

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

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

## 2 How do I replace my Social Security card?

- 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. The 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.

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

Food stamps are provided by the Supplemental Nutrition Assistance Program (SNAP). For help with the Texas SNAP program:

- Call 2-1-1
- Call 1-877-541-7905 or 1-800-777-7328

## 4 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.

**Turn page over for more information.**

1-800-504-7030 | [www.lonestarlegal.org](http://www.lonestarlegal.org)



**5 How do I replace lost checks?**

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

**6 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)

You may want to call the bank or your credit card company even if you do not need a new card. Many banks and credit card companies may be willing to waive some fees and payments due to disasters.

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

You can go to your local courthouse.

You also can check online at <https://txapps.texas.gov/tolapp/ovra/index.htm>.

- You can use the online application to order vital records.
- This includes:
  - birth certificate or verification
  - death certificate or verification
  - marriage verification
  - divorce verification

To request these records from other states, visit the National Center for Health Statistics website at [www.cdc.gov/nchs/w2w.htm](http://www.cdc.gov/nchs/w2w.htm).

**8 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)