Designing ballot cure forms that invite voters to act
Research report and recommendations

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Center for Civic Design
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About this project

In some states, if a vote by mail envelope does not have all the elements needed to be able to count the ballot, the election office notifies the voter and tells them how they can fix or ‘cure’ the problem.

The problem is we know that not a lot of voters take advantage of it. Is this because this opportunity is simply an inconvenience? Or because the voters most likely to make a mistake are already less engaged? Or do the letters and forms not help voters understand their options?

We wanted to know why.

Our research goals
To test a variety of form types with different communication and design styles. To see how voters perceive these forms and learn what motivated them to take action.
Who our participants were

Procedure

We spoke to **8 participants** about their experience with elections and voting, while also testing and providing feedback on a variety of cure form pages. During the recruitment process, we were extremely intentional about accessing a broad participants demographic. Here is the breakdown:

<table>
<thead>
<tr>
<th>Gender identification</th>
<th>Age range</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
<td>2 18-24</td>
</tr>
<tr>
<td>Male</td>
<td>4 25-34</td>
</tr>
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<td>5</td>
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</tr>
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<td>3</td>
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</table>

<table>
<thead>
<tr>
<th>Race / Ethnicity</th>
<th>US region</th>
</tr>
</thead>
<tbody>
<tr>
<td>Asian</td>
<td>3 East</td>
</tr>
<tr>
<td>Black/African American</td>
<td>3 Midwest</td>
</tr>
<tr>
<td>Caucasian</td>
<td></td>
</tr>
<tr>
<td>Latino/Hispanic</td>
<td>2 West</td>
</tr>
<tr>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>1</td>
<td>3</td>
</tr>
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<td>1</td>
<td>1</td>
</tr>
<tr>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>
How we tested

First, we learned about who our participants were. We asked questions about what voting means to them, and to share any experiences around previous elections.

“My family is from Slovakia, which was communist, so for them the idea of voting was really important. I always went with my parents to the polls there.”

“In 2016, I was so close to the voting age and it was hard not to have a say in anything. But when 2018 came around, it was satisfying to participate. I now have an appreciation for the small, more local [elections].”

“Politics in the Bronx is changing. There's a sense that your vote is a treasured thing. But the direct result isn’t felt.”

“My family emphasized the importance of voting from a very early age. [...] I remember going around collecting signatures at age 12.”
How we tested

Next, each participant was linked to a packet of cure forms, with pages in randomized order. Before we began, they were each described a scenario to consider while viewing the first form. The scenario was then repeated for the second form.

Scenario 1 (Form 1 and 2)

Let's say you voted by mail three weeks early. One week later, you received something like this in the mail.
How we tested

Then, each participant was told a second scenario. This scenario involves a shorter actionable time frame for curing their ballot. The intention for the scenario switch was to understand if the participant would react and act differently considering the shorter duration in respect to the form’s deadline.

**Scenario 2** (Form 3 and 4)

Say you still voted by mail about a week before the election but you received something like this in the mail a few days later on Thu, Oct 29.
How we tested

Lastly, each participant was told the third scenario. This was to learn whether or not receiving the cure form after the election would change their perception or behaviors.

Scenario 3 (Form 5 and 6)

Say you still voted by mail, but you received something like this in the mail on Thu Nov 5, two days after the election.
Voter experience
How the participants are voting in the 2020 election

<table>
<thead>
<tr>
<th>Voting option</th>
<th># of participants (out of 8)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Absentee/Mail-in</td>
<td>2</td>
</tr>
<tr>
<td>Early voting</td>
<td>2</td>
</tr>
<tr>
<td>Polling booth</td>
<td>2</td>
</tr>
<tr>
<td>Drop-off</td>
<td>1</td>
</tr>
<tr>
<td>Undecided</td>
<td>1</td>
</tr>
</tbody>
</table>
Voting at the polls

We asked the participants: “What is most important to you when considering going to vote at your polling site this year?”

“If I show up and there are hundreds of people (like in Georgia) with no masks and not social distancing, I would probably turn around.”

“I will go to the polling site this year because it's walking distance from my house and seems easier.”

“[As a newly citizenized American,] this year is my first time voting. The chance of even a 0.1% possibility of my vote not counting is a driving factor in my decision to vote in person.”
Voting by mail

We asked the participants: “What is most important to you when considering voting by mail this year?”

