

12.0 REPLACING LOST DOCUMENTS

This outline provides information on how to go about replacing documents lost, destroyed, or damaged during a disaster.

12.1 U.S. Mail Service

Evacuees can call 800-ASK-USPS (275-8777) for assistance, which is also the number to call for mail or identity theft.

TDD/TTY Relay: Call 1-800-877-8339. Ask for 1-800-275-8777.

12.2 Bank and Investments Accounts

If you don't have an ATM card or your bank has been destroyed, the first step should be to contact a branch of your bank. For additional information, visit <http://www.fdic.gov>.

12.3 Credit Cards

If you find that your credit cards were lost or left behind, your best option is to call the bank that issued the card and get a new one as soon as possible. Many issuers are bending the rules and waiving payments, late fees, and over limit fees. When personal documents and credit cards are floating around, authorities suggest that people should be on guard against identity theft. One of the steps people can take is to put a fraud alert on their credit report. Call TransUnion: 800-680-7289 (<https://www.transunion.com/fraud-victim-resource/place-fraud-alert>), Experian: 888-397-3742 (<https://www.experian.com/fraud/center.html>), or Equifax: 800-525-6285 (<https://www.alerts.equifax.com>).

See also <https://www.consumer.ftc.gov/articles/0275-place-fraud-alert>.

12.4 Children's Immunization Records (South Carolina)

Contact your last immunization provider. Depending on how long ago you received your immunizations, SC Department of Health and Environmental Control (DHEC) may have your record if you obtained your immunizations through one of our health departments. However, if you received your immunizations through a non-DHEC health care provider, we most likely will not have your record. The South Carolina Immunization Registry became law in 2014 and requires South Carolina health care providers administering immunizations to report to the state registry. If you or your child received vaccines prior to 2014 they may not be recorded in the state registry. You can try to obtain your immunization record through the last school you attended or the office of the health care provider who administered the vaccines. A health care provider can also sometimes do blood tests to see if you are immune to certain vaccine-preventable diseases.

The SC Certificate of Immunization can be obtained from your local health department, most health care providers, and some school nurses. You will need to provide your child's current

immunization record for the certificate to be completed. Contact your local county health department for more information: <https://www.scdhec.gov/health/health-public-health-clinics> .

12.5 Deeds and Mortgages

These records are maintained by the clerk of court for the county where the property is located. If the deed or mortgage was filed for record, it will be accessible here.

For example, for Columbia (Richland County), see <http://www.richlandcountysc.gov/Government/Departments/Business-Operations/Register-of-Deeds>

12.6 Driver's License

To replace your South Carolina driver's license, you must—

1. visit any South Carolina DMV office; <http://scdmvonline.com/Locations>
2. submit a completed Application for Renewal/Replacement/Change(DL-49) <http://scdmvonline.com/Driver-Services/Drivers-License/Replace-License>;
3. present proof of identity (1 primary document (e.g., passport, military ID) and 1 secondary form (e.g., birth certificate issued by Department of Health, and
4. pay the required fee (\$10).

If you have not previously provided the following documentation you will also need to present proof of lawful presence in the U.S., if not a U.S. citizen or lawful permanent resident and your Social Security number. Information on replacing your South Carolina driver's license can be found on the following website: <http://scdmvonline.com/Driver-Services/Drivers-License/Replace-License>

12.7 Food Stamps/SNAP Benefits, ATP Card, and EBT Card

The Federal Food Stamp Program is the Supplemental Nutrition Assistance Program (SNAP). See <https://www.fns.usda.gov/snap/supplemental-nutrition-assistance-program-snap>.

USDA can authorize the issuance of emergency SNAP benefits when there is a presidentially declared emergency or when grocery stores or other regular commercial food supply channels have been restored following a disaster. The D-SNAP (Disaster SNAP) system operates under a different set of eligibility and benefit delivery requirements than the regular SNAP. People who might not ordinarily qualify for SNAP benefits may be eligible under the disaster Supplemental Nutrition Assistance Program if they have had disaster damage to their homes, or expenses related to protecting their homes, or if they have lost income as a result of the disaster, or do not have access to bank accounts or other resources.

