

REPLACING LOST DOCUMENTS

Bank Records

Q. What if my bank has lost my records?

A. Talk to your bank. Banks are required to have emergency plans for all disasters. They have back-up systems kept in safe locations so that records can be reconstructed or restored. If you need more information about banks, call the Federal Deposit Insurance Corporation (FDIC) hotline at (877) ASK FDIC (877-275-3342).

Birth, Marriage and Death Records

Q. How do I replace birth, marriage and death certificates?

A. The Arizona Department of Health maintains copies of all birth and death certificates in the state of Arizona. The Department may be reached at (602) 364-1300, (888) 816-5907 or at www.azdhs.gov/licensing/vital-records/index.php. The Department will provide certified copies for a fee.

The Clerk of the Superior Court where you were married or divorced maintains those records. A list of Arizona county clerk's offices is available here:

- Apache County Clerk (928) 337-7550
- Cochise County Clerk (520) 432-8570
- Coconino County Clerk (928) 679-7600
- Gila County Clerk (928) 402-8866 [Globe], (928) 474-3978 [Payson]
- Graham County Clerk (928) 428-3100
- Greenlee County Clerk (928) 865-4242
- La Paz County Clerk (928) 669-6131
- Maricopa County Clerk (602) 372-5375
- Mohave County Clerk (928) 753-0713
- Navajo County Clerk (928) 524-4188
- Pima County Clerk (520) 724-3200
- Pinal County Clerk (520) 509-3555
- Santa Cruz County Clerk (520) 375-7700
- Yavapai County Clerk (928) 771-3312
- Yuma County Clerk (928) 817-4234

Vehicle Title

Q. How do I replace the title to my vehicle?

A. Contact the Arizona Department of Transportation, Motor Vehicle Division by calling (800) 251-5866 or by accessing their website at www.servicearizona.com to replace lost or damaged title and registration documents.

Credit Cards

Q. I no longer have my credit cards. How can I get new ones?

A. Call the bank that issued the cards to get new ones. Even if you do not need new cards, it is a good idea to notify the bank that you have been impacted by a disaster. Many banks are willing to waive fees and payments due to disasters. Below is a list of some credit card companies with the contact information to replace lost or stolen cards:

- Bank of America (800) 732-9194
- JP Morgan Chase (800) 432-3117
- Wells Fargo (800) 642-4720