“This year if I vote I’m definitely voting by mail. It seems to be the safer thing and I won't have to wait in lines.”

“I decided not to because I heard about how NY was throwing out absentee ballots. I am scared my vote won't count even though I went through all this effort to get a ballot.”

“There’s no paid postage [on the NYC mail-in ballot]. There’s also a disparity on how much to pay by borough. It's annoying that there's a set price for something that is our right.”

“USPS might be understaffed and underpaid, but I don't want to risk my vote not being counted.”
Tested pages
We tested six existing cure forms from all over the US. We removed any identifying information and replaced it with the fictitious county and state of Franklin, Hamilton so participants did not focus on the jurisdiction.
What participants said

Though its steps was clear and helpful to participants, they said it’s fairly wordy.

“If I got this in the mail I’d be pissed off because it was something so simple -- and now I have to do other stuff.”

“I think it should have a logo on it to make it look more official.”

“They cited an election code. Seeing there’s a process makes me feel more comfortable.”

“I would wonder if I will be given confirmation that this was received, especially if I choose the dropbox option.”

“Postage, should that not be covered federally? That may discourage people from acting.”
Participants enjoyed its simplicity, though its casual nature could lead to lack of urgency.

“This is a lot simpler and easier to comprehend.”

“It says your signature is missing, but from what I can see, there's no space for a signature...it's unclear.”

“The pictures make it really simple and it breaks up the text.”

“I still think there should be a letterhead.”

“This one seems to be lacking urgency and a CTA.”

“The seal looks like a photocopy. It looks like it would have been typed by anyone very easily.”

“This one was my favorite. It was the most concise but still looked relatively official.”
### What participants said

Though participants weren’t crazy about the amount of required information, they liked the email option.

“I like the three steps on the side."

“I don’t like that it’s not dated."

“Don’t understand Tier 1 and Tier 2 - how they are different from each other?"

“The email option should be on its own line. You can easily miss it otherwise."

“It has a very legal feel. It feels like you’re in court."

“I’m glad that they give you the option to email a photo."

“I’m getting misleading pieces of information. Is it by postmark versus in the clerk’s hand?”

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**Form C**

<table>
<thead>
<tr>
<th>Provide identification</th>
<th>Sign the affidavit</th>
<th>Return form and requested materials</th>
</tr>
</thead>
<tbody>
<tr>
<td>Send a copy or email a photo</td>
<td>I am a qualified voter in this election and registered voter of the Hamilton County below.</td>
<td>Remember, your information must reach the Franklin County Supervisor of Elections no later than 5 pm on the 2nd day after the election, or your ballot will not count.</td>
</tr>
<tr>
<td>1 Tier 1</td>
<td>I do solemnly swear or affirm that I requested and returned the vote-by-mail ballot and that I have not and will not vote more than one ballot in this election.</td>
<td>Choose one of the following options</td>
</tr>
<tr>
<td>1 Driver license</td>
<td>I understand that if I commit or attempt any fraud in connection with voting, vote a fraudulent ballot, or vote more than once in an election, I may be convicted of a felony of the third degree and fined up to $5,000 and imprisoned for up to 5 years.</td>
<td>o Drop it off, or have someone else take it to 1600 Grand Avenue, Franklin, Hamilton 54321</td>
</tr>
<tr>
<td>1 Hamilton ID issued by Dept of Highway Safety and Motor Vehicles</td>
<td>I understand that my failure to sign this affidavit means that my vote-by-mail ballot will be invalid.</td>
<td>@ Fax this form and attachments to (987) 654-3200 or email to <a href="mailto:info@civotes.org">info@civotes.org</a></td>
</tr>
<tr>
<td>1 US passport</td>
<td>Your name</td>
<td>3 Mail this form and attachments to PO Box 1600, Franklin, Hamilton 54321</td>
</tr>
<tr>
<td>1 Debit or credit card</td>
<td>The county you live in</td>
<td>Our phone number is (987) 654-3210</td>
</tr>
<tr>
<td>1 Military, student, retirement center, neighborhood association, or public assistance ID</td>
<td>Your address</td>
<td></td>
</tr>
<tr>
<td>1 Driver license issued by U.S. Dept of Veterans Affairs</td>
<td>Voter sign here</td>
<td></td>
</tr>
<tr>
<td>1 Hamilton license to carry a concealed weapon or firearm</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>1 Employee ID card issued by any branch, department, agency, or entity of the Federal Government, the state, a county, or a municipality</td>
<td>If you don’t have any of the items on the left, provide identification that shows your name and current residence address. It could be:</td>
<td></td>
</tr>
<tr>
<td>2 Tier 2</td>
<td>Current utility bill</td>
<td></td>
</tr>
<tr>
<td>2 Bank statement</td>
<td>Government check</td>
<td></td>
</tr>
<tr>
<td>2 Paycheck</td>
<td>Government document (excluding voter information card)</td>
<td></td>
</tr>
</tbody>
</table>

