

Personal Documents and Identification

Driver's License and Hawaii State ID Cards

You can apply for a replacement driver's license or State ID Card in the following ways:

1. **Call** the Division of Motor Vehicles and Licensing Call Center at (808) 270-7363, open Monday – Friday from 8 A.M. to 4 P.M., and provide the type of ID you are requesting, your full legal name and date of birth.
2. **Email** DMV@mauicounty.gov and provide the type of ID you are requesting, your full legal name and date of birth.
3. **Walk-In**
Maui DMV locations open for walk-ins:
 - Lahaina Satellite Office: 335 Keawe Street, Suite 209, Lahaina, HI 96761
 - Monday – Friday from 9 A.M. to 2 P.M.
 - Duplicates will be reissued at no charge with the cardholder's principal address that is on record.
 - No other transactions or services will be offered until office data and various system infrastructure are restored.
 - Updates on the Lahaina Satellite Office can be found on Maui County's [Instagram account](#).
 - Kahului: 110 Alaihi Street, Suite 101, Kahului, HI 96732
 - Monday - Friday from 8 A.M. to 4 P.M.
 - Pukalani: 91 Pukalani Street, Pukalani, HI 96768
 - Monday - Friday from 8 A.M. to 4 P.M.

For more information see the [Legal Aid Hawaii website](https://www.legalaidhawaii.org/for-those-impacted-by-maui-wildfires.html) (<https://www.legalaidhawaii.org/for-those-impacted-by-maui-wildfires.html>) which includes guides on document replacement and on applying for vital records, the [Hawaii Department of Transportation Q&A on driver's licenses](#), the [Maui DMV wait times](#), or call the Division of Motor Vehicles & Licensing at (808) 270-7363.

The Hawaii State Bar Association is also providing a free legal hotline at (888) 533-2773 to provide legal assistance regarding document replacement, insurance claims, landlord-tenant matters, and other issues. The hotline is available 9 A.M. to 5 P.M. on Tuesday, Wednesday or Thursday, August 15 - 17 and August 22 - 24.

Social Security Card

You can get a replacement Social Security card by applying online [here](#): <https://secure.ssa.gov/ossnap/public/landingOSSnap>, calling 1-800-772-1213 Monday through Friday, from 1 A.M. to 1 P.M. HST, or by visiting the local Social Security Office at 2200 Main St, Suite 125 in Wailuku, open Monday through Friday 8:30 A.M. to 3:30 P.M. If you are not on Maui, you can find your local Social Security office [here](#): <https://secure.ssa.gov/ICON/main.jsp>.

Before visiting your social security office, you can also fill out the Application for a Social Security card online [here](#): <https://www.ssa.gov/forms/ss-5.pdf>.

Birth, Marriage/Civil Union, and Death Certificates

You can receive a replacement of these vital records certificates in two ways:

1. **Online** [here](https://vitrec.hawaii.gov/vitalrecords/): <https://vitrec.hawaii.gov/vitalrecords/>

2. Mail-In:

Download and complete these forms, which can be typed and then printed:

- [Download Request For Certified Copy of Birth Record](#)
- [Download Request For Certified Copy of Civil Union or Marriage Record](#)

Mail to:

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

Include a copy of a government-issued ID (such as a State Driver's License, State ID, or Passport) with your request. If you don't have an ID, a grandparent, parent, child, sibling, aunt, uncle, or cousin can use a copy of their government ID from Hawaii. If their ID is not from Hawaii, submit additional documents to verify the relationship. The fee for an affected individual's first copy of a birth or marriage certificate will be waived with a FEMA disaster assistance ID number or a Lahaina residential address.

For more information, call the Maui Vital Records hotline at 808-586-4602 Monday – Friday from 7:45 A.M. to 4:30 P.M. or email DOH.MauiVR@doh.hawaii.gov.

Passports

The U.S. Department of State granted a fee waiver for people who lost their U.S. passport book or passport card as a result of the wildfires. You can find more information about replacing passports [here](https://travel.state.gov/content/travel/en/passports/how-apply/replacing-your-passport-through-the-disaster-recovery-reform-act.html): <https://travel.state.gov/content/travel/en/passports/how-apply/replacing-your-passport-through-the-disaster-recovery-reform-act.html>.

Routine and Expedited Passports

If you are not traveling abroad in the next 14 days or need a foreign visa in the next 28 days, you can apply for either a routine or expedited passport. Fees for routine passports will be waived and routine processing likely will take 10-13 weeks at this time. Expedited passports require a \$60 fee that will not be covered by the emergency fee waiver and will be processed in 7-9 weeks.

