

# Designing ballot cure forms that invite voters to act

## Research report and recommendations

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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:

### Gender identification

- 5 Female
- 3 Male

### Race / Ethnicity

- 1 Asian
- 1 Black/African American
- 3 Caucasian
- 2 Latino/Hispanic
- 1 Mixed race

### Age range

- 2 18-24
- 4 25-34
- 1 35-44
- 1 45-54

### US region

- 3 East
- 3 Midwest
- 2 West

# 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.”*

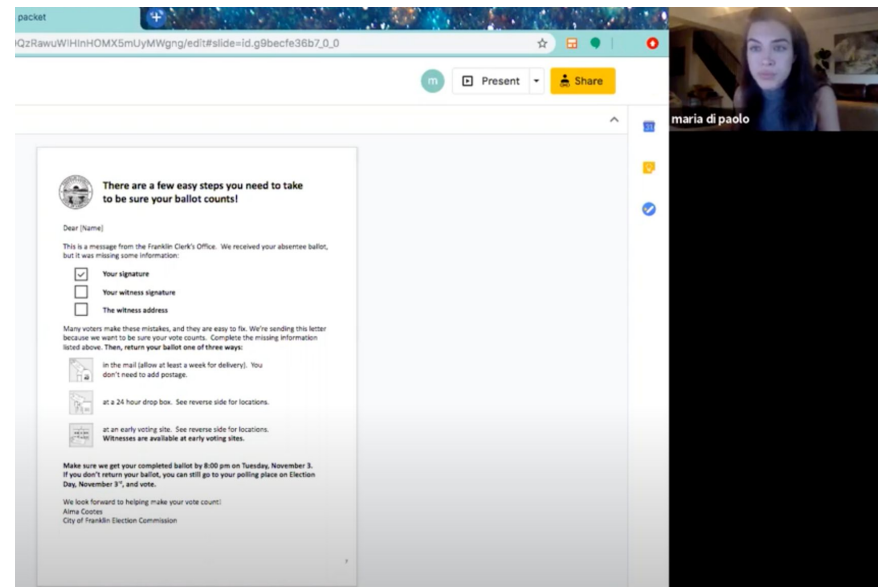
*“My family emphasized the importance of voting from a very early age. [...] I remember going around collecting signatures at age 12.”*

# 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.

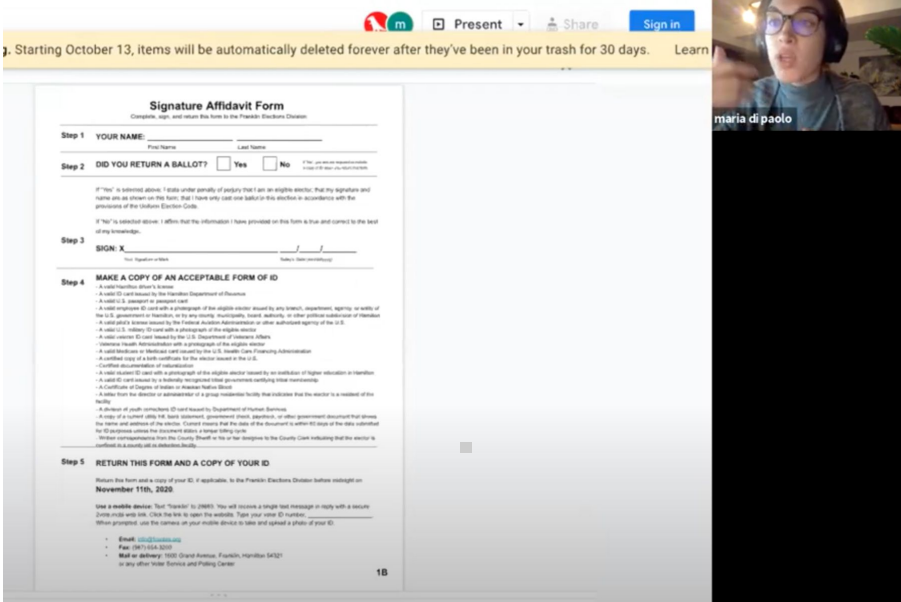


# How we tested

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.

Forms packet - Google X +

g9ab3bcf3a9\_0\_31

ome PeopleSoft Position... FMS Workday Support Services AdminApps GPF accounts | Busi... Analytics Reporting

forever after they've been in your trash for 30 days. Learn more Dismiss

**Your signature is missing on your vote-by-mail ballot envelope**

The Franklin 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 November 11, 2020 or submit the unsigned ballot envelope statement below. (Elections Code §5019)

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.
2. Use one of the following methods to return your statement:
  - Mail the statement to Franklin County Elections, 1800 Grand Avenue, Franklin, Hamilton 54221 so that it will reach us no later than 5pm, November 11, 2020. 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 (957) 954-2000 no later than 5pm, November 11, 2020.
  - Deliver the statement on Election Day to a polling place in Franklin County by 5pm, Tuesday, November 3, 2020 or
  - Drop the statement off on Election Day in a designated ballot drop box in Franklin County by 5pm, Tuesday, November 3, 2020.