*Your signature is missing on your vote by mail ballot, or it doesn’t match the one we have on file. Following the instructions below and return attachments by 5:00 pm the 2nd day after the election. If not, your ballot may not count.*
What participants said

Participants hunted for point of contact info or an organization address and became frustrated at its absence.

“I like that they date it. It keeps us both accountable.”

“‘Help us count your ballot’ makes me feel like they do want to count it and they aren't going to disenfranchise me.”

“I should be able to email or fax, if I have the resources. They're not making it as easy as possible. There's more steps that I have to go to make my vote count.”

“It doesn't have an address of where to drop it off or where to send it.”

“There's no phone number to call if you do have questions. I would like to see an address, too.”

“The form number info at the top is important because it tells me where it is coming from.”
What participants said

Confusing or unfriendly verbiage doesn’t sit well with participants.

“Two days prior to certification of election’, when is that?”

“I have no idea what they mean when they say ‘when the election is certified’, that is really vague.” - Former poll worker

“If the only option is] just to mail it, you don't know if it'll ever get there.”

“I don’t like the idea of ‘curing’ my ballot. It sounds like a disease or something.”

“If I wanted to make my vote count and there were policies I cared about, I would certainly drop it off.”

“They should add a sentence like ‘Please don't worry, your vote will still be counted.’”

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Form E

Dear Voter:

We have determined that the signature you provided on your vote-by-mail ballot envelope does not match the signature(s) on file in your voter record. In order to ensure that your vote-by-mail ballot will be counted, the Signature Verification Statement must be completed and returned as soon as possible.

The Signature Verification Statement must be received by the Registrar of Voters no later than 5:00 p.m., two days prior to certification of the election.

You must sign your name below where specified on the Signature Verification Statement (Voter's Signature).

Place the Signature Verification Statement into a mailing envelope addressed to the Registrar of Voters, 1600 Grand Avenue, Franklin, Hamilton 53221. Mail, deliver, or have the completed Signature Verification Statement delivered to our office. Be sure there is sufficient postage if mailed and that the address is correct.

If you do not wish to send the Signature Verification Statement by mail or have it delivered, you may submit your completed Signature Verification Statement by fax to the Registrar of Voters at (987) 604-3210, by email to info@fovotes.org or drop off your completed statement to any Vote Center before 8 p.m. on Election Day.

If you have any questions, call the Registrar of Voters’ office at (987) 604-3210.

READ THESE INSTRUCTIONS CAREFULLY. FAILURE TO FOLLOW THESE INSTRUCTIONS MAY CAUSE YOUR BALLOT NOT TO COUNT.

SIGNATURE VERIFICATION STATEMENT

I, ____________________________, am a registered voter of Franklin County, State of Hamilton.

I declare under penalty of perjury that I requested and returned a vote-by-mail ballot. I am a resident of the precinct in which I have voted, and I am the person whose name appears on the vote-by-mail ballot envelope.

I understand that if I commit or attempt any fraud in connection with voting, or if I aid or abet fraud or attempt to aid or abet fraud in connection with voting, I may be convicted of a felony punishable by imprisonment for 16 months or two or three years.

I understand that my failure to sign this statement means that my vote-by-mail ballot will be invalidated.

Voter’s Signature __________________________

Residence Address __________________________
What participants said

A mobile curing option is a huge motivator, especially for younger voters.

“This is wordy, but straightforward.”

“This one I'd be more inclined [to act] because there are more options to fix my ballot. I don't need to leave my couch.”

“The word ‘cure’ throws me off a little bit.”

