

DISASTER LEGAL ASSISTANCE: DOCUMENT REPLACEMENT

VITAL RECORDS

The State Department of Health, Office of Health Status Monitoring handles vital records for **events that occurred in Hawai'i**. Vital records include birth, death, marriage, and divorce certificates. You can apply for certified copies of vital records online, in person or by mail.

Applications are available to download at the State Department of Health's website: <https://health.hawaii.gov/vitalrecords/> or can be picked up at the Health Department Building, 1250 Punchbowl Street, Room 103 (Open Monday, Wednesday, Friday 7:45 a.m. to 2:30 p.m.).

A certified copy of a vital record will be issued only to an applicant who has a direct and tangible interest in the record. Specifically: the person whose record it is; the person's spouse, parent(s), child(ren), grandchild(ren), sibling, grandparent, aunt/uncle or cousin; the person's legal guardian; a person or agency acting on behalf of the person whose record it is; a personal representative of the estate; someone who has a court order to obtain the record; adoptive parents who need records to complete an adoption; a person needing to determine the marital status of a former spouse for payment of alimony; a person needing to determine the death of a non-related co-owner of property purchased under a joint tenancy agreement; and a person needing a death certificate for the determination of payments under a credit insurance policy.

Online: Applications can be submitted online at: <https://vitrec.ehawaii.gov/vitalrecords/>.

For online applications, you must have a government issued identification ready for upload. Only payments by debit or credit cards will be accepted and the name on the debit or credit card should match the name of the person making the vital records request, otherwise there may be delays.

By Mail: Applications can also be submitted by mail with the appropriate fees and a copy of the applicant's government issued identification to:

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

In Person: If on Oahu, you can apply in person at the Health Department Building, 1250 Punchbowl Street, Room 103 (Open Monday, Wednesday, Friday 7:45 a.m. to 2:30 p.m.). Appointments can be scheduled online and are encouraged, however walk-in service may be available between appointments.

Fees: The fees for certified copies of birth, marriage and civil union records are \$10 for the first copy, \$4 for each additional copy and a \$2.50 general administration fee for each application for up to 5 certificates. The fees for certified copies of death certificates are \$10 for the first copy of each certificate and \$4 for each additional copy. For online orders there is an additional \$2.50 fee for up to 5 certificates.

For online orders you may pay with your credit card or debit card. For orders completed by mail, you may pay with a cashier's check, certified check or money order payable to the State Department of Health. **Cash and personal checks will not be accepted for mail orders.** For orders completed in person, you may pay with cash, credit card, cashier's check, certified check or money order payable to the State Department of 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
Ka'ahumanu Hale
777 Punchbowl Street
Honolulu, HI 96813
Telephone: 539-4300

Legal Documents Clerk
Family Court – Kapolei Judiciary Complex
4675 Kapolei Parkway
Kapolei, HI 96707
Telephone: (808) 954-8310

MAUI (2nd Circuit)

Legal Documents Clerk
Circuit Court of the Second Circuit
Hoapili Hale
2145 Main Street, Suite 106
Wailuku, HI 96793
Telephone: (808) 244-2969

BIG ISLAND (3rd Circuit)

Legal Documents Clerk (*Hilo Division*)
Circuit Court of the Third Court
Hale Kaulike
777 Kilauea Avenue
Hilo, HI 96720
Telephone: (808) 961-7400

Legal Documents Clerk
(*Kona Division*)
Circuit Court of the Third Circuit
Keahuolu Courthouse
74-5451 Kamaka'eha Avenue
Kailua-Kona, HI 96740
Telephone: (808) 322-8750

KAUAI (5th Circuit)

Legal Documents Clerk
Circuit Court of the Fifth Circuit
Pu'uohonua Kaulike Building
3970 Ka'ana Street
Lihue, HI 96766
Telephone: (808) 482-2330

