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OLD INVENTORY
SAFE DEPOSIT BOXES
EMPLOYMENT RECORDS
POLICIES·CREDIT CARDS·
MARRIAGE CERTIFICATE
S·HEALTH RECORDS·BO
NDS·DRIVERS LICENSES
·SAFE DEPOSIT BOXES·
BONDS·INSURANCE POL
HOUSEHOLD INVENTORY
·SAFE DEPOSIT BOXES·
EMPLOYMENT RECORDS

**REPLACING
VALUABLE
PAPERS**

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The Texas A&M
University System



**Texas
Agricultural
Extension
Service**

Zerle L. Carpenter, Director
College Station

Extension Family Resource Management Specialists
The Texas A&M University System

Replacing valuable papers lost because of fire, natural disasters or poor recordkeeping can be frustrating. Replacement is especially critical if the paper is needed for filing insurance claims, verifying household inventory or certifying date of a birth, marriage or death.

If you have lost any of your valuable personal papers, you may be able to replace them by contacting an agency on this list.

How to Use the List

This list is alphabetized by subject. Each listing includes any special instructions for obtaining a duplicate, the agency name, location and fees (if applicable).

If you need a duplicate immediately you may wish to call the organization or agency. If you know the city where it is located, call directory assistance for the current telephone number.

Who to Contact

Adoption papers

State agency: Texas Department of Human Resources; Austin, Texas; (512)441-3355

Private agency in Texas: County district clerk's office where the adoption was originally filed or the final decree issued. Also, the attorney handling the adoption, or the agency through which the adoption took place.

Automobile registration

Motor Vehicle Division; Austin, Texas; (512)465-7445. The more information you can provide, the quicker the response.

Automobile title

Motor Vehicle Division; Austin, Texas. Obtain *Application for Lost Title* (Form #34) from your county tax office. Your automobile title is necessary for insurance and resale.

Bank notes

Contact the bank issuing the note. Availability of loan papers depends on your bank's retention policy. There is no guarantee of the quality of reproduction.

If the note has been paid, there is no reason to obtain a duplicate. For tax purposes, the bank will provide a statement of interest paid for the current year.

Bank statements, check stubs, cancelled checks

Contact the customer services department of your bank(s). Whether the records you need are available depends on how long your bank normally keeps them. Two to three years is most likely. You may have to pay for photocopying.

Bank papers should always be replaced. National banks insured by FDIC are regulated by the Bank Privacy Act. The act allows you to obtain copies of any bank transactions.

Bills

Contact the originator of the bill for a duplicate. For Mastercharge, Visa, American Express or oil company credit cards, contact a bank or service station which handles new applications for the correct address.

Birth certificates

For births in Texas: Bureau of Vital Statistics; Texas Department of Health Resources; Austin, Texas 78701; (512)441-3355; cost \$3.

For out-of-state or country, obtain a copy of: *Where to Write for Birth and Death Records — U.S. and Outlying Areas.* HE 20.6202 B53/978 or *Where to Write for Birth and Death Certificates of U.S. Citizens Who Were Born or Died Outside of the U.S.* HE 20.6206 B53/2. These may be available at your public library or from Superintendent of Documents; U.S. Government Printing Office; Washington, D.C. 20402.

Print or type your letter including:

- The full name of the person whose record is being requested.
- His or her sex and race.
- His or her parents' names, including mother's maiden name.
- Month, day and year of the birth.
- Place of birth (city or town, county and state; and name of hospital if any).
- Purpose for which you need copy.
- Your relationship to the person.

Certificates of deposit

Contact savings and loan association where purchased. You will need to sign an "affidavit for lost evidence of account" before a new one is issued.

Church records

Contact the church.

Citizenship papers

Apply to the nearest immigration office (Dallas, El Paso, Harlingen, Houston or San Antonio) because the duplicate must be delivered in person. Submit application (N565) *Replace Certificate of Citizenship or Naturalization Papers*. Cost is \$5 and new photo.

Credit cards

As soon as possible, notify the company that the card is missing, to avoid any charges from someone else using it.

Death certificates

Contact the clerk's office in the county where the person died.

Deeds

Contact the county clerk's office where the property is located.

Deed to cemetery lot

Contact the local registrar, city municipal court and the city manager.

Divorce records

Contact the district clerk where the divorce was decreed.

Education records

Certification: To replace teaching, counseling or administration certification, write to the Texas Education Agency; Division of Teacher Certification; Austin, Texas 78701. There is no fee for a duplicate certificate, but the process takes 6 to 8 weeks. If verification is needed sooner, call the Texas Education Agency, report your Social Security number, and they will send a letter which you can use temporarily as proof.

Diploma: Write the registrar's office at the school. Give pertinent information such as your name at time of graduation, kind of degree, and so forth. Expect to pay about \$10 to \$15 and wait approximately 10 weeks.