**Unsigned ballot envelope statement**

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

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 18 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 Franklin County:**

Number & Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Franklin County Clerk/Elections • (957) 654-3210 • info@fvotes.org • www.fvotes.org 5

# Voter experience



# How the participants are voting in the 2020 election

Voting option	# of participants (out of 8)
Absentee/Mail-in	2
Early voting	2
Polling booth	2
Drop-off	1
Undecided	1

# 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.

**Your signature is missing on your vote-by-mail ballot envelope**

The Franklin 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** November 11, 2020 or submit the original ballot envelope statement below. (Elections Code §2076)

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

- Complete the statement below and make sure you sign your name.
- Use one of the following methods to return your statement:
  - Mail the statement to Franklin County Elections, 1600 Grand Avenue, Franklin, Hamilton 54221 so that it will reach us no later than **5pm**, November 11, 2020. Make sure you have sufficient postage. You may also deliver the statement to our office or have someone else deliver it for you.
  - FAK the statement to (987) 654-3210 no later than **5pm**, November 11, 2020.
  - Queue the statement on Election Day in a polling place in Franklin County by **5pm**, Tuesday, November 3, 2020 or
  - Drop the statement on Election Day in a designated ballot drop box in Franklin County by **5pm**, Tuesday, November 3, 2020.

**Unsigned ballot envelope statement**

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

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 once based on this election. I understand that if I cannot or attempt any fraud in connection with voting, or if I fail or attempt fraud or attempt to aid or abet fraud in connection with voting, I may be considered in violation of the requirements for 16 months or less of active parole. I understand that my failure to sign this statement means that my vote-by-mail ballot will be invalid.

**Voter's Signature:**

X \_\_\_\_\_ Date: \_\_\_\_\_

If the voter cannot sign his/her name, have the voter make a mark on the box above and then the address signifier below.

**Address where you live in Franklin County:**

Number & Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Franklin County Clerk/Elections • (987) 654-3210 • info@fcoelections.org • www.fcoelections.org

**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 (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 5:00 pm on **Tuesday, November 3, 2020**. If you don't return your ballot, you will lose your polling place on **Election Day, November 3<sup>rd</sup>**, and vote.

We look forward to helping make your vote count!

Alison Cochrane  
 City of Franklin 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 3rd day after the election. If not, your ballot may not count.

**Provide identification**

Provide a current, valid ID that includes your name and photo.

**Form 1**

- Completed driver license
- Completed State ID card
- Completed ID issued by Dept of Highway Safety and Motor Vehicle
- US Passport
- US Military ID
- Military service member's uniform, neighborhood association, or public institution ID
- College or university ID
- Student ID card issued by a U.S. Dept. of Education school
- Hamilton County's County-issued license or passport
- Employment ID card issued by the federal, state, or local government, or by the Federal Government, the state, or a county or municipality

**Form 2**

- Bank statement
- Government check
- Government document including your identification
- CPF

**Sign the affidavit**

I am a qualified voter in this election and request my vote of the Hamilton County ballot.

Print your name, the county, your home address, and sign your name.

• 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 once based on this election.  
 • Understand that if I cannot or attempt any fraud or attempt to aid or abet fraud in connection with voting, or if I fail or attempt fraud or attempt to aid or abet fraud in connection with voting, I may be considered in violation of the requirements for 16 months or less of active parole.  
 • Understand that my failure to sign this affidavit means that my vote-by-mail ballot will be invalid.

Your name \_\_\_\_\_  
 The county you live in \_\_\_\_\_  
 Your address \_\_\_\_\_  
 Your age (year) \_\_\_\_\_  
 X \_\_\_\_\_

**Return Form and requested materials**

1. Drop off or mail the envelope to 1600 Grand Avenue, Franklin, Hamilton 54221

2. Fax the form and attachments to (987) 654-3210 or email to info@fcoelections.org

Remember, our information must reach the Registrar of Voters, Alison Cochrane, by 5:00 pm on the 3rd day after the election, or your ballot will not count.

Choose one of the following options:

1. Drop off or mail the envelope to 1600 Grand Avenue, Franklin, Hamilton 54221

2. Fax the form and attachments to (987) 654-3210 or email to info@fcoelections.org

3. Mail the form and attachments to Box 1600, Franklin, Hamilton 54221

Remember, our information must reach the Registrar of Voters, Alison Cochrane, by 5:00 pm on the 3rd day after the election, or your ballot will not count.

