



# What happens if the postal service cannot deliver the ballot?

A ballot will never be forwarded by the Postal Service. All ballots determined undeliverable are returned to the Clerk's Office.

## ... if a forwarding address is provided

### Address is in the County

The election officer will disqualify the initial ballot and send a new ballot to the voter at the new address.

### Address is in another State/County

The election officer will record the ballot as undeliverable and hold the ballot unopened for the required retention period as prescribed in State Code. The voter will be placed on the inactive list and a confirmation will be sent to the voter; this begins the process of removing the voter from the registration rolls.

## ... if a forwarding address is NOT provided

### Unrecognized name or address

The election officer will verify the address with the address on file. If there was a data entry mistake, the ballot packet is resent. If no error can be detected, the election officer will record the ballot as undeliverable and hold the ballot unopened for the required retention period as prescribed in State Code. The voter will be placed on the inactive list and a confirmation will be sent to the voter; this begins the process of removing the voter from the registration rolls.



## What happens if a person does not receive a ballot?

Voters who have not received, have lost, or damaged their ballot may request a replacement ballot.

### ... if the voter is registered in the County

If the voter is registered in the county and the voter's ballot has not already been returned voted, and the absentee ballot application deadline described in State Code has not passed, a replacement ballot is issued and the initial ballot is disqualified. If the absentee ballot application deadline has passed the voter may go to any vote center in the County on Election Day and cast a ballot on a voting machine.

### ... if the voter is NOT registered in the County

If a voter is not registered in the County but is registered in the State, and the voter registration deadline described in State Code has not passed, the voter will need to update their voter registration online or in person before a ballot can be sent. If the registration deadline has passed, the voter may go to any vote center in the County on Election Day and cast a provisional ballot on a voting machine. The voter will be required to provide proof of identity and proof of residency as described as required for provisional voting.



## What happens if there is no signature on the affidavit or the signature is in question?

Every signature is compared with the signature associated with the voter's registration.

### ... if there is no signature?

State law requires the election officer to send an affidavit for the voter to sign and return along with an explanation that their envelope was returned without a signature. If the voter wishes their by mail ballot to be counted they must return the affidavit prior to the canvass. Another option for the voter is to vote at a polling location on Election Day.

### ... if the signature doesn't match?

#### **As required by state law:**

If the election officer rejects an individual's by mail ballot because it is determined that the signature on the returned envelope does not match the individual's signature that is maintained on file, the election officer shall contact the individual by mail, email, text message, or phone and inform the individual that the signature is in question and provide information as to how the individual may resolve the issue so that the ballot may be counted.