#

# Replacing Lost Documents

## How do I replace my driver's license?

* Call the local Texas Department of Public Safety office. Offices are listed at [www.txdps.state.tx.us](http://www.txdps.state.tx.us).

**How do I replace my Social Security card?**

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* There is not a current emergency procedure to replace a Social Security card. You need to complete an Application for a Social Security Card (Form SS-5).
* You need another form of identification, such as a driver's license. This process is explained on the Social Security website at [www.ssa.gov](http://www.ssa.gov). You can also call 1-800-772-1213 or visit a local Social Security office.

## How do I replace my food stamps or EBT card?

* Food stamps are provided by the Supplemental Nutrition Assistance Program (SNAP). For help with Texas SNAP program: Call 2-1-1, 1-877-541-7905, or 1-800-777-7328.

## How do I replace my debit card?

* Call your bank. The bank will tell you how to replace your card.
* If you keep papers in a bank safety deposit box, you should ask if the boxes are unharmed.
* 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.

## How do I replace lost checks?

* Call your bank. The bank will tell you how to report lost checks and get replacements.

## How do I replace my credit card?

* Call the bank that issued the card to get a new one. 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](http://www.americanexpress.com/)
	+ Discover; 1-800-347-2683; [www.discover.com](http://www.discover.com)
	+ MasterCard; 1-800-627-8372; [www.mastercard.us/](http://www.mastercard.us/)
	+ VISA; 1-800-847-2911; [www.usa.visa.com](http://www.usa.visa.com)

## How do I replace a birth or death certificate? How do I replace a marriage license?

* You can go to your local courthouse. You can also check online at <https://txapps.texas.gov/tolapp/ovra/index.htm>.

## What else can serve as proof of identity?

* Passport, Employer ID, School ID, Marriage or divorce record, Military ID, Adoption record, Life insurance policy, or Health insurance card.

## Lone Star Legal Aid - 1-866-659-0666 – [http://www.lonestarlegal.org](http://www.lonestarlegal.org/)

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## Placeholder for organization contact info – phone number – [website](http://www.google.com/)