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

Form No. 1-21 Provided by the Registrar of Voters 09/20/21

After your ballot distribution is complete, Date this form was sent \_\_\_\_\_

Valentia Voter  
 1234 Rockwood Street  
 Franklin, Hamilton 14220

**Help us count your ballot**

When you returned your ballot, some of the required information was missing. Because of this missing or incomplete 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. For the missing information and return this form to your county elections office. You can:

- Deliver the completed form to the county board of elections office by **Tuesday, November 20, 2020** (no later than 5 p.m. after the election).
- Mail the completed form so it is postmarked by **Tuesday, November 20, 2020** and received at the board of elections by **November 21, 2020.**

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

**Reason 1:**

Your proof of identity was missing or did not match your voter registration record. Please provide at least one of the following:

**Proof of identity missing**

- Your Hamilton County Voter's Name and Address card is not current.
- Valid 4-digit or more Social Security Number (S.S.N.) S.S.N.
- At least 3 copies of either:
  - A current, valid photo identification or military identification, DM
  - A utility bill, bank statement, government check, paycheck, or other government document that contains your name and current address, dated within the past 30 months.

(This cannot be done if your registration method is a board of elections.)

**Reason 2:**

There was no signature, or it did not match your voter registration record. Please sign again.

X \_\_\_\_\_

**Reason 3:**

You did not print your name, or it did not match your voter registration record. Please print your name clearly.

Name missing or did not match \_\_\_\_\_

**REGISTRAR OF VOTERS**  
 1600 Grand Avenue  
 Franklin, Hamilton 54221  
 987 654 3210  
 FAX 987 654 3210  
 www.fcoelections.org

Dear Voter,

We have determined 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 ensure that your vote-by-mail ballot will be counted, the Registrar Verification Statement must be received by the Registrar of Voters no later than 5:00 p.m., the day after the verification of the election.

The Registrar Verification Statement must be received by the Registrar of Voters no later than 5:00 p.m., the day after the verification of the election.

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

Please the Registrar Verification Statement into a mailing envelope addressed to the Registrar of Voters, 1600 Grand Avenue, Franklin, Hamilton 54221. Mail, deliver, or have the completed Registrar Verification Statement delivered to our office. Be sure there is sufficient postage on the envelope and that the address is correct.

If you do not wish to send the Registrar Verification Statement by mail or have a delivery, you may submit your completed Registrar Verification Statement to the Registrar of Voters at (987) 654-3210, by email to info@fcoelections.org or drop off your completed statement at any Center before 5 p.m. on Election Day.

If you have any questions, call the Registrar of Voters office at (987) 654-3210.

**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 cannot or attempt any fraud or attempt to aid or abet fraud in connection with voting, or if I fail or attempt fraud or attempt to aid or abet fraud in connection with voting, I may be considered in violation of the requirements for 16 months or less of active parole.

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

Voter's Signature \_\_\_\_\_

Residence Address \_\_\_\_\_

**Franklin Elections Division**  
 1234 Rockwood Street  
 Franklin, Hamilton 14220

**Valentia Voter**  
 1234 Rockwood Street  
 Franklin, Hamilton 14220

Dear VALENTIA,

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

Hamilton Elections Law requires us to compare the signature on your return envelope with the signature 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, November 11, 2020. If you indicate that you have not voted a ballot, or you fail to return the form, we will not count your ballot.

**Return the affidavit using one of these methods:**

**Use your mobile device to cure your ballot!**

- Text "Valentia" to (518) 662-1662. You will receive a text message to reply with a secure Zixcode web link.
- Call the toll-free number (800) 634-3210.
- Text your voter ID, VOTER\_ID\_#.
- Complete and mail the affidavit form to your address.

If prompted, use the same text or mobile device to make and upload a photo of your ID.

\*Remember, message rates apply. You will receive only one message. Mail will not count, and neither will sending your mobile number or address.

**Or complete the enclosed form and send it back by:**

Email to info@fcoelections.org  
 Fax to (987) 654-3210 or  
 Mail in the postage-paid return envelope provided.

If your ballot contained a signature that was not on file, we will not count the discrepancy for investigation.

If you have questions, please contact our office at (987) 654-3210. We are open Monday through Friday (except high holidays) between the hours of 9:00 AM-5:00 PM.

Sincerely,  
 Franklin Elections Division

Document ID: (987) 654-3210 | info@fcoelections.org | info@fcoelections.org

# What participants said

**Your signature is missing on your vote-by-mail ballot envelope**

The Franklin 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 November 11, 2020 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.
2. Use one of the following methods to return your statement:
  - Mail the statement to Franklin County Elections, 1600 Grand Avenue, Franklin, Hamilton 54321 so that it will reach us no later than 5pm, November 11, 2020. 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 (987) 654-3200 no later than 5pm, November 11, 2020.
  - Deliver the statement on Election Day to a polling place in Franklin County by 8pm, Tuesday, November 3, 2020 or
  - Drop the statement off on Election Day in a designated ballot drop box in Franklin County by 8pm, Tuesday, November 3, 2020.

