documents, in case you need to access them quickly in an emergency.

Insurance Policy Information

- Call your insurance company or agent and ask for a copy of your policy, including the Declaration Page.

Birth, Marriage, & Death Certificates

- Order certified copies online, by mail, or in person through the Kentucky Office of Vital Statistics.
- [Visit the Kentucky Office of Vital Statistics](#) or call (502) 564-4212.

Driver's License & ID Cards

- If your license or ID was lost or damaged, visit a [Kentucky Transportation Cabinet \(KYTC\) Driver Licensing Regional Office](#).
- Check for locations and details at drive.ky.gov.



FEMA

Page 1 of 2

Social Security Card

- Apply for a replacement at www.ssa.gov.
- Visit [your local Social Security office](#).
- Call 1-800-772-1213 for assistance.

Medicare Cards

- Request a new card at MyMedicare.gov.
- Call 1-800-MEDICARE (1-800-633-4227).

Tax Returns & Military Records

- IRS Tax Returns – Request copies of past tax returns at irs.gov.
- Military Service Records – Request replacements at www.archives.gov/veterans/military-service-records



FEMA