“This is interesting. I can send a text message and take a picture of my photo ID. That's super easy and convenient for me. And I don't need to worry about postage or scanning.”

“Older people might be confused by mobile option but younger people would go for it.”

“Discrepancy, ‘investigation’ - these are strong words. I feel like I'm being accused of something.”

Every participant liked the mobile option.
Typical participant reactions to the cure forms

- Clear, simple, and straightforward
- Letter date stamped
- Email option
- Mobile option
- Friendly tone, like “Help us count your ballot”
- TMI/wordy
- Lack of urgency
- Lots of voter required info
- No organization contact info
- Confusing verbiage, like “certification of election” and “cure ballot”

Although the forms were randomized for presentation, the order in which they were read didn’t make a difference, except for considering deadlines.
Form rankings

Most favored

There are a few easy steps you need to take to be sure your ballot counts!

Dear [Name],

This is a message from the Franklin Clerk’s Office. We received your absentee ballot, but it was missing some information:

- Your signature
- Your witness signature
- The witness address

Many voters make these mistakes, and they are easy to fix. We’re sending this letter because we want to be sure your vote counts. Complete the missing information listed above. Then, return your ballot one of three ways:

- In the mail (at least a week for delivery). You don’t need to add postage.
- At a 24-hour drop box. See reverse side for locations.
- At an early voting site. See reverse side for locations. Witnesses are available at early voting sites.

Make sure we get your completed ballot by 6:00 pm on Tuesday, November 3. If you don’t return your ballot, you can still go to your polling place on Election Day, November 3, and vote.

We look forward to helping make your vote count!

Altha Coates
City of Franklin Election Commissioner

Least favored

Dear voter,

We have noted that the signature you provided on your vote-by-mail ballot envelope does not match the signature on file in your voter record. In order to make sure that your absentee mail ballot will be counted, the Signature Verification Statement must be completed and returned as soon as possible.

The Signature Verification Statement must be signed by the Register of Voters no later than 5:00 p.m., two days prior to certification of the election.

You must sign your name below when specified on the Signature Verification Statement (voter’s signature).

Please write the Signature Verification Statement into a mailing envelope addressed to the Register of Voters, 1050 Farmhouse Road, Franklin, Hastings 51531. Mail, deliver, or fax the completed Signature Verification Statement to our office. Be sure to sign the statement properly and use the address to certify the ballot.

If you have any questions, call the Register of Voters office at 877-993-6213.

READ THESE INSTRUCTIONS CAREFULLY

Failing to follow these instructions may cause your ballot to not be counted.

I, ________________, a registered voter of Franklin County, State of Nebraska, declare under penalty of perjury that I requested and received a vote-by-mail ballot. I am a resident of the precinct in which I have resided, and that my registration name appears on the roll of said precinct.

I understand that if I cannot or do not attempt to cast my vote in person at a polling place or at another place in connection with voting, I may be convicted of a felony punishable by imprisonment for up to seven years or for three years.

I understand that my failure to sign this statement means that my vote by-mail ballot will be invalid.

Date: __________________________

State Signature

Residence Address

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Learnings
Make it trustworthy

The first action a voter takes is to identify whether the communication 1) came from the election office and 2) is authentic.

Adding a few universally recognizable elements to the form helps voters can know it is coming from a trusted, legitimate source. Including contact information for the election office also allowed for the form to feel more official.

“[Increasing] trustworthiness could be rectified with just a logo* or information of the institution that’s sending this to the voter.”

Personalization on the form was another component that promoted trustworthiness.

“I would trust this form more [if] it was more personalized, so I’d know it was meant for me.”

"You want to make sure that it's going to the right person, and that it's coming from the right person, too."
Make it clear, avoiding jargon

In addition to making the form trustworthy, voters have to understand what it tells them. Participants in our testing had strong, negative reactions to the word ‘cure,’ saying they had a hard time understanding how that concept applied to their ballots. When a word is interpreted with a negative meaning, it can be demotivating, as though voters are being told their ballot is sick.

“Cure’ is an interesting word choice. I assume it means to make it complete or countable. The connotation of it is usually medical.”

“I don't like that it says to 'cure your ballot'. It seems like it's a disease.”

This also comes into play with phrases that are out of the everyday lexicon or understanding. Be as clear as possible to avoid confusion.