**Unsigned ballot envelope statement**

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

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:
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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 Franklin County:**

\_\_\_\_\_  
Number & Street

\_\_\_\_\_  
City State Zip

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Form A

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."*

# What participants said






**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 (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 3<sup>rd</sup>, and vote.**

We look forward to helping make your vote count!  
Alma Cootes  
City of Franklin Election Commission

Form B

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



**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:**

**Tier 1**

- Hamilton driver license
- Hamilton ID issued by Dept of Highway Safety and Motor Vehicles
- US passport
- Debit or credit card
- Military, student, retirement center, neighborhood association, or public assistance ID
- Veteran health ID card issued by U.S. Dept. of Veterans Affairs
- Hamilton 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.

**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:**

**Tier 2**

- Current utility bill
- Bank statement
- Government check
- Paycheck
- Government document (excluding voter information card)

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**Sign the affidavit**

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

**2**

I am a qualified voter in this election and registered voter of the Hamilton County below.

- 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.
- 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.
- 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 \_\_\_\_\_

Voter, sign here

X

---

**Return form and requested materials**

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.

**3**

**Choose one of the following options**

- 📍 Drop it off, or have someone else take it to **1600 Grand Avenue, Franklin, Hamilton 54321**
- 📠 Fax this form and attachments to **(987) 654-3200** or email to **info@fcvotes.org**
- ✉ Mail this form and attachments to **PO Box 1600, Franklin, Hamilton 54321**
- 📞 Our phone number is **(987) 654-3210**

Form C

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."*

*"I don't understand Tier 1 and Tier 2 - how they are different from each other?"*

*"The email option should be on it's 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?"*



# What participants said

Form No. 11-S Prescribed by the Secretary of State (08-17)  
Absent voter's ballot identification supplement

Date this form was sent \_\_\_\_\_

Valentina Voter  
1234 Residence Street  
Franklin, Hamilton 54320

### 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 at the county board of election office by Tuesday, November 10, 2020 (the 7<sup>th</sup> 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:**  
**Proof of identity missing**

**Your proof of identity was missing or did not match your voter registration record.**  
Please provide at least one of the following:

- Your Hamilton driver's license number (2 letters followed by 6 numbers) \_\_\_\_\_
- Last 4 digits of your Social Security Number XXX-XX-\_\_\_\_\_
- 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 12 months.  
(You cannot use a notice of voter registration mailed by a board of elections)

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**Reason 2:**  
**Missing or incorrect signature**

**There was no signature, or it did not match your voter registration record.**  
Please sign here:  
X \_\_\_\_\_

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**Reason 3:**  
**Name missing or did not match**

**You did not print your name, or it did not match your voter registration record.**  
Please print your name clearly:  
\_\_\_\_\_

Form D

## 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



**REGISTRAR OF VOTERS**  
1600 Grand Avenue  
Franklin, Hamilton 54321  
(987) 654-3210  
FAX (987) 654-3200  
fcvotes.org

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 54321. 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) 654-3210, by email to [info@fcvotes.org](mailto:info@fcvotes.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) 654-3210.

**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

Form E

## 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.'"*

# What participants said

Franklin Election Division  
1600 Grand Avenue  
Franklin, Hamilton 54321

Hon. Alma Cootes  
Franklin Clerk & Recorder  
Public Trustee



VALENTINA VOTER  
1234 RESIDENCE STREET  
FRANKLIN, HAMILTON 54320

Dear VALENTINA,

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

Hamilton 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, 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.

**Return the affidavit using one of these methods:**

**Use your mobile device to cure your ballot!**

1. Text "franklin" to 2-VOTE (8683). You will receive a single text message in reply with a secure 2vote.mobi web link.
2. Click the link to open the website.
3. Type your Voter ID: «VOTER\_ID»
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.

\*Standard messaging rates apply. You will receive only one message. We will NOT sell, rent, trade or exchange your mobile number or information.

**Or complete the enclosed form and send it back by:**

Email to [info@fcvotes.org](mailto:info@fcvotes.org);  
Fax to (987) 654-3200; or  
Mail in the postage-paid return envelope provided.

If your ballot contained a signature that was not verifiable, and you do not affirm on the enclosed form that you voted a ballot, we will turn over this discrepancy to the District Attorney's Office for investigation.

If you have questions, please contact our office at (987) 654-3210. We are open Monday through Friday (except legal holidays) between the hours of 8 AM-5 PM for your convenience.

Sincerely,  
Franklin Elections Division

fcvotes.org | (987) 654-3210 | info@fcvotes.org | #FranklinVotes

Form F

## 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



## Least favored



Franklin Election Division  
1600 Grand Avenue  
Franklin, Hamilton S4321

Hon. Alma Cootes  
Franklin Clerk & Recorder  
Public Trustee

VALENTINA VOTER  
1234 RESIDENCE STREET  
FRANKLIN, HAMILTON S4320

Dear VALENTINA,

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

Hamilton 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, 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.