Transcript: Write directly to the school. Some charge a fee.

Employment records

Check with previous employers for records of dates of employment and salary or wages. If you have filed with the Texas Employment Commission (TEC) within the last year, inquire in person at the nearest TEC office.

Health records

Call or write your family physician to obtain records of immunizations or illnesses.

Household inventory

Check with the insurance company which issued your homeowner's insurance policy. If an inventory has been prepared, a copy may be on file there. If no inventory has been compiled before the disaster, check with furniture stores or appliance dealers where you purchased major household items. Dealers may have receipts to verify dates and purchase prices. To identify other items, remember each wall of your house; list contents of drawers, cabinets and closets. Include items in the house, garage and any outside storage areas.

Insurance policies

Contact your insurance agent or the company.

Licenses

Marriage: Contact the county clerk's office of the county in which the marriage occurred.

Driver: Apply in person at the nearest Department of Public Safety office. Identification must be supplied.

Professional practice: These offices are located in Austin, Texas — Architectural Examiners Board; Board of Law Examiners; Nurse Examiners Board; Optometry Board; Teaching — (See "Education Records."); Texas Cosmetology Commission.

Loan agreements

Contact the party with whom the agreement was made (bank, savings and loan, SBA, friend or relative, local business).

Medicare card

Call the nearest Social Security office; give them your Medicare number. Social Security office must request a duplicate card from U.S. Office in Maryland. Your card will arrive by mail in approximately 30 days. Proof of Medicare coverage is required for all claims.

Membership cards

Contact the organization.

Military service records

Contact local military office to request papers or to be directed to the proper source. Record will be on file at place of discharge or in Washington, D.C.

Mortgage papers

Original is always at the mortgage company along with a deed of trust until the mortgage is paid. These cannot be replaced after the mortgage is paid.

Naturalization papers

Apply to the nearest immigration office (See "Citizenship Papers.") because the duplicate must be delivered in person. Submit application (N565) *Replace Certificate of Citizenship or Naturalization Papers*. Cost is \$5 and a new photo.

Passport

Submit letter describing loss to Passport Agency; Allen Center Building; Houston, Texas 77002.

Pension plan records

Private firm: Contact the company.

Federal government: Contact Office of Personnel Management; U.S. Civil Service Commission; Bureau of Retirement; Insurance and Occupational Health; Washington, D.C. 20415.

State government: Teacher Retirement, 1001 Trinity, Austin, Texas 78701.

Personal: Contact company holding the IRA, Keogh plan or annuity.

Safe deposit key and records

Contact savings and loan or bank. You must pay the cost of drilling your box open and sign a contract to release the box to the bank.

Savings passbook

Contact the bank or savings and loan. You may have to sign an "affidavit for lost evidence of account."

Social Security card

Contact local Social Security office. Provide identification and Social Security number.

Stocks and bonds certificates

Notify your broker, transfer agent, company or bank. A bonding agency must be contacted to purchase a "lost instrument security" bond at \$10 per \$1000 of current market value. The value of the "lost instrument security" bond may be twice the value of the lost security.

Tax return

Call the Internal Revenue Service (IRS) toll free at 1-800-492-4830. Ask for form #4506, *Request for Copy of Tax Form*. One form is needed for each year's return requested. For example, to obtain 5 year's returns, ask for five copies. Mail the forms to the IRS service center where they were originally filed. If you have always lived in Texas, mail the forms to the Austin address listed on them. IRS will send copies of the returns and a bill of \$1 for copying the first page of each return plus 10¢ for each additional page.

Title policy

Contact the title company holding the policy. Title policy does not need to be replaced if mortgage is paid unless property is offered for sale.

Use and care booklets for appliances

Contact local dealers for the specific brands of appliances. Determine the model number of your appliance and request a use and care booklet for that model. If the dealer cannot provide a booklet, request the address of the manufacturer and write directly to them.

U.S. Savings Bonds

If you know the serial numbers, visit any bank and request the appropriate form. After having the form notarized, mail it to the Federal Reserve Bank in Dallas at the address shown on the form. The Federal Reserve will stop payment on the bond and issue a new bond within 2 to 3 months. There is no charge.

If you do not know the serial numbers, ask at the bank where the bonds were purchased. If you know the month and year of purchase, the bank can search its records for the serial numbers. Most banks charge for the search.

Veterans' benefit records

Contact regional office or write to: Veterans' Administration; Veterans' Information Service; Consumer Affairs Coordinator; Washington, D.C. 20420, (202)389-2443.

Warranties, guarantees

Contact local businesses carrying the same brand of merchandise. Dealer may provide name and address of manufacturer.

Wills

Contact the lawyer who drafted the original. Always keep the original, signed copy, with the lawyer and the carbon copy in your safe deposit box.

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