

## Replacing Important Documents and Records

Below is a list of important documents you will need to replace if they have been destroyed. Click the title to view whom to contact about replacement.

### Driver's License

Wisconsin Department of Transportation – Drivers & Vehicles

Website: [wisconsin.gov/Pages/dmv/license-drivs/lst-or-stoln/duplicate-id.aspx](https://wisconsin.gov/Pages/dmv/license-drivs/lst-or-stoln/duplicate-id.aspx)

### Government Issued ID

Contact the issuing authority.

### Insurance Policies

Your [insurance](#) agent or company.

### Military Discharge Papers

Department of Veterans Affairs

1-800-827-1000 or

TTY/TTD 1-800-829-4833

### Passports

U.S. Department of State – Passport Services

1-877-487-2778

TTY/TTD 1-888-874-7793

Email: [NPIC@state.gov](mailto:NPIC@state.gov)

Website: [travel.state.gov/content/travel/en/passports/have-passport/lost-stolen.html](https://travel.state.gov/content/travel/en/passports/have-passport/lost-stolen.html)

### Birth, Death and Marriage Certificates

Wisconsin Department of Health Services

1-608-266-1373

Email: [DHSVitalRecords@wisconsin.gov](mailto:DHSVitalRecords@wisconsin.gov)

Website: [dhs.wisconsin.gov/vitalrecords/index.htm](https://dhs.wisconsin.gov/vitalrecords/index.htm)

### Social Security or Medicare Cards

Local Social Security Office

1-800-772-1213

TTY/TTD 1-800-325-0778

Website: [ssa.gov/ssnumber](https://ssa.gov/ssnumber)

### Credit Cards

The issuing companies as soon as possible

MasterCard, contact issuing financial institution

Visa, contact issuing financial institution

American Express, 1-800-528-4800

Discover Card, 1-800-347-2683

TTY/TTD 1-800-347-7449

### Titles to Deeds

Records department of the area in which the property is located.

### Stocks and Bonds

Issuing company or your broker.

### Wills and Power of Attorney

Your attorney.

### Income Tax Record

The IRS Center where filed, your accountant or

1-800-829-1040

Website: [IRS.gov](https://irs.gov)

### Citizenship Papers

Bureau of Citizenship and Immigration Services

1-800-375-5283

Website: [www.uscis.gov/forms/explore-my-options/replace-my-naturalization-certificate-or-certificate-of-citizenship](https://www.uscis.gov/forms/explore-my-options/replace-my-naturalization-certificate-or-certificate-of-citizenship)

### Mortgage Papers

Lending institution.

### Medical Records

Your health care provider.

#### For more information or to file a complaint, visit our website or contact:

Office of the Commissioner of Insurance, 125 South Webster Street, P.O. Box 7873, Madison, WI 53707-7873  
p: 608-266-3585 | p: 1-800-236-8517 | f: 608-266-9935 | [ociinformation@wisconsin.gov](mailto:ociinformation@wisconsin.gov) | [oci.wi.gov](https://oci.wi.gov)

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