Return the affidavit using one of these methods:

**Use your mobile device to cure your ballot!**

- Text "Franklin" to 2-VOTE (8683). You will receive a single text message in reply with a secure 2vote.mobi web link.
- Click the link to open the website.
- Trace your voter ID: X-VOTE\_ID\_
- Complete and sign the Affidavit Form on your device.
- If prompted, use the camera on your mobile device to take and upload a photo of your ID.

\*Standard messaging rates apply. You will receive only one message. We will NOT sell, rent, trade or exchange your mobile number or information.

Or complete the enclosed form and send it back by:

Email to [info@votes.org](mailto:info@votes.org)  
Fax to (987) 654-3200; or  
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If your ballot contained a signature that was not verifiable, and you do not affirm on the enclosed form that you voted a ballot, we will turn over this discrepancy to the District Attorney's Office for investigation.

If you have questions, please contact our office at (987) 654-3210. We are open Monday through Friday (except legal holidays) between the hours of 8 AM-5 PM for your convenience.

Sincerely,  
Franklin Elections Division

votes.org | (987) 654-3210 | info@votes.org | #FranklinVotes

**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 (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 10. If you don't return your ballot, you can still go to your polling place on Election Day, November 3<sup>rd</sup>, and vote.**

We look forward to helping make your vote count!  
Alma Cootes  
City of Franklin Election Commission

**REGISTRAR OF VOTERS**  
1600 Grand Avenue  
Franklin, Hamilton S4321  
(987) 654-3210  
FAX (987) 654-3200  
fvotes.org

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.

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If you have any questions, call the Registrar of Voters' office at (987) 654-3210.

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**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 \_\_\_\_\_

Form No. 13-F Prescribed by the Secretary of State (SR-17)  
Absent voter's ballot identification supplement

Date this form was sent \_\_\_\_\_

Valentina Voter  
1234 Residence Street  
Franklin, Hamilton S4320

**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 at the county board of election office by Tuesday, November 10, 2020 (the 7<sup>th</sup> 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:**  
**Proof of identity missing**

Your proof of identity was missing or did not match your voter registration record. Please provide at least one of the following:

- Your Hamilton driver's license number (2 letters followed by 6 numbers) \_\_\_\_\_
- Last 4 digits of your Social Security Number XXX-XX-\_\_\_\_
- 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 12 months.*(You cannot use a notice of voter registration mailed by a board of elections)*

**Reason 2:**  
**Missing or incorrect signature**

There was no signature, or it did not match your voter registration record. Please sign here: \_\_\_\_\_

**Reason 3:**  
**Name missing or did not match**

You did not print your name, or it did not match your voter registration record. Please print your name clearly: \_\_\_\_\_



# 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.

*"The form should have a [seal] on it to make it look more official. To me 'official' means having [seal], letterhead, or something that identifies it with the BOE."*

*"[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.”*

# Make the dates transparent



**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.



**Franklin Election Division**  
1600 Grand Avenue  
Franklin, Hamilton 54321

Hon. Alma Cootes  
Franklin Clerk & Recorder  
Public Trustee

VALENTINA VOTER  
1234 RESIDENCE STREET  
FRANKLIN, HAMILTON 54320

Date sent (mm/dd/yyyy)

### 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.mobi web link. Standard messaging rates apply. You will receive only one message. We will NOT sell, rent, trade or exchange your mobile number or information.
- Email to [info@fcvotes.org](mailto:info@fcvotes.org)
- Fax to (987) 654-3200
- Mail in the postage-paid return envelope provided

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Sincerely,  
Franklin Elections Division

---

**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**

Print name \_\_\_\_\_ Date sent (mm/dd/yyyy) \_\_\_\_\_


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

fcvotes.org | (987) 654-3210 | info@fcvotes.org | #FranklinVotes

# Form recommendations

## 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



**Franklin Election Division**  
1600 Grand Avenue  
Franklin, Hamilton 54321

**Hon. Alma Cootes**  
Franklin Clerk & Recorder  
Public Trustee

VALENTINA VOTER  
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Franklin Elections Division

---

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

**Voter, sign here**

Print name \_\_\_\_\_ Date sent (mm/dd/yyyy) \_\_\_\_\_

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

fcvotes.org | (987) 654-3210 | info@fcvotes.org | #FranklinVotes

# 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

 Franklin Election Division  
1600 Grand Avenue  
Franklin, Hamilton 54321

Hon. Alma Cootes  
Franklin Clerk & Recorder  
Public Trustee

VALENTINA VOTER  
1234 RESIDENCE STREET  
FRANKLIN, HAMILTON 54320

Date sent (mm/dd/yyyy)