You will need to submit a [Replacement Passport Form](#) (Form DS-5504), a [Lost and Stolen Passport Form](#) (DS-64), and a [new passport picture](#). On Section 2 of the Lost and Stolen Passport Form, you should include:

- The name or description of the disaster that caused your loss (Hawaii Wildfires)
- The address of the residence where the loss occurred
- The approximate date when the loss occurred
- Certification that replacement passport fees will not be reimbursed by other sources, such as a homeowner's insurance policy

For a Routine Passport, you will need to mail your application to:

National Passport Processing Center
Post Office Box 90107
Philadelphia, PA 19190-0107

While the cost for a replacement passport has been waived, the \$60 fee to expedite the application has not. For an Expedited Passport, you will need to mail your application with a check (personal, certified, cashier's, travelers) or money order (U.S. Postal, international, currency exchange) for \$60 with the applicant's full name and date of birth printed on the front and payable to "U.S. Department of State." Please write "Expedite" on the outer envelope when mailing. Mail to:

National Passport Processing Center
Post Office Box 90907
Philadelphia, PA 19190-0907

Life-or-Death Emergencies

If you need to travel in the next 3 business days because your immediate family member outside of the United States has died, is dying (hospice care), or has a life-threatening illness or injury, you must call to see if you are eligible for this service. You can learn more and find the most relevant call information [here](#):

<https://travel.state.gov/content/travel/en/passports/get-fast/emergencies.html>.

Urgent Passports

If you are traveling abroad in 14 days or need a foreign visa within the next 28 days, you may submit your passport replacement application in person, without an appointment, at the Honolulu Passport Agency. The Agency is located at Prince Jonah Kuhio Kalaniana'ole Federal Building, 300 Ala Moana Blvd., Suite I-330, Honolulu, HI 96850. You can learn more [here](#): <https://travel.state.gov/content/travel/en/passports/get-fast/passport-agencies/honolulu.html>. For additional information, you can call the National Passport Information Center at 1-877-487-2778 (TTY 1-888-874-7793).

Medicare Card

You can get a replacement Medicare card from Social Security in three ways:

1. Online by using your personal [my Social Security](#) account (note: you can do this even if you don't yet receive Social Security benefits). If you don't already have a personal Social Security account, you can [create one](#) (https://secure.login.gov/sign_up/enter_email?request_id=ad71c5c7-57a2-4971-80d0-a22de8d294c1).

Once you're logged in, select the "Replace your Medicare card" link under the Medicare Enrollment Detail section. Then select "Mail my replacement Medicare Card."

Your Medicare card will arrive in the mail in about 30 days at the address on file with Social Security. If your home was impacted by the wildfires, be sure to update your mailing address that's in your personal Social Security account.

2. By phone:
 - Call Social Security at **1-800-772-1213** (TTY **1-800-325-0778**), Monday through Friday, from 1 A.M. to 1 P.M. HST.
3. In person:
 - Visit your [local Social Security office](#).

You can also print an official copy of your card from [your secure Medicare account](#) or call 1-800-MEDICARE (1-800-633-4227). TTY users can call 1-877-486-2048.

Medicaid ID Card

You can receive a replacement Medicaid ID card by calling the Med-QUEST Customer Services Call Center for Neighbor Islands at 1-800-316 – 8005 or the Maui Med-QUEST Eligibility Branch at 1-808- 243-5780. TTY users can call 711.

Property Deed

If the deed to your property was recorded in 1992 or later, you can receive a copy of your deed from the state Board of Conveyances online at [BOC Online Document Access](https://bocdataext.hi.wcicloud.com/login.aspx?ReturnUrl=%2f) (<https://bocdataext.hi.wcicloud.com/login.aspx?ReturnUrl=%2f>). Search by the first and last name of the grantor (prior property owner) and grantee (recipient of the property). Copies can be downloaded at a fee of \$1 per page.

For documents recorded within the past 60 days, mail a written request [using this form](#) (<https://dlnr.hawaii.gov/boc/files/2019/06/REQUEST-FOR-SEARCH-OF-RECORDS-no-research.pdf>) to the Bureau of Conveyances, P.O. Box 2867, Honolulu, HI 96803. You must include the check number used to pay for the deed recording fees.

If your deed was recorded before 1992, you can receive a copy of your deed in two ways:

1. In person in Honolulu: 8:15AM – 4:15PM every business day at the Kalanimoku Building, 1151 Punchbowl St. #120, Honolulu, HI 96813.
2. By a written request that includes:
 - Requestor’s contact information;
 - The document number (book and page) of the document along with any other information like the grantor, the grantee, the type of document;
 - To find the document number, [search records](#) at the [County property assessment website](#) (<https://qpublic.schneidercorp.com/Application.aspx?App=MauiCountyHI&PageType=Search>).
 - Note if you would like your document Certified (indicating it is a guaranteed copy from the Bureau of Conveyances);
 - Self-addressed stamped envelope; and
 - Payment by check payable to “Bureau of Conveyances, paying \$35.00 per document + a \$10.00 processing fee.

Mail the request to: Bureau of Conveyances, P.O. Box 2867, Honolulu, HI 96803.

For more information, visit the [Bureau of Conveyances website](#) (<https://dlnr.hawaii.gov/boc/general-public/>) or call 808-587-0136 Monday to Friday from 7:45 A.M. – 4:30 P.M.