STATE IDENTIFICATION CARD, DRIVERS LICENSES & VEHICLE REGISTRATION

City and County of Honolulu

General Information: <https://www8.honolulu.gov/csd/vehicle/> and <https://www8.honolulu.gov/csd/state-id/>.
(808) 768-9100 (driver licensing inquiries); (808) 768-4325 (motor vehicle registration inquiries)

Hawaii State ID: You are eligible to obtain a duplicate Hawaii State ID by mail only if you meet all of the following conditions:

- Your ID card is valid and must have been issued by the City & County of Honolulu;
- Your name, birthdate or social security number did not change;
- Your lawful status in the United States is not temporary.

Online (Driver's License): <https://www1.honolulu.gov/duplicates/>

By Mail (Driver's License and Hawaii State ID): Send a letter requesting a duplicate of your Hawaii Driver's License or Hawaii State ID. Include your name, Social Security Number (last 4 digits) or Hawaii Driver's License number or Hawaii State ID card number, date of birth, email address, reason for the request, signature (must match signature on file) and the fee of \$6.00 (certified check or money order payable to City & County of Honolulu).

Mail Request to: Driver's License Section, P.O. Box 30340, Honolulu, HI 96820-0340.

You may also email your signed and dated letter to dl@honolulu.gov or fax it to (808) 768-9096. If you submit your request by email or fax you must arrange for someone to make payment at the Kapalama office.

Hardcopy will be mailed to Hawaii address only.

By Mail (Registration): Complete an Application for Duplicate Motor Vehicle Certificate of Registration form (<https://www.honolulu.gov/rep/site/csd/onlineforms/cslmvr5.pdf>) and mail to: Department of Customer Services Motor Vehicle, Licensing and Permits Division, P.O. Box 30330, Honolulu, HI 96820.

In Person (with valid ID):

Kapalama: 925 Dillingham Blvd., #101, Honolulu, HI 96817. (808) 768-9100

Kapolei: 1000 Uluohia St., #101, Kapolei, HI 96707. (808) 768-3100

Koolau: 47-388 Hui Iwa St., Suite 19, Kaneohe, HI 96744. (808) 239-6301

Wahiawa: 330 N Cane St., DLC, Wahiawa, HI 96786. PH: (808) 768-4054

Waianae: 85-670 Farrington Hwy., #3, Waianae, HI 96792. (808) 768-4222 (closed 11:30-12:30)

Maui County

Driver's License

If your license is stolen, mutilated, lost or if you have any changes currently printed on your license, you may apply for a duplicate license at any driver licensing office.

1. Complete a Driver License application for duplicate that is available at any Motor Vehicle & Licensing Offices
2. Proper identification must be presented at the time of application i.e.: Birth Certificate; Social Security Card; State of Hawaii ID Card; Medicare Card; Military ID; Passport; or Immigration & Naturalization Service documents. We do not accept photocopies; all documents must be original or certified copies
3. Submit a clearance letter from the Traffic Violations Bureau if the applicant has any outstanding citations. The Traffic Violations Bureau is located at 2145 Main Street in Wailuku. Telephone: (808)-244-2800
4. Payment of the appropriate fees (license/State ID \$12.00; CDL \$15.00).

Motor Vehicle & Licensing Offices:

Kahului: 110 Alaihi Street, Suite 101, Kahului, HI 96732. (808) 270-7363

Kihei: 303 East Lipoa Street, Kihei, HI 96753

Lahaina: 335 Keawe Street, Suite 209, Lahaina, HI 96761

Pukalani: 91 Pukalani Street, Pukalani, HI 96768

Hana: Hana Hwy & Uakea Road, Hana, HI 96713

Lanai: 309 Seventh Street #101, Lanai City, HI 96763. (808) 565-7878

Molokai: 100 Ailoa Street, Kaunakakai, HI 96748. (808) 553-3430

Hawaii State ID

You may apply for a duplicate State ID card at any County of Maui Motor Vehicle & Licensing Office.