### 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.

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Sincerely,

Franklin Elections Division

Voter, sign here

Print name

Date sent (mm/dd/yyyy)


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

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# 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

 Franklin Election Division  
1600 Grand Avenue  
Franklin, Hamilton 54321

Hon. Alma Cootes  
Franklin Clerk & Recorder  
Public Trustee

VALENTINA VOTER  
1234 RESIDENCE STREET  
FRANKLIN, HAMILTON 54320

Date sent (mm/dd/yyyy)

### Help us count your ballot

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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**

**X**

**Print name** \_\_\_\_\_ **Date sent (mm/dd/yyyy)** \_\_\_\_\_

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

fcvotes.org | (987) 654-3210 | info@fcvotes.org | #FranklinVotes

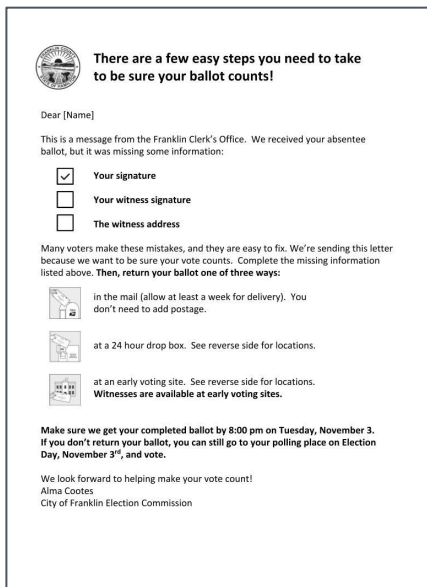
# Appendix



# Participant breakdown

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

# Form interest breakdown






**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

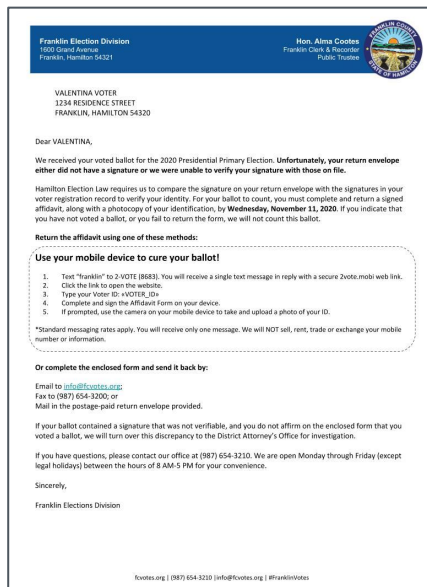
Many voters make these mistakes, and they are easy to fix. We're sending this letter because we want to be sure your vote counts. Complete the missing information listed above. **Then, return your ballot one of three ways:**

-  in the mail (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 3<sup>rd</sup>, and vote.**

We look forward to helping make your vote count!  
Alma Coates  
City of Franklin Election Commission

**B**



Franklin Election Division  
1500 Grand Avenue  
Franklin, Hamilton 54321

Hon. Alma Coates  
Franklin Clerk & Recorder  
Public Trustee

VALENTINA VOTER  
3234 RESIDENCE STREET  
FRANKLIN, HAMILTON 54320

Dear VALENTINA,

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Hamilton Election Law requires us to compare the signatures 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, 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.

**Return the affidavit using one of these methods:**

**Use your mobile device to cure your ballot!**

1. Text "franklin" to 2VOTE (8883). You will receive a single text message in reply with a secure 2vote.mobi web link.
2. Click the link to open the website.
3. Type your Voter ID #VOTES\_ID#
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.

\*Standard messaging rates apply. You will receive only one message. We will NOT sell, rent, trade or exchange your mobile number or information.

**Or complete the enclosed form and send it back by:**

Email to [info@franklinvotes.org](mailto:info@franklinvotes.org)  
 Fax to (987) 654-3210 or  
 Mail in the postage-paid return envelope provided.

If your ballot contained a signature that was not verifiable, and you do not affirm on the enclosed form that you voted a ballot, we will turn over this discrepancy to the District Attorney's Office for investigation.

If you have questions, please contact our office at (987) 654-3210. We are open Monday through Friday (except legal holidays) between the hours of 8 AM-5 PM for your convenience.

