



COMMONWEALTH OF KENTUCKY  
**STATE BOARD OF ELECTIONS**  
ALISON LUNDERGAN GRIMES  
Secretary of State & Chief Election Official

**MEMORANDUM**

**SBE 18-27**

To: County Clerks  
Via: E-mail and Fax  
From: Alison Lundergan Grimes, Secretary of State and Chief Election Official  
Jared Dearing, Executive Director  
Jenni Scutchfield, Assistant Director  
Date: July 10, 2018  
Re: Address Verification Card Responses

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Please review the following scenarios of calls your office may be receiving regarding the "Address Verification" postcards that have been mailed in the last few weeks. This mailing will help us to maintain a high level of accuracy on the Voter Registration Database.

- Caller states they received a card for a deceased individual.  
**Ask the caller to provide the confirmation of the person's death to the county clerk. List the pertinent information on form SBE-03, Deceased Voter Notice, and fax, email or mail to SBE. SBE will receive the information and remove the voter as deceased in the Voter Registration System.**
- Caller states they received a card for someone they know has moved out of state (usually son or daughter).  
**Ask the caller to notify the person who has moved to contact SBE via email, ([vrshelpdesk@ky.gov](mailto:vrshelpdesk@ky.gov)), or send SBE a note, including their date of birth and signature, asking to be removed from the voter registration. Once the note is received and the record is located on the Voter Registration System, the person can be removed from the database. If the caller states the person who moved out of state will not do the above, request they write "Return to Sender" (RTS), "Moved out of State" or "Not at this Address" on the card and put back in the mail.**

- Caller states they received a card and all their information is correct.  
**Thank the registered voter and inform them they do not need to do anything.**
- Caller states they received a card to their address, but it is a person that does not live at this residence.

**Ask the caller to write "Return to Sender" (RTS) or "Not at this Address" on the card and put back in the mail. You may want to inform the caller that this is the first of two mailings to this person at this address. [National Voter Registration Act of 1993 (NVRA) 52 U.S.C. § 20507]**

- Caller states they received a card and the address or name is incorrect. They want to update their information.  
**Ask the caller to go to [www.GoVoteKY.com](http://www.GoVoteKY.com) and update their information. The caller could also pick up a Voter Registration Card or visit the County Clerk.**
- Caller states they wish to be removed from the Kentucky Voter Registry.  
**Ask the caller to call or email SBE and SBE will generate a letter for removal to the requestor. If email is provided, the removal link will be in the body of the email. If address is provided, the requestor will need to return a signed letter requesting removal.**
- Person brings a postcard to your office and states the person doesn't live there.  
**Ask the caller to write "Return to Sender" (RTS) or "Not at this Address" on the card and put back in the mail. (You can also place back in the mail or mail directly to SBE). You may want to inform the caller that this is the first of two mailings to this person at this address.**