

## INSURANCE DOCUMENTS

If someone has lost his or her insurance documents or records, have them contact their insurance agent directly to obtain copies. Also, they

## PROFESSIONAL & VOCATIONAL LICENSES

**General Information:** Telephone 586-3000  
<http://cca.hawaii.gov/pvl/how-to-request-for-an-addressname-changeduplicate-license-request/>

## VETERAN'S AFFAIRS

If a veteran has lost his discharge papers or has questions about benefits, call the VA representative. **1-800-827-1000**  
Online request to replace discharge papers:  
<https://vetrecs.archives.gov/VeteranRequest/home.html>  
Print request form to replace discharge papers:

## IMMIGRATION DOCUMENTS (Green cards or citizenship papers)

**Procedure:** To replace **green card** - Download application form **I-90** or complete online application: <https://www.uscis.gov/i-90> plus **\$455.00**

To replace **citizenship papers** - Download application form **N-565** or complete online application: <https://www.uscis.gov/n-565> plus **\$555.00**

To replace **Arrival/Departure record** - Download application form **I-102**: <https://www.uscis.gov/i-102> plus **\$445.00**

Address  
500 Ala Moana Blvd. Telephone  
Suite 2-400 1-808-687-6300 or  
Honolulu, HI 96813 1-800-375-5283

## DEEDS (and other recorded instruments)

**In Person:** Anyone may order a certified copy of a document. Go to Public Reference Bureau:

Online request: <https://boc.chawaii.gov/docsearch/search.html>  
Print request form and submit:

<https://dlnr.hawaii.gov/boc/files/2013/01/REQUEST-FOR-SEARCH-OF-RECORDS.pdf>  
Honolulu Office: Bureau of Conveyances Mail: Bureau of Conveyances  
1151 Punchbowl Street P.O. Box 2867  
Honolulu, HI 96813 Honolulu, HI 96803

## DOCUMENTS/ITEMS FROM FINANCIAL INSTITUTIONS

To replace checkbooks, passbooks, safe deposit box keys, or other bank documents, the bank should be contacted directly. Procedures will vary from bank to bank. The caller may call the general customer service

## WILLS

If a person has lost his or her original will (or other testamentary or trust instrument), a new one should be executed. The person should check with the drafting attorney to be sure that the attorney's office does not have the original or the attorney may have a copy of the will on file. The person should also check all safety deposit boxes and safes or safe-keeping places to look for the original will.

## DRIVERS LICENSES & VEHICLE REGISTRATION

**General Information:** Call DMV Recorded messages at 532-7700  
**Procedure:** Apply at any Satellite City Hall or Driver's License Renewal Office. Must present ID.

<b>Hilo Driver Licensing Office</b> 349 Kapiolani Street Hilo, HI 96720 Ph: (808) 961-2222 Fax: (808) 961-8861	<b>Pahoa Driver Licensing Office</b> 15-2615 Kea'au-Pahoa Road (Pahoa Police Station) Pahoa, HI 96778 Ph: (808) 965-2721 Fax: (808) 965-2724
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## SOCIAL SECURITY CARDS

**General Information, Services and to Schedule an Appointment:**  
Website: [www.ssa.gov](http://www.ssa.gov) or Call **1-800-772-1213** (7:00am-5:00pm)

### Local Offices:

Honolulu  
300 Ala Moana, Room 1-114  
Honolulu, HI 96813  
Telephone: 1-800-772-1213  
TTY: 1-808-541-2899

Big Island  
111 E. Puainako Street  
Hilo, HI 96720

**Procedure:** The Social Security Administration will re-issue a new Social Security Card. All applications (whether a person applied in person or by mail) must go to Baltimore, Maryland. Allow three (3) to four (4) weeks to get a replacement card. There is no charge.

### In-Person (U.S. Citizen)

A U.S. citizen can go in person to the Social Security Office or temporary site and must show 2 forms of ID (e.g. driver's license and Hawaii State ID with signature on it).

### In-Person (Non U.S. Citizen)

If one is not a U.S. citizen, then he or she must in person go to the SS office with their I94 ("green card"), 11551 card, a foreign passport with an INS stamp, birth certificate, and proof of immigration status. If these forms are lost or destroyed, get them replaced first. See replacing immigration documents Section.

## MEDICARE CARDS

Same as Social Security Card Replacement above. It is advised that the person call their Doctor for their Medicare Number before applying.



HAWAII COUNTY BAR ASSOCIATION



## DISASTER LEGAL ASSISTANCE

# Document Replacement



Provided as a community service by the Hawaii State Bar Association, the Hawaii County Bar Association, the HSBA Young Lawyers Division, and the Legal Aid Society of Hawaii with support from the Hawaii Community Foundation.

The information in this pamphlet are intended for informational purposes only, and is not intended to be, nor should they be interpreted as, legal advice or opinion. The reader should not consider this information to be an invitation to an attorney client relationship, should not rely on information presented here for any purpose, and should always seek the legal advice of counsel in the appropriate jurisdiction. The distribution of this brochure does not imply that an attorney-client relationship has been formed. This pamphlet is not intended to be a complete statement of law or intended to fully describe or evaluate your options. June 2018

Phone: 1-800-499-4302

[www.legalaidhawaii.org](http://www.legalaidhawaii.org)

[www.lawhelp.org/hi](http://www.lawhelp.org/hi)

## VITAL RECORDS (Birth, Death, Marriage, and Divorce Certificates)

\*Due to the new REAL ID law, a copy of a current government picture ID may be required to obtain a birth certificate. If no picture ID is available, please contact the vital records office for possible alternate forms of identification.

