

Replacing Lost Documents

1. How do I replace my driver's license? Call the local Texas Department of Public Safety office. Offices are listed at www.dps.texas.gov.

2. How do I replace my Social Security card? There is no current emergency procedure to replace a Social Security card. You may need to complete an Application for a Social Security Card (Form SS-5), but it may be possible to apply online at www.ssa.gov.

You will need another form of identification, such as a valid driver's license. This process is explained on the Social Security website. You can also call 1-800-722-1213 or visit a local Social Security office.

3. How do I replace my food stamps or EBT card? The Supplemental Nutrition Assistance Program provides food stamps (SNAP). For help with the Texas SNAP program, call 2-1-1, 1-866-541-7905, 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.

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 bank did not issue your credit card. Major credit card companies include:

- American Express: 1-800-992-3404; www.americanexpress.com.
- Discover: 1-800-347-2683; www.discover.com.
- MasterCard: 1-800-627-8372; www.mastercard.us.
- VISA: 1-800-847-2911; www.usa.visa.com.

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

8. 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.