To obtain a duplicate State ID card by mail, you must submit a letter requesting a duplicate containing the following information: applicant's full name, mailing address, date of birth, Hawaii State ID number or social security number, and applicant's signature. The letter may be submitted by mail to: County of Maui, Division of Motor Vehicles & Licensing, 110 Alaihi Street, Suite 101, Kahului, HI 96732, or you may email the request to dmv@mauicounty.gov or by fax (808)270-7858. Upon receipt of this letter, they will email or mail a packet to you for completion. Original completed packets and payment will need to be mailed to the office for processing.

Hawaii County

In Person (Driver's License or Hawaii State ID):

You may apply for a duplicate license or Hawaii State ID if you are changing your name or address; do not have your license or Hawaii State ID in your possession (lost/stolen) or your license or Hawaii State ID card is damaged. You must appear in person and present your license or Hawaii State ID card if you have lost or damaged your card, you must provide 2 identifiable documents (i.e. social security card and birth certificate). Complete the application requesting a duplicate; For name changes, present acceptable documents for name change (certified marriage certificate, certified divorce decree, certified name change document); and for address changes present two (2) proof of principal residence address. If your post office box is your mailing address, you must also provide a document with your physical address listed.

The fee for a duplicate license or Hawaii State ID card is \$6. You must apply in person to make a material change on your license or Hawaii State ID card.

By Mail (Driver's License of Hawaii State ID):

You can mail a request for a duplicate license or Hawaii State ID with the fee of \$6.00 (**money order or cashier's check**) made payable to "County Director of Finance". Your request must include: your name as it appears on your current driver's license; your social security number, driver's license number or Hawaii State ID number; your date of birth; phone number and email address; your address as it appears on your license or Hawaii State ID (duplicates must be mailed to the address on record); your signature as it appears on your license.

Your request may be mailed with fee to:

Department of Finance
Vehicle Registration & Licensing
Driver License Section
349 Kapiolani Street
Hilo, HI 96720

Kauai County

If your license or Hawaii State ID is stolen, mutilated, lost or if you have any changes currently printed on your license or Hawaii State ID, you may apply for a duplicate at any driver licensing office. Proper identification must be presented at the time of application i.e.: Birth Certificate; Social Security Card; State of Hawaii ID Card; Medicare Card; Military ID; Passport; or Immigration & Naturalization Service documents. Cost of a duplicate license is \$10.00; Hawaii State ID is \$7.00. Cost to apply for a duplicate registration is \$10.00.

Division of Motor Vehicles: 4444 Rice Street, Suite A480, Lihue, HI 96766

PROFESSIONAL & VOCATIONAL LICENSES

Pocket IDs and duplicate Wall Certificates can be retrieved and printed online via your MyPVL account at: <https://pvl.ehawaii.gov/mypvl>. Login into your existing MyPVL account or sign up for a new MyPVL account.

Department of Commerce and Consumer Affairs – Professional & Vocational Licensing Division (808) 586-3000

VETERAN'S AFFAIRS

You may access your VA records and documents online at <https://www.va.gov/records/>. For assistance call the VA benefits hotline: (800) 827-1000 or MyVA411 main information line: (800) 698-2411.

In Person:

Spark M. Matsunaga Department of Veterans Affairs
Medical Center
459 Patterson Road
Honolulu, HI 96819-1522
(808) 214-1306

Hilo Vet Center
70 Lanihuli Street
Hilo, HI 96720
(808) 969-3833

Maui Vet Center
157 Ma'a Street
Kahului, HI 96732
(808) 242-8557

Kauai Vet Center
4485 Pahe'e Street
Lihue, HI 96765
(808) 246-1163

IMMIGRATION DOCUMENTS (Green cards, citizenship papers or I-94s)

To replace **green card** - Application Form I 90 plus USCIS application fee.

To replace **certificates of citizenship or naturalization** - two passport style photos and application form N565 plus USCIS application fee.