### Outside the State of Hawaii

If a vital record is about an event that happened outside of Hawaii, the applicant must contact the vital records office of the state where the event occurred. Some birth certificate requests by mail may require notarization.

### State of Hawaii Records

- Vital records are kept by the Vital Statistics Section, Office of Health Status Monitoring, State Department of Health.
- Event must have occurred in the State of Hawaii.
- No requests are taken by telephone, facsimile, or e-mail.
- Requests must be in writing, in-person, or through the Office of Health Status Monitoring website: [www.ehawaii.gov/ohsm](http://www.ehawaii.gov/ohsm).
- For events which occurred 75 years ago or earlier, an applicant must establish a "direct and tangible" interest to certificate registrant. See Section 338-18(b), Hawaii Revised Statutes. The following persons have an "interest":

- The registrant (the person whom the record is about);
- The registrant's spouse;
- The registrant's parents;
- A descendant of the registrant;
- A person having a common ancestor with the registrant (e.g. a sibling, grandparent, aunt, uncle or cousin);
- A legal guardian of the registrant;
- A person or agency acting on behalf of the registrant
- A personal representative of the registrant's estate;
- A person whose right to obtain a copy of the record is established by an order of a court of competent jurisdiction;
- Adoptive parents who have filed a petition for adoption and need to determine the death of one or more of the prospective adopted child's legal or natural parents;

- A person who needs to determine the marital status of a former spouse in order to determine the payment of alimony;
- A person who needs to determine the death of a non-related co-owner of property purchased under a joint tenancy agreement; and
- A person who needs a death certificate for the determination of payments under a credit insurance policy.
- An applicant without a "direct and tangible" link will not be issued a certified copy of a record.

### Information an applicant will need to provide:

- Applicant's name, address and telephone number.
- Applicant's relationship to the person named on certificate.
- Reason why the applicant is requesting the document.
- Full name(s) listed on certificate.
- The certificate's file number (if known).
- Month, day, and year of the event: and
- City or town and the island the event occurred.
- For birth certificates, also provide the full name of the father and full maiden name of mother.
- If the applicant is applying for a certificate on behalf of someone else, you must provide an original letter signed by that person authorizing the release of the certificate to the applicant.

### Applying

Online applications available for birth and marriage/civil union certificates:

<https://vitrec.ehawaii.gov/vitalrecords/>

Applications may be retrieved with Adobe Acrobat from the website at:

<http://health.hawaii.gov/vitalrecords/how-to-apply-for-certified-copies-of-vital-records/>

Send application to:

State Department of Health  
Office of Health Status Monitoring  
Issuance/Vital Statistics Section  
P.O. Box 3378  
Honolulu, Hawaii 96801

Certified copies of certificates will usually be sent out in 4-6 weeks after receipt and approval of the application.

Certificates older than 75 years may take longer than 4-6 weeks.

### Fees

Fees for certified copies of all certificates: \$10.00 for first copy of each certificate, and \$4.00 for each additional copy of the same certificates ordered at the same time. Additional fees apply for electronic requests, as follows: \$1.50 for the first copy of each certificate, and \$0.25 for each additional copy of the same certificate ordered at the same time.

All fees are payable in advance and are non-refundable.

If no record is found after a search is conducted, then the fees are retained by the Department to cover the cost of the search.

In person request: Fees may be paid in cash.

Mail-In request: Fees must be paid by money order, certified check or cashier's check made payable to the State Department of Health.

Once an order has been received and processed, a \$10.00 fee will be charged for any request to make changes to the order.

### Further Information.

For further information, call State Department of Health at (808) 586-4533 (recorded information) or (808) 586-4539 or (808) 586-4542 during normal business hours for a live person.

*Or, go to the Department of Health's website at [www.hawaii.gov/health](http://www.hawaii.gov/health).*

## COURT RECORDS (Divorce Decrees, Judgments & Court Orders)

For copies (certified and non-certified) of divorce decrees, Judgments or other court orders entered in a Hawaii Court, please contact the Legal Documents Clerk of the Circuit Court on your island. The respective addresses and phone numbers of the clerk are as follows:

### OAHU (1st Circuit)

Legal Documents Clerk  
Circuit Court of the First Court  
777 Punchbowl Street  
Honolulu, HI 96813  
Telephone: 539-4300

### MAUI (2nd Circuit)

Legal Documents Clerk  
Circuit Court of the Second Circuit  
Hopili Hale  
2145 Main Street, Suite 106  
Wailuku, HI 96793-1679  
Telephone: 244-2969

### BIG ISLAND (3rd Circuit)

Legal Documents Clerk (*Hilo Division*)  
Circuit Court of the Third Court  
75 Aupuni Street  
Hilo, HI 96720-4253  
Telephone: 961-7400

### Legal Documents Clerk

(*Kona Division*)  
Circuit Court of the Third Circuit  
Keakealani Building  
75-7595 A. Haukapila Street  
(*Old Kona Hospital*)  
Kealakekua, HI 96750-1970  
Telephone: 322-8750

### KAUAI (5th Circuit)

Legal Documents Clerk  
Circuit Court of the Fifth Circuit  
3059 Umi Street  
Lihue, HI 96766-1809