Sincerely,  
Franklin Elections Division

franklinvotes.org | (987) 654-3210 | info@franklinvotes.org | #franklinvotes

**F**

Participant no.	Favorite	Least
CF01	B	A
CF02	B	E
CF03	F	C
CF04	F	D
CF05	B	D
CF06	B	E
CF07	F	B
CF08	F	D

# Form appearance breakdown

order of appearance in packet

Participant no.	1st	2nd	3rd	4th	5th	6th
CF01	A	B	C	D	E	F
CF02	C	F	A	B	E	D
CF03	E	D	A	B	C	F
CF04	C	B	E	F	A	D
CF05	B	D	A	E	F	C
CF06	A	B	C	D	E	F
CF07	E	A	F	C	D	B
CF08	F	E	D	A	B	C

# Original, unadapted pages

## 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.
2. Use one of the following methods to return your statement:
  - 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 831-454-2445 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 & Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

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



## 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 3<sup>rd</sup>, and vote.**

We look forward to helping make your vote count!  
Claire Woodall-Vogg  
City of Milwaukee Election Commission

# Original, unadapted pages



**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.**

<p><b>Provide identification</b></p> <p>Send a copy or email a photo</p>	<p><b>Provide a current, valid ID</b> that includes your name and photo. It could be:</p> <p><b>Tier 1</b></p> <ul style="list-style-type: none"> <li>• Florida driver license</li> <li>• Florida ID issued by Dept of Highway Safety and Motor Vehicles</li> <li>• US passport</li> <li>• Debit or credit card</li> <li>• Military, student, retirement center, neighborhood association, or public assistance ID</li> <li>• Veteran health ID card issued by U.S. Dept. of Veterans Affairs</li> <li>• Florida license to carry a concealed weapon or firearm</li> <li>• Employee ID card issued by any branch, department, agency, or entity of the Federal Government, the state, a county, or a municipality.</li> </ul> <p><b>Tier 2</b></p> <ul style="list-style-type: none"> <li>• Current utility bill</li> <li>• Bank statement</li> <li>• Government check</li> <li>• Paycheck</li> <li>• Government document (excluding voter information card)</li> </ul>	<p><b>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:</b></p>
<p><b>Sign the affidavit</b></p> <p>Print your name, the county you live in, your, address, and sign your name</p>	<p>I am a qualified voter in this election and registered voter of the Florida County below.</p> <p>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.</p> <p>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.</p> <p>I understand that my failure to sign this affidavit means that my vote-by-mail ballot will be invalidated.</p> <p>Your name _____</p> <p>The county you live in _____</p> <p>Your address _____</p> <p>Voter, sign here</p> <div style="border: 1px solid black; padding: 5px; width: 150px; margin-left: 20px;"> <span style="font-size: 2em; font-weight: bold; float: left; margin-right: 5px;">X</span> _____         </div>	
<p><b>Return form and requested materials</b></p> <p>Remember, your information must reach the Escambia County Supervisor of Elections <b>no later than 5 pm on the 2nd day after the election</b>, or your ballot will not count.</p>	<p><b>Choose one of the following options</b></p> <p><input type="checkbox"/> Drop it off, or have someone else take it to <b>213 Palafox Place, 2nd Floor, Pensacola FL 32502</b></p> <p><input checked="" type="checkbox"/> Fax this form and attachments to <b>(850) 595-3914</b> or email to <b>soe@escambianvotes.com</b></p> <p><input type="checkbox"/> Mail this form and attachments to <b>PO Box 12601, Pensacola FL 32591</b></p> <p><input type="checkbox"/> Our phone number is <b>(850) 595-3900</b></p>	

Form No. 13-5 Prescribed by the Secretary of State (08-17)  
Absent voter's ballot identification supplement

Date this form was sent \_\_\_\_\_

Valentina Voter  
1234 Residence 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 at the county board of election office by Tuesday, November 10, 2020 (the 7<sup>th</sup> 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.

<p><b>Reason 1:</b></p> <p><b>Proof of identity missing</b></p>	<p><input type="checkbox"/> <b>Your proof of identity was missing or did not match your voter registration record.</b></p> <p>Please provide at least one of the following:</p> <ul style="list-style-type: none"> <li>• Your Ohio driver's license number (2 letters followed by 6 numbers) _____</li> <li>• Last 4 digits of your Social Security Number X X X - X X - _____</li> <li>• Attach a copy of either:               <ul style="list-style-type: none"> <li>• A current, valid photo identification or military identification, OR</li> <li>• A utility bill, bank statement, government check, paycheck, or other government document that contains your name and current address, dated within the past 12 months. <i>(You cannot use a notice of voter registration mailed by a board of elections)</i></li> </ul> </li> </ul>
<p><b>Reason 2:</b></p> <p><b>Missing or incorrect signature</b></p>	<p><input type="checkbox"/> <b>There was no signature, or it did not match your voter registration record.</b></p> <p>Please sign here:</p> <p>X _____</p>
<p><b>Reason 3:</b></p> <p><b>Name missing or did not match</b></p>	<p><input type="checkbox"/> <b>You did not print your name, or it did not match your voter registration record.</b></p> <p>Please print your name clearly:</p> <p>_____</p>

# Original, unadapted pages



**REGISTRAR OF VOTERS**  
1300 South Grand Avenue, Bldg. C  
Santa Ana, California 92705  
(714) 567-7600  
FAX (714) 567-7644  
ocvote.com