“I have no idea what they mean when they say ‘when the election is certified’. That is really vague.” - Former poll worker

“[On one form] the language is more legal and talks about felonies. [The other form] is nicer but I might not be completely convinced it was coming from an official source.”
Make it have a clear call-to-action

“Finally, the letter and form need a clear call-to-action to encourage voters to take the steps to cure their ballot.

Provide urgency in your opening statement without making them feel like they’re in trouble or they did something wrong. As an example, participants reacted well to “Help us count your ballot”.

Digital curing options, like email and mobile, will also allow more voters to access and feel motivated to fix their ballot, especially when deadlines are tight and for younger voters.

“The information should be clear and concise. When there’s a lot of text, people tend to get confused or don’t read the whole thing. You need text that captures your attention quickly.”

“[With the mobile option,] I’d be more inclined to act. I don’t need to leave my couch.”
Tight deadlines can make the curing process hard or impossible, which can frustrate voters. Consider adding a date stamp on the form, not only help the voter but, to provide accountability for the election office. In addition, give them clear, attainable deadlines so they feel they have a realistic time to act.

“I’m getting misleading pieces of information. Is it [supposed to be delivered] by postmark versus in the clerk’s hand?”

This became quite apparent when participants considered the third testing scenario, receiving the form two days after the election - on Nov 5.

“[In this scenario,] I would be upset. The deadline to return is literally the day I received it. If I don't get it on by that time, who's responsible? Was it me? Was it the USPS? Was it the Board of Election?”

“[In this scenario,] my first action would be to try and get someone to drop it off [since I do not drive]. I would also call them but it has a due date today. Why didn't I get this earlier?”
Recommendations
Form recommendations

Based on what we learned, we created a simple mockup based on the aspects that the participants said were important.
Use the header to make it trusted

- State or county seal or election logo (in color)
- Contact information
- Include phone #, email, website
- Point of contact name (in header or closing)
- Date sent
Form recommendations

Explain the problem clearly

- Friendly, yet urgent first sentence
- Specific reason for receiving form
- Voter personalized address
- Clear, feasible deadlines

Tell them how to take action

- Multiple convenient options for ‘curing’
- Include mobile and email
- Bullet points or Steps
- Provide office address and hour
Form recommendations

**Show them where to sign**

- Legal statement when necessary
- Area for signature, marked with an ‘x’
- Clear areas for dates or other information

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**Help us count your ballot**

We received your voted ballot for the 2020 Presidential Primary Election. Unfortunately, it was missing some information. The reasons your ballot cannot be counted is checked.

- Your return envelope did not have a signature.
- We were unable to verify your signature with those on file.

For your ballot to count, you must complete the Signature Verification Statement below and return this entire form by Wednesday, November 11, 2020. If you indicate that you have not voted a ballot, or you fail to return the form, we will not count this ballot.

Sign this form below and send it back using one of these methods:

- Text "Franklin" to 2-VOTE (8683). You will receive a single text message in reply with a secure 2vote.mobil web link. After you have opened the link, you will receive only one message. We will not sell, rent, trade or exchange your mobile number or information.
- Email to info@fcvotes.org
- Fax to (887) 654-3200
- Mail in the postage-paid return envelope provided

If you have questions, please visit our website fcvotes.org or contact our office at (887) 654-3210. We are open Monday through Friday (except legal holidays) between the hours of 8 AM-5 PM for your convenience.

Sincerely,

**Voter’s declaration**

I declare that:

- I am a resident of and a voter in the county, and the person whose name appears on this form.
- I have not applied, nor will I apply for a vote-by-mail ballot from any other jurisdiction in this election.
- I declare under penalty of perjury that this is true to the best of my knowledge and belief.

You must sign in your own handwriting. Your signature must match the signature on your voter registration card.

