

Legal Aid Society

REPLACING IMPORTANT DOCUMENTS AFTER A DISASTER

- **How do I replace my driver's license?**

Contact the local Tennessee Department of Public Safety office or a tag agency. You may find more information on the following website: <https://www.tn.gov/safety>

- **How do I replace my social security card?**

At this time there is no emergency procedure to replace your Social Security card. Currently, the replacement procedure requires another form of identification, such as a driver's license. You will need to complete an Application For A Social Security Card (Form SS-5). You will have to show documents proving your identity, and other documents. The process is explained on the SSA website: www.ssa.gov.

- **How do I replace my debit card?**

Call your bank. They will tell you what their procedures are. If you keep documents in your bank's safety deposit box, you may want to ask if the boxes are intact. If you can't remember how to contact your bank or credit union, call FDIC's toll-free number: 1-877-275-3342, for contact information.

- **How do I replace my TN Birth Certificate?**

Instructions and an application may be found at: <https://www.tn.gov/health/health-program-areas/vital-records/certificate.html>

- **How do I replace my lost checks or debit/credit cards?**

Call your bank about lost checks, debit cards, and bank-issued credit cards; they will tell you how to report them lost and get replacements. Call your credit card company if your credit card was not issued by your bank. Major credit card companies include: American Express: 1-800-992-3404 www.americanexpress.com; Discover: 1-800-347-2683 www.discovercard.com ; MasterCard: 1-800- 627-8372 www.mastercard.com ; VISA: 1-800-847-2911 www.usa.visa.com

- **What else can serve as proof of identity?**

Passport, Military ID, Employer ID card, Adoption Record, School ID card, Life Insurance Policy, Marriage, or divorce record, Health Insurance card (not a Medicare card)

- **Starting 3/10/20, you can call 1-844-HELP4TN for immediate legal advice. To apply for legal assistance, please call Legal Aid Society at 1-800-238-1443 or visit www.las.org for more information.**

