

QUICK REFERENCE GUIDE

REPLACING LOST DOCUMENTS IN FLORIDA



DRIVER'S LICENSE OR ID CARD

You can apply for a replacement online or in person. Visit the www.flhsmv.gov for more details or call **850-617-2000**



SOCIAL SECURITY CARD

You can replace your Social Security card by completing Form SS-5. You may apply online if you meet certain criteria. For more information, visit the Social Security Administration website at www.ssa.gov or call **800-772-1213**.



FOOD STAMPS OR EBT CARD

Contact the EBT customer service at **888-356-3281** for assistance replacing your EBT card or you can contact Florida Department of Children and Families (DCF) at **866-762-2237** with questions regarding SNAP benefits .



BIRTH AND DEATH CERTIFICATES

To replace these certificates, visit your local county health department or contact the Florida Department of Health's Office of Vital Statistics to apply online by visiting www.floridahealth.gov/certificates. For more information call **850-245-4444**.



MARRIAGE OR DIVORCE RECORDS

These can be obtained from the Clerk of Court in the county where the marriage or divorce occurred or through the Bureau of Vital Statistics. Check www.flclerks.com for contact information or visit www.floridahealth.gov/certificates to order online.



CHECKS, DEBIT & CREDIT CARDS

Call your bank to report lost cards or checks and request replacements. Credit cards holders can also contact the numbers below for assistance:

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



PROOF OF IDENTITY

Acceptable alternatives to driver's licenses include a passport, military ID or other government-issued identification. In some cases an employer ID or student ID may also be used.



ADDITIONAL RESOURCES

For assistance locating resources and support services in your area, dial 2-1-1 or visit www.211.org.

For statewide recovery information and resources, visit the website www.floridadisaster.org.