**Voter, sign here**

\[
\times
\]

Print name

Date sent (mm/dd/yyyy)

If you are unable to sign, make your mark and have a witness sign here:

fcvotes.org | (887) 654-3210 | info@fcvotes.org | #FranklinVotes
Appendix
## Participant breakdown

<table>
<thead>
<tr>
<th>Participant no.</th>
<th>Zip</th>
<th>City/Borough, State</th>
<th>Age</th>
<th>Gender</th>
<th>Race/Ethnicity</th>
</tr>
</thead>
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<tr>
<td>CF01</td>
<td>11426</td>
<td>Queens, NY</td>
<td>20</td>
<td>Female</td>
<td>Asian/White</td>
</tr>
<tr>
<td>CF02</td>
<td>10312</td>
<td>Staten Island, NY</td>
<td>22</td>
<td>Female</td>
<td>White</td>
</tr>
<tr>
<td>CF03</td>
<td>10473</td>
<td>Bronx, NY</td>
<td>26</td>
<td>Male</td>
<td>Latinx</td>
</tr>
<tr>
<td>CF04</td>
<td>85251</td>
<td>Scottsdale, AZ</td>
<td>55</td>
<td>Female</td>
<td>White</td>
</tr>
<tr>
<td>CF05</td>
<td>53217</td>
<td>Milwaukee, WI</td>
<td>36</td>
<td>Male</td>
<td>Black</td>
</tr>
<tr>
<td>CF06</td>
<td>85745</td>
<td>Tucson, AZ</td>
<td>26</td>
<td>Male</td>
<td>White</td>
</tr>
<tr>
<td>CF07</td>
<td>53713</td>
<td>Madison, WI</td>
<td>32</td>
<td>Female</td>
<td>Asian</td>
</tr>
<tr>
<td>CF08</td>
<td>53205</td>
<td>Milwaukee, WI</td>
<td>28</td>
<td>Female</td>
<td>Latinx</td>
</tr>
</tbody>
</table>
Dear [Name],

This is a message from the Franklin County Office. We received your absentee ballot, but it was missing some information:

☐ Your signature
☐ Your witness signature
☐ The witness address

Many voters make these mistakes, and they are easy to fix. We’re sending this letter because we want to be sure your vote counts. Complete the missing information listed above. Then, return your ballot one of these ways:

■ in the mail (please allow a week for delivery). You don’t need to add postage.
■ at a 24-hour drop box. See reverse side for locations.
■ at an early voting site. See reverse side for locations. Witnesses are available at early voting sites.

Make sure we get your completed ballot by 8:00 pm on Tuesday, November 3. If you don’t return your ballot, you will still go to your polling place on Election Day, November 3rd, and vote.

We look forward to helping make your vote count!

Alisa Costanz
City of Franklin Election Commissioner

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**Form interest breakdown**

<table>
<thead>
<tr>
<th>Participant no.</th>
<th>Favorite</th>
<th>Least</th>
</tr>
</thead>
<tbody>
<tr>
<td>CF01</td>
<td>B</td>
<td>A</td>
</tr>
<tr>
<td>CF02</td>
<td>B</td>
<td>E</td>
</tr>
<tr>
<td>CF03</td>
<td>F</td>
<td>C</td>
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<td>B</td>
</tr>
<tr>
<td>CF08</td>
<td>F</td>
<td>D</td>
</tr>
</tbody>
</table>
## Form appearance breakdown

<table>
<thead>
<tr>
<th>Participant no.</th>
<th>1st</th>
<th>2nd</th>
<th>3rd</th>
<th>4th</th>
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Your signature is missing on your vote-by-mail ballot envelope

The Santa Cruz County Elections Department received your vote-by-mail ballot envelope without your signature. For your ballot to be counted, we must get your signature.

You may either come to our office and sign your ballot envelope as soon as possible, but no later than 5pm June 15, 2016 or submit the unsigned ballot envelope statement below. (Elections Code §3019)

Read these instructions carefully before completing the statement. Failure to follow these instructions may cause your ballot not to count.

1. Complete the statement below and make sure you sign your name.
   - Mail the statement to Santa Cruz County Elections, 701 Ocean St, Room 210, Santa Cruz, CA 95060 so that it will reach us no later than 5pm, June 15, 2016.
   - Make sure you have sufficient postage. You may also deliver the statement to our office or have someone else deliver it for you.
   - Fax the statement to 831-454-2449 no later than 5pm, June 15, 2016.
   - Deliver the statement on Election Day to a polling place in Santa Cruz County by 8pm, Tuesday, June 7, 2016 or
   - Drop the statement off on Election Day in a designated ballot drop box in Santa Cruz County by 8pm, Tuesday, June 7, 2016.

