



# VOTING SOLUTIONS FOR ALL PEOPLE

**NEW**

## VOTE BY MAIL FREQUENTLY ASKED QUESTIONS