Low-income individuals may apply for a fee waiver for these forms.

For more information on USCIS filing fees, forms, and filing requirements go to www.USCIS.gov. To get information on an existing reservation or to request a form you can call the USCIS customer service line at 1-800-375-5283.

For COFA migrants and other non-immigrants, most recent **I-94s** can usually be found online at <https://i94.cbp.dhs.gov/i94/#/home>. To lookup your most recent I-94, enter the passport number you used the last time you entered the United States. If you no longer have that passport number, you may request it from your consulate.

Federal law prohibits individuals who are not attorneys or EOIR accredited reps from giving immigration advice and assistance. Please consult with a qualified individual when seeking immigration advice.

DEEDS (and other recorded instruments)

Anyone may order a certified copy of a recorded document. For documents recorded prior to 1992 they may be obtained in person or by mail.

In Person: To order in person go to the Public Reference Room at the State of Hawaii Bureau of Conveyances, Honolulu Office:

Bureau of Conveyances
1151 Punchbowl Street, Room #123
Honolulu, HI 96813

By Mail: To request documents by mail, submit a written request which includes: 1) Requestor's contact information; 2) The Document number (Book & Page) of the document along with any other information like the grantor/grantee/type of document; 3) Note if you would like your document certified; 4) Self-addressed stamped envelope and 5) Payment – check payable to "Bureau of Conveyances" – cost is \$35 per document + a \$10 processing fee. Mail requests to:

Bureau of Conveyances
P.O. Box 2867
Honolulu, HI 96803

For documents recorded from 1992 to present, go to <https://bocdataext.hi.wcicloud.com/login.aspx?ReturnUrl=%2f> and search by grantor/grantee name OR document number. Copies can be downloaded at a fee of \$1 per page.

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. Call the general customer service number for your bank branch.

WILLS

If you have lost your original will (or other testamentary or trust instrument), a new one may need to be executed. You should first 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. You should also check all safety deposit boxes and safes or safe-keeping places to look for the original will. If you are not able to locate the original, you should execute a new will (or other testamentary or trust instrument).

SOCIAL SECURITY CARDS

Online: You may be able to apply for a replacement card online. You will need to answer a few questions here: <https://www.ssa.gov/number-card/replace-card>.

In Person: Fill out the application (<https://www.ssa.gov/forms/ss-5.pdf>) and go to your local office with unexpired identification. You must provide one document to prove your identity. If you were born outside the U.S., you must also provide documents to prove your U.S. citizenship or current, lawful, work-authorized status. Documentation must be original or have a signature, stamp or raised seal from the issuing agency.

There is no fee to replace your Social Security Card.

Local Offices:

Oahu:

300 Ala Moana Blvd., Room 1-114
Honolulu, HI 96859

970 Manawai Street
Kapolei, HI 96707

Big Island:

111 E. Puainako Street, Suite 710
Hilo, HI 96720

Kauai:

Watumull Plaza
4334 Rice Street, Suite 105
Lihue, HI 96766

Maui, Moloka'i, Lanai:

One Main Plaza
2200 Main Street, Suite 125
Wailuku, HI 96793

Social Security Administration: www.ssa.gov or 1-800-772-1213.

MEDICARE CARDS

If your Medicare card was lost, stolen, or destroyed, log into (or create) your secure Medicare account at <https://www.medicare.gov/account/login>. You can print an official copy of your card from your online Medicare account or call 1-800-MEDICARE (1-800-633-4227 TTY 1-877-486-2048) to order a replacement card to be sent in the mail.

If you temporarily or permanently change your address, visit your online Social Security account at <https://www.ssa.gov/myaccount/>. Or, call 1-800-772-1213 (TTY: 1-800-325-0778).

INSURANCE DOCUMENTS

If you have lost your insurance documents or records, you can contact your insurance agent directly to obtain copies. You should also contact your insurance company directly about making a claim.