Unsigned ballot envelope statement

I, __________________________, am a registered voter of Santa Cruz County, State of California.

I do solemnly swear (or affirm) that I requested and returned a vote-by-mail ballot, and that I have not and will not vote more than one ballot in this election. I understand that if I commit or attempt any fraud in connection with voting, or if I aid or abet fraud or attempt to aid or abet fraud in connection with voting, I may be convicted of a felony punishable by imprisonment for 16 months or two or three years. I understand that my failure to sign this statement means that my vote-by-mail ballot will be invalidated.

Voter’s Signature:

X ______

Date:

If the voter cannot sign his/her name, have the voter make a mark in the box above and then the witness signs here: __________________________

Address where you live in Santa Cruz County:

Number 9-Street

City State Zip

Santa Cruz County Clerk/Elections • 831-454-2060 • info@voterscount.com • www.voterscount.com

City of Milwaukee

There are a few easy steps you need to take to be sure your ballot counts!

Dear [Name],

This is a message from the Milwaukee Clerk’s Office. We received your absentee ballot, but it was missing some information:

☐ Your signature
☐ Your witness signature
☐ The witness address

Many voters make these mistakes, and they are easy to fix. We’re sending this letter because we want to be sure your vote counts. Complete the missing information listed above. Then, return your ballot one of three ways:

☑ In the mail (allow at least a week for delivery). You don’t need to add postage.
☑ At a 24 hour drop box. See reverse side for locations.
☑ At an early voting site. See reverse side for locations. Witnesses are available at early voting sites.

Make sure we get your completed ballot by 8:00 pm on Tuesday, November 3. If you don’t return your ballot, you can still go to your polling place on Election Day, November 3rd, and vote.

We look forward to helping make your vote count!

Claire Woodall Vogg
City of Milwaukee Election Commission
Your signature is missing on your vote by mail ballot, or it doesn’t match the one we have on file.

Follow the instructions below and return attachments by 5:00 pm the 2nd day after the election. If not, your ballot may not count.

Provide identification
Send a copy or email a photo

1. Provide a current, valid ID that includes your name and photo. It could be:
   - Driver license
   - Florida driver license issued by Dept. of Highway Safety and Motor Vehicles
   - Passport
   - Government-issued card from parking or transit agency, retirement center, neighborhood association, or public assistance
   - Social security card issued by U.S. Dept. of Social Security
   - Florida license to carry a concealed weapon or firearm
   - Employee ID card issued by any branch, department, agency, or entity of the Federal Government, the state, a county, or a municipality

2. If you don’t have any of the items on the left, provide identification that shows your name and current residence address. It could be:
   - Current utility bill
   - Bank statement
   - Government document including voter information card
   - Government-issued card from parking or transit agency, retirement center, neighborhood association, or public assistance
   - Social security card issued by U.S. Dept. of Social Security
   - Florida license to carry a concealed weapon or firearm
   - Employee ID card issued by any branch, department, agency, or entity of the Federal Government, the state, a county, or a municipality

Sign the affidavit
Print your name, the county you live in, your address, and sign your name

I am a qualified voter in this election and registered voter of the Hernando County below:

- I solemnly swear or affirm that I requested and returned the vote-by-mail ballot and that I have not and will not vote more than once in this election. I understand that if I cast a fraudulent ballot, or vote more than once in an election, I may be convicted of a felony of the third degree and fined up to $5000 and imprisoned for up to 5 years.

- I understand that my failure to sign this affidavit means that my vote-by-mail ballot will be invalidated.

Your name
The county you live in
Your address
Your signature

Return form and requested materials
Remember, your information must match the Hernando County Supervisor of Elections record and must be postmarked 2nd day after the election, or your ballot will not count.

Choose one of the following options:
- Drop it off, or have someone else take it to 213 Palmetto Place, 2nd Floor, Pensacola FL 32502
- Fax this form and attachments to (850) 595-3014 or email to seeds@escambia.com
- Mail this form and attachments to PO Box 13001, Pensacola FL 32501
- Our phone number is (850) 595-3990

Date this form was sent __________

Valentia Waver
1234 Riverside Street
City, Ohio 12345

Help us count your ballot!
When you returned your ballot, some of the required information was missing. Because of this missing or incorrect information, your county board of elections cannot count your ballot.
You can fix the problem and have your vote counted. The reason your ballot cannot be counted is shown below.

