



FEMA

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Replacing Lost or Damaged Documents in West Virginia

Those who may have lost or had damage to important documents during the April 2-6 severe storms, straight-line winds, tornadoes, flooding, landslides and mudslides in Boone, Cabell, Fayette, Kanawha, Lincoln, Marshall, Nicholas, Ohio, Putnam, Wayne, and Wetzel counties may be able to replace them. Reference the information and links to resources below to learn more.

STATE SERVICES

Birth and Death Certificates / Marriage and Divorce Documents:

The West Virginia Department of Health and Human Resources — Vital Registration Office issues certified copies of West Virginia vital records. The fastest way to request a copy of a birth or death certificate or marriage or divorce documents is to order online at the [DHHR website](#).

Driver Licenses:

It's easy to request a replacement West Virginia driver's license online from the [West Virginia Department of Motor Vehicles](#), by visiting the website or a DMV office.

Insurance Documents:

The [West Virginia Offices of the Insurance Commissioner](#) has information to assist individuals and businesses that suffered damage in during the April 2-6, 2024, severe storms and flooding. Visit wvinsurance.gov for answers to insurance questions or to dispute an insurance settlement. Call 866-445-8491 for more information and to ask questions.

FEDERAL SERVICES

Green Cards:

Phone: 800-375-5283

Website: <https://www.uscis.gov/green-card/after-we-grant-your-green-card/replace-your-green-card>

Social Security Cards:

Phone: 800-772-1213

Website: <https://www.ssa.gov/ssnumber/>

Identity Theft Resource Center:

Phone: 888-400-5530

Website: <http://wwwidtheftcenter.org/>

Email: info@fightidentitytheft.com.

Medicare Cards:

Phone: 800-772-1213 (TTY 1-800-325-0778) Monday-Friday from 7 a.m. to 7 p.m. or go to <https://www.ssa.gov/myaccount/>.

USDA Farm Services:

The Farm Services Agency offers a variety of loans and grants to help agricultural producers recover from production and physical losses that result from disasters. Visit <https://www.farmers.gov/recover/disaster-tool#step-1> or call 979-680-5151 or 866-680-6069.

Military Records:

The [National Archives website](#) is the place to request replacement military service records.

National Archives Records:

Phone: 866-272-6272

Website: <https://www.archives.gov/preservation/records-emergency>

Website: Saving family records: <https://www.archives.gov/preservation/family-archives>

For more information on West Virginia's disaster recovery, visit emd.wv.gov, [West Virginia Emergency Management Division Facebook page](#), www.fema.gov/disaster/4783, and www.facebook.com/FEMA.

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FEMA's mission is helping people before, during, and after disasters. FEMA Region 3's jurisdiction includes Delaware, the District of Columbia, Maryland, Pennsylvania, Virginia and West Virginia.

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Disaster recovery assistance is available without regard to race, color, religion, nationality, sex, age, disability, English proficiency, or economic status. If you or someone you know has been discriminated against, call FEMA toll-free at 833-285-7448. If you use a relay service, such as video relay service (VRS), captioned telephone service or others, give FEMA the number for that service. Multilingual operators are available (press 2 for Spanish and 3 for other languages).