



REPLACING LOST DOCUMENTS

When applying to replace a lost legal document, other forms of identification can assist in proving who you are. Some forms of identification which are commonly kept in a purse or wallet are really useful in proving your identity, such as:

- Driver's licence;
- Medicare card;
- Bank or credit card.

Other forms of identification can be useful too, such as:

- A document stating that a replacement Medicare card has been requested;
- Evidence of operating in the community;
- A bank statement or pay slip.

When applying to have any legal documents replaced, it is best to collect as much personal identification as you can from the above lists.

- Do not worry if you have lost legal documents due to natural disaster, such as a bushfire. Fees associated with replacing lost documents as a result of natural disaster may be waived. Please check with the agency as to whether fees can be waived in your circumstance.

CERTIFICATES FOR BIRTHS, DEATHS AND MARRIAGES

The Tasmanian Registry of Births, Deaths and Marriages issues certificates for:

- Births;
- Changes to name;
- Marriage and Civil Partnerships;
- Divorce and Dissolution of Partnerships;
- Caring Relationships.

Go to a Service Tasmania shop to complete a form for a replacement document. You can also call Service Tasmania on 1300 135 513. Forms and further information are available at www.justice.tas.gov.au/bdm.

PASSPORT

If your passport is lost, destroyed or stolen, you need to report it. You can do this by calling the Australian Passport Information Service on 131 232. The service is open 8am to 9pm Monday to Friday, and 8:30am to 5pm weekends. Further information is available at www.passports.gov.au.

DRIVER'S LICENCE

Lost driver licences can be obtained from Service Tasmania shops, some police stations and over the

phone. You can call Service Tasmania on 1300 135 513.

MEDICARE CARE

If your Medicare card gets lost, stolen or damaged you can:

- Request a new card using your Medicare online account through myGov;
- Call the Medicare general enquiries line on 132 011. This is available 24 hours a day;
- Visit a service centre with proof of your identity such as your driver's licence.

BANK AND CREDIT CARDS

Contact your bank directly if your bank or credit cards have been lost, stolen or destroyed in a natural disaster. In times of natural disaster major banks can waive their card replacement fees for those affected and offer emergency assistance packages to customers, which may include help with your debt and the waiving of other fees. Talk to your bank directly about this.

CERTIFICATE OF LAND TITLE

Certificates of title show who owns a particular piece of land and whether there is a mortgage or certain restrictions or caveats on the land. Some households like to keep a copy of their certificate of title. If yours has been lost or damaged, you may obtain another copy for around \$30 from a Service Tasmania shop or www.thelist.tas.gov.au. The cost of replacement may be recoverable from your insurer.

WILLS

Most people have a copy of their will stored at a law firm or other safe place. If you need a replacement copy, you should contact the law firm that drafted the will. If you are unsure which firm has the will the Law Society of Tasmania can assist in locating it. In order to do this, please provide the Law Society with:

- Full name of the person;
- Last known address;
- Date of birth;
- Date of death (if applicable);
- Any details on where you think it may be (such as the firm's name, lawyer's name or city where the firm is);
- Your contact details.

The Law Society can be contacted on (03) 6234 4133 or info@lst.org.au.

INSURANCE DOCUMENTS

Your insurer should have a copy of your insurance contract. You do not need to have your own copy in order to make an insurance claim. Contact your insurer to obtain a replacement copy.

Notes:

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This factsheet is intended to give general information about the law in Tasmania. While every effort has been made to ensure accuracy at the time of writing, the law is complex and constantly changing. Moreover, legal exactness is not always possible in a publication of this nature. The factsheet should not be used as a substitute for legal advice.

No responsibility is accepted for any loss, damage or injury, financial or otherwise, suffered by any person acting or relying on the information contained in it or omitted from it.

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