Fill in the missing information and return this form to your county elections office. You can:

- Deliver the completed form to the county board of election office by Tuesday, November 10, 2020 (the 7th day after the election).
- Mail the completed form so it is postmarked by Tuesday, November 10, 2020 and received at the board of election by November 13, 2020.

All of the reasons your ballot cannot be counted are checked. Please read this section carefully and provide the missing information.

Reason 1: Your signature is missing or did not match your voter registration record.
- Please provide at least one of the following:
  - Your Florida voter’s license number (5 digits followed by 4 letters) ____________
  - Last 4 digits of your Social Security Number ____________
  - Attach a copy of either:
    - A current, valid photo identification or military identification, OR
    - A utility bill, bank statement, government check, paycheck, or other government document that contains your name and current address, dated within the past 3 months.

    (You cannot use a notice of voter registration mailed by a board of elections)

Reason 2: Missing or incorrect signature
- Please sign here: X

Reason 3: You did not print your name, or it did not match your voter registration record.
- Please print your name clearly: ___________________
Dear Voter,

We have determined that the signature you provided on your vote-by-mail ballot envelope does not match the signature(s) on file in your voter record. To ensure that your vote-by-mail ballot will be counted, the Signature Verification Statement must be completed and returned as soon as possible.

The Signature Verification Statement must be received by the Registrar of Voters no later than 5:00 p.m., two days prior to certification of the election.

You must sign your name below where specified on the Signature Verification Statement (Voter’s Signature). Place the Signature Verification Statement into a mailing envelope addressed to the Registrar of Voters, 1200 S. Grant Avenue, Bldg. C, Santa Ana, CA 92701. Mail, deliver, or have the completed Signature Verification Statement delivered to our office. Be sure there is sufficient postage if mailed and that the address is correct.

If you do not wish to send the Signature Verification Statement by mail or if it is delivered, you may submit your completed Signature Verification Statement by fax to the Registrar of Voters at (714) 567-7664, by email to cvoter@ov.ocgov.com or drop off your completed statement to any Vote Center before 8 p.m. on Election Day.

If you have any questions, call the Registrar of Voters’ office at (714) 567-7600.

READ THESE INSTRUCTIONS CAREFULLY.
FAILURE TO FOLLOW THESE INSTRUCTIONS MAY CAUSE YOUR BALLOT NOT TO COUNT.

SIGNATURE VERIFICATION STATEMENT

[Signature]

I, __________________________, am a registered voter of Orange County, State of California.

I declare under penalty of perjury that I requested and returned a vote-by-mail ballot. I am a resident of the precinct in which I have voted, and I am the person whose name appears on the vote-by-mail ballot envelope.

I understand that if I commit or attempt any fraud in connection with voting, or if I aid or abet fraud or attempt to aid or abet fraud in connection with voting, I may be convicted of a felony punishable by imprisonment for 16 months or two or three years.

I understand that my failure to sign this statement means that my vote-by-mail ballot will be invalidated.

Voter’s Signature

Residence Address

[Signature]

Dear [First Name],

We received your voted ballot for the 2020 Presidential Primary Election. Unfortunately, your return envelope did not have a signature or we were unable to verify your signature with those on file.

Colorado Election Law requires us to compare the signature on your return envelope with the signatures in your voter registration record to verify your identity. For your ballot to count, you must complete and return a signed affidavit, along with a photocopy of your identification, by Wednesday, March 31, 2020. If you indicate that you have not voted a ballot, or you fail to return the form, we will not count this ballot.

Return the affidavit using one of these methods:

Use your mobile device to cure your ballot!

1. Text “voter” to 2-VOTER (26683). You will receive a single text message in reply with a secure 26683 mobile link.
2. Click the link to open the website.
3. Type your Vote ID, 2-VOTER PIN.
4. Complete and sign the Affidavit Form on your device.
5. If prompted, use the camera on your mobile device to take and upload a photo of your ID.

[Signature]

Colorado Ballot Cure forms: Research & Recommendations

Center for Civic Design

38 | Designing Ballot Cure Forms: Research & Recommendations
For more information:

hello@civicdesign.org

Center for Civic Design
civicdesign.org
@civicdesign