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 should contact their insurance company directly about making a claim.

PROFESSIONAL & VOCATIONAL LICENSES
General Information: Telephone Licensing Requirements at 586-3000
Procedure: Send a written request for a duplicate license to:
Licensing Department (DCCA)
1010 Richards Street
Honolulu, HI 96813

VETERAN’S AFFAIRS
If a veteran has lost his discharge papers or has questions about benefits, call the VA representative. 1-800-827-1000
For counseling and guidance:
VET CENTER
1680 Kapahulu Blvd., Ste. F3
Honolulu, HI 96814

IMMIGRATION DOCUMENTS
(Green cards or citizenship papers)
Procedure: To replace green card - Application Form I 900 plus $110.00
To replace citizenship papers - Application form N565 plus $135.00
To replace Arrival/Departure record - Application form I-102 plus $85.00
Cash, 1st party check and money orders are accepted.
To Request Forms: Dial 1-808-532-3721 and leave name, address, and form number and it will be mailed to you OR log on to website and download forms.

DEEDS
(and other recorded instruments)
In Person: Anyone may order a certified copy of a document. Go to Public Reference Bureau.
Honolulu Office: Bureau of Conveyances
1151 Punchbowl Street
Honolulu, HI 96813

By Mail: Bureau of Conveyances
P.O. Box 2667
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 number of his or her respective branch.

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 safe 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.

Hilo Driver Licensing Office
349 Kapiolani Street
Hilo, HI 96720
Ph: (808) 961-2222
Fax: (808) 961-8861

Pahoa Driver Licensing Office
15-2615 Kea’au-Pahoa Road
Pahoa, HI 96780
Ph: (808) 967-2219 Fax: (808) 965-2724

SOCIAL SECURITY CARDS
General Information, Services and to Schedule an Appointment:
Website: 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

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 Social Security Office with their I94 (“green card”), I-1555 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.

By Mail (U.S. Citizen)
Call general information and get an application. The application must be submitted with 2 forms of ID (e.g. driver’s license and Hawaii State ID with signature on it).

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

LEGAL AID SOCIETY OF HAWAII’I
Phone: 808-536-4302
www.legalaidhawaii.org
www.lawhelp.org/hi

This is meant to be an informational brochure, and is not intended to take the place of legal counsel. The distribution of this brochure by the Legal Aid Society of Hawaii does not imply that an attorney-client relationship has been formed. This brochure is not intended to be a complete statement of law nor intended to fully describe or evaluate your options.
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.

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:
- 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 in Writing

Applications may be retrieved with Adobe Acrobat from the website at http://hawaii.gov/health/vital-records/vital-records/vital_records.html.

On, you may write a letter requesting a certificate with all the necessary information (see paragraph I above) and payment of fees.

Send application or letter 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.

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

KAUAI (5th Circuit)
Legal Documents Clerk
Circuit Court of the Fifth Circuit
3059 Unri Street
Lihue, HI 96766-1809
Telephone: 246-3300 (x3110)

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)
Kekakekua, HI 96750-1970
Telephone: 322-8750