

# Replacing Lost or Damaged Papers

EM 8867-E • August 2004

---

**I**mportant records such as driver's licenses, birth certificates, and insurance papers often are lost or damaged in a disaster. It is important to replace these as soon as possible because obtaining replacements may take weeks or months.

## Birth, death, marriage, and divorce certificates

Write, call, or visit the Oregon Department of Human Services to replace records. The fees depend on the number of copies requested and the type of delivery—expedited, overnight, or regular. Ordering information also is available on the website ([www.dhs.state.or.us/publichealth/chs/certif/certfaqs.cfm](http://www.dhs.state.or.us/publichealth/chs/certif/certfaqs.cfm)).

Oregon Health Services  
Center for Health Statistics  
800 NE Oregon Street, Suite 205  
Portland, OR 97232-2162  
Open: 8 a.m. to 4:50 p.m.

*Mailing address:*  
Oregon Vital Records  
Box 14050  
Portland, OR 97293-0050

Phone: 503-731-4095 (ordering instructions)  
or 503-731-4108 (to order duplicates)  
Fax: 503-234-8417

Web: [www.VitalChek.com](http://www.VitalChek.com)  
(This privately owned website provides replacement service in 49 of 50 states and British Columbia, Canada; also has links for U.S. citizens born abroad)

## Financial records

Request credit card and bank statements from the appropriate company, bank, credit union, or other institutions.

## Insurance policies

Contact insurance agents/companies from which policies were purchased.

## Military discharge papers

Call the Department of Veterans Affairs (1-800-827-1000 or TDD/TTY 1-800-829-4833).

## Tax returns

For state tax returns:

Oregon Department of Revenue  
955 Center Street NE  
Salem, OR 97310

Phone: 1-800-356-4222  
Phone in Portland metro area: 503-299-9999  
Web: [www.dor.state.or.us](http://www.dor.state.or.us)

For federal tax returns:

Internal Revenue Service  
Phone: 1-800-829-3676  
Web: [www.irs.gov](http://www.irs.gov)

## Social Security or Medicare cards

Contact the local office of the Social Security Administration to obtain a replacement card. Local offices usually are listed in the telephone books under Social Security.

## Vehicle registration

Fill out the registration application available on the Web ([www.odot.state.or.us](http://www.odot.state.or.us)). Return it in person to the nearest Department of Motor Vehicles office or by mail. Ask about the procedure for replacing vehicle title.

Driver and Motor Vehicle Services  
1905 Lana Avenue NE  
Salem, OR 97314-1354

Phone: 503-945-5000  
Phone in Portland metro area: 503-299-9999

### Resources

**OSU Extension Service.** The Extension Service has materials on related topics. To locate the local office of the OSU Extension Service, go to “County Government” in your telephone book.

Publications and videos are available for viewing on the OSU Extension website ([extension.oregonstate.edu](http://extension.oregonstate.edu), then “Publications”). You may order copies by fax (541-737-0817), e-mail ([puborders@oregonstate.edu](mailto:puborders@oregonstate.edu)), or phone (541-737-2513).

**American Red Cross.** The alphabetical listing in local phone books will point you to a local chapter of the American Red Cross. The agency’s website includes information and materials in English and Spanish ([www.redcross.org](http://www.redcross.org)).

**Emergency Management.** The “County Government” section in local phone books lists each county’s emergency management unit. Listings vary by county (look under Sheriff or Health departments, Emergency Management services, Civil Defense, Public Works, or related units).

### Extension Disaster Education Network

**(EDEN).** This website provides a list of resources developed in other states about floods; drought; snow, ice, and wind damage; animal emergencies; and general disaster ([www.agctr.lsu.edu/eden](http://www.agctr.lsu.edu/eden), then “Extension websites” and “Other on-line sources”).

**Emergency Animal Rescue Service (EARS).** This site provides tips for animal owners and links to emergency shopping lists for owners of dogs, cats, birds, horses, reptiles, and amphibians ([www.uan.org/ears/index.html](http://www.uan.org/ears/index.html)).

**Federal Emergency Management Agency (FEMA).** The online library offers publications and videos in English and Spanish and includes materials specifically developed for children ([www.fema.gov](http://www.fema.gov)).

**Oregon Emergency Management (OEM).** Affiliated with the Oregon State Police, the OEM website offers emergency-related information on earthquakes and tsunamis, and provides disaster recovery resources ([www.osp.state.or.us/oem](http://www.osp.state.or.us/oem)).

**Social Security Online.** The official site of the Social Security Administration, this site links to hundreds of publications in 21 languages and provides information on survivor benefits and programs ([www.ssa.gov](http://www.ssa.gov)). Provides information on survivor benefits and programs ([www.ssa.gov](http://www.ssa.gov)).