**NEAL KELLEY**  
Registrar of Voters  
Mailing Address:  
P. O. Box 11298  
Santa Ana, California 92711

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, 1300 S. Grand Avenue, Bldg. C, Santa Ana, CA 92705. 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 (714) 567-7644, by email to [ocvoter@rov.ocgov.com](mailto:ocvoter@rov.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**

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

Denver Elections Division  
200 W 14th Ave, Ste 100  
Denver, CO 80204



Hon. Paul D. López  
Denver Clerk & Recorder  
Public Trustee



<<DATE>>

«FIRST\_NAME» «LAST\_NAME»  
«EFF\_BALLOT\_ADDRESS\_1»  
«EFF\_BALLOT\_ADDRESS\_2»  
«EFF\_BALLOT\_ADDRESS\_3»  
«EFF\_BALLOT\_CITY», «EFF\_BALLOT\_STATE» «EFF\_BALLOT\_ZIPCODE»  
«EFF\_BALLOT\_COUNTRY»

Dear «FIRST\_NAME»,

We received your voted ballot for the 2020 Presidential Primary Election. Unfortunately, your return envelope either 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 11<sup>th</sup>, 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 "denver" to 2-VOTE (8683). You will receive a single text message in reply with a secure 2vote.mobi web link.
  2. Click the link to open the website.
  3. Type your Voter ID: «VOTER\_ID»
  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.
- \*Standard messaging rates apply. You will receive only one message. We will NOT sell, rent, trade or exchange your mobile number or information.

Or complete the enclosed form and send it back by:

- Email to [mailballots@denvergov.org](mailto:mailballots@denvergov.org);
- Fax to 720-913-8600; or
- Mail in the postage-paid return envelope provided.

If your ballot contained a signature that was not verifiable, and you do not affirm on the enclosed form that you voted a ballot, we will turn over this discrepancy to the District Attorney's Office for investigation.

If you have questions, please contact our office at 720-913-8683, option 8. We are open Monday through Friday (except legal holidays) between the hours of 8 AM-5 PM for your convenience.

Sincerely,

Denver Elections Division

DenverVotes.org | 720-913-8683 (option 8) | mailballots@denvergov.org | #DenverVotes  
720-913-VOTE (8683) | DenverVotes.org | /DenverElections  
elections@denvergov.org | DenverClerkandRecorder.org | /DenverElections #DenverVotes

**Signature Affidavit Form**

Complete, sign, and return this form to the Denver Elections Division

**Step 1 YOUR NAME:** First Name \_\_\_\_\_ Last Name \_\_\_\_\_

**Step 2 DID YOU RETURN A BALLOT?**  Yes  No If "No", you are not required to include a copy of ID when you return this form.

If "Yes" is selected above, I state under penalty of perjury that I am an eligible elector; that my signature and name are as shown on this form; that I have only cast one ballot in this election in accordance with the provisions of the Uniform Election Code.

If "No" is selected above, I affirm that the information I have provided on this form is true and correct to the best of my knowledge.

**Step 3 SIGN:** X \_\_\_\_\_  
Your Signature or Mark Today's Date (mm/dd/yyyy)

**Step 4 MAKE A COPY OF AN ACCEPTABLE FORM OF ID**

- A valid Colorado driver's license
- A valid ID card issued by the Colorado Department of Revenue
- A valid U.S. passport or passport card
- A valid employee ID card with a photograph of the eligible elector issued by any branch, department, agency, or entity of the U.S. government or Colorado, or by any county, municipality, board, authority, or other political subdivision of Colorado
- A valid pilot's license issued by the Federal Aviation Administration or other authorized agency of the U.S.
- A valid U.S. military ID card with a photograph of the eligible elector
- A valid veteran ID card issued by the U.S. Department of Veterans Affairs
- A valid Medicare or Medicaid card issued by the U.S. Health Care Financing Administration
- A certified copy of a birth certificate for the elector issued in the U.S.
- Certified documentation of naturalization
- A valid student ID card with a photograph of the eligible elector issued by an institution of higher education in Colorado
- A valid ID card issued by a federally recognized tribal government certifying tribal membership
- A Certificate of Degree of Indian or Alaskan Native Blood
- A letter from the director or administrator of a group residential facility that indicates that the elector is a resident of the facility
- A division of youth corrections ID card issued by Department of Human Services
- A copy of a current utility bill, bank statement, government check, paycheck, or other government document that shows the name and address of the elector. Current means that the date of the document is within 90 days of the date submitted for ID purposes unless the document states a longer billing cycle
- Written correspondence from the County Sheriff or his or her designee to the County Clerk indicating that the elector is confined in a county jail or detention facility.

**Step 5 RETURN THIS FORM AND A COPY OF YOUR ID.**

## For more information:

[hello@civicdesign.org](mailto:hello@civicdesign.org)

Center for Civic Design

[civicdesign.org](http://civicdesign.org)

[@civicdesign](https://www.instagram.com/civicdesign)