For further information regarding the SNAP program as administered in South Carolina, visit <https://dss.sc.gov/assistance-programs/snap/> or call 2-1-1 or 1-800-606-1309. For South Carolina D-SNAP information, visit <https://www.fns.usda.gov/disaster/fns-responses-active-disasters> for current Food and Nutrition Service Responses to Active Disasters to see if South Carolina is Active in providing nutrition assistance to those most affected by a disaster or emergency.

12.8 Immigration Documents

If you are a permanent resident who needs to replace your (green) card, or a conditional resident who needs to replace your two-year card that has been lost or destroyed, you may apply for a replacement card by filing a USCIS Form I-90 (<https://www.uscis.gov/i-90>, or for e-filing, <https://www.uscis.gov/file-online/file-form-i-90-online>). For further assistance, visit <https://www.uscis.gov/green-card/after-green-card-granted/replace-green-card> and click on the “Forms” tab.

12.9 Insurance Documents

Contact your insurance agency. For information regarding flood insurance issued by the National Flood Insurance Program, see <https://www.fema.gov/national-flood-insurance-program>.

12.10 Medicare/Medicaid Cards

For Medicare cards, visit the Social Security Administration office and request a replacement card or access the Social Security website at <https://www.hhs.gov/answers/medicare-and-medicaid/how-do-i-replace-my-medicare-card/index.html>, or <https://faq.ssa.gov/en-us/Topic/article/KA-01735>.

You may also call the National Social Security Hotline at 1-800-772-1213.

For Medicaid cards, contact the state Medicaid office by visiting <https://www.scdhhs.gov/FAQs> or call (888) 549-0820 to speak to a representative

12.11 Social Security Cards and Payments

If you depend on Social Security benefits, you will need to contact the Social Security Administration to verify your Social Security number. It’s not always necessary to have your Social Security card with you to verify your identity. There’s a form that people must fill out with their background information.

Social Security checks should be direct deposited or put on your SSA issued credit card. If you have a payment problem, go to the nearest office of the Social Security Administration. To find those locations, call 800-772-1213 (TTY 800-325-0778) or <https://secure.ssa.gov/ICON/main.jsp>. You will be able to get emergency payments if necessary. The Columbia office is located at 1835 Assembly St, Columbia, SC 29201. For more information log onto www.socialsecurity.gov/emergency.

12.12 Passports

Passports may be obtained by calling 1-877-487-2778 (TTY 1-888-874-7793) or through <https://travel.state.gov/content/passports/en/passports.html>.

12.13 Wills or Other Estate Planning Documents

In South Carolina, a copy of a last will or trust may be valid if it was dated and signed in front of two witnesses and had not been revoked. If your will or trust is lost or destroyed, it is recommended you make a new one. In South Carolina, important considerations to take into account when drafting a new will, is that it would be important to revoke the previous will or part thereof by: 1) by executing a subsequent will that revokes the previous will or part expressly or by inconsistency; or 2) by being burned, torn, canceled, obliterated, or destroyed, with the intent and for the purpose of revoking it by the testator or by another person in the testator's presence and by the testator's direction, this includes copies of the original will or trust. If a subsequent will does not expressly revoke a previous will, the execution of the subsequent will wholly revokes the previous will by inconsistency if the testator intended the subsequent will to replace rather than supplement the previous will. If the testator makes a complete disposition of the testator's estate, it is presumed the testator intended a subsequent will to replace rather than supplement a previous will. If the subsequent will does not make a complete disposition of the testator's estate, it is presumed the subsequent will was intended to supplement rather than replace the previous will.

South Carolina does not recognize holographic wills, which is a handwritten will by the testator with no witnesses. As a practical matter it may be necessary to draft a new will due to the dramatic change in property value/ownership due to a disaster. Specific bequests may fail if property has been destroyed. The prior will may not adequately deal with insurance proceeds as replacement for specific bequests.

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