



Memorandum

TO: State and Local Election Officials
FROM: U.S. Election Assistance Commission
DATE: February 2024
RE: Update to United States Postal Service Change of Address Process

Millions of Americans move each year, and many utilize the mail forwarding provided by the United States Postal Service (USPS). Many state or territorial election offices subscribe to National Change of Address (NCOA) data to keep voters' address information current, often passing address update information to local election offices for processing. In the [2022 Election Administration and Voting Survey \(EAVS\)](#), 67.9% of states indicated that they use NCOA reports to identify voters who may have moved.

As of May 31, 2023, the USPS [now requires](#) all customers using their change of address service to provide proof of identity, whether online or in-person. This change, intended to protect customer information and safeguard against identity fraud, may require those using mail forwarding services to complete additional steps for identity verification if the USPS cannot verify their identity automatically. Given the widespread use of NCOA data to inform voter file list maintenance, election administrators should be aware of the requirement and its potential impact on an important data source. Impacts to NCOA data volume are unknown at this time, but some election officials may experience a reduction in the quantity of NCOA data due to the new change of address requirements. However, election officials can expect the quality of NCOA data to improve with this change since identity verification will decrease the possibility of fraudulent transactions.

While most voters will still be able to use the USPS' change of address service, those unable to provide identity verification will no longer be eligible. Consider the following additional best practices to keep voters' address information current:

- **Utilize all available sources to update voter addresses allowable by law**
State law may authorize the use of various sources to update voter lists, such as motor vehicle records, death records from health departments, vital statistics, or the Social Security Administration, specific disqualifying criminal convictions from state or federal courts, online registration updates, third party commercial data, and notices from other election officials.
- **Provide your local post office(s) with voter registration forms**
Post offices [are allowed](#) to display voter registration and absentee ballot request forms in the lobby area of retail facilities if space allows.
- **Remind voters about address updates in voter-facing materials**
Include information about the need for address updates in voter mailings or other communications. Annual events like birthdays or holidays provide an ideal opportunity to target voters who may have moved in the past year.

- **Utilize the USPS' Address Correction Service (ACS)**

[ACS](#) is a paid service that provides information on undeliverable mail in an electronic format, including address updates and/or the reason mail could not be delivered.

- **Regularly review incoming data to check for unexpected changes**

Reviewing incoming data from third party data providers for unexpected changes in the volume or type of data received can help identify service interruptions or other issues.

Per USPS, there are two ways to change an address: Online or In Person

Online	In Person
<p>Change of address requests can be submitted online at: https://moversguide.usps.com/</p> <p>To improve online security and mitigate potential fraud, a multi-factor process for online Change of Address requests is required:</p> <ol style="list-style-type: none"> 1. A mobile phone number verification may be required, and a One-Time-Passcode or verification link will be texted to your cell phone. 2. A \$1.10 credit card identity verification fee will be charged to your credit card. The billing address on the credit card must match either the old or the new address used in the COA request. Prepaid cards and gift cards are not accepted. <p>If online identity verification is not successful, you will be directed to eligible Post Office™ locations able to verify your identity in person.</p> <p>An email address is required for online COA submission. Military addresses are eligible; if you are moving from a military address, your email address must end in .gov, .mil, or .edu.</p> <p><u>Military</u> customers moving from an APO/FPO/DPO should work with military officials to change their address and assist with mail forwarding.</p> <p><u>International</u> addresses (moving to an international address) are not eligible for an online change of address. Please visit a Post Office to request a change of address to an international address.</p> <p>Online changes of address may not be possible for persons acting as authorized agents for minor children, those unable to act for themselves and deceased persons. You may have to submit the change of address in person and provide documentation</p>	<p>If your online identity verification was not successful, or if you do not wish to complete a change of address online, you may complete a change of address in person at a Post Office.</p> <p>Online Identity Verification Failure: You will receive an email with instructions and a barcode to verify your identity in person at a Post Office. See below for required identification.</p> <p>At a Post Office: Request a change of address form from a Retail clerk at a Post Office. Please bring one of the following photo identifications with you that is current and unexpired:</p> <ul style="list-style-type: none"> • State issued driver's license or non-driver's license identification card (name and address must match the old or new address on your request) • Uniformed Services Identification Card (requires a secondary form of identification) • U.S. Passport (requires a secondary form of identification) <p>Secondary Forms of Identification: It is recommended that you bring a secondary form of identification with you, such as:</p> <ul style="list-style-type: none"> • Lease, mortgage or deed of trust • Voter or vehicle registration card • Home or vehicle insurance policy or card <p>The name and address on any secondary identification must match the old or new address on your change of address request.</p>

Source: United States Postal Service: <https://faq.usps.com/s/article/Change-of-Address-The-Basics>

Additional Resources

- Best practices and further guidance on voter list maintenance can be found here: [https://www.eac.gov/sites/default/files/electionofficials/VoterList/Best Practices Voter List Maintenance V1_508.pdf](https://www.eac.gov/sites/default/files/electionofficials/VoterList/Best_Practices_Voter_List_Maintenance_V1_508.pdf)
- Additional information about the Change of Address program, including ID verification, is available on the USPS website here: <https://faq.usps.com/s/article/Change-of-Address-The-Basics>
- More general information about Election Mail can be found here: <https://about.usps.com/what/government-services/election-mail/>
- Contact information for your regional USPS election mail representative can be found here: <https://about.usps.com/what/government-services/election-mail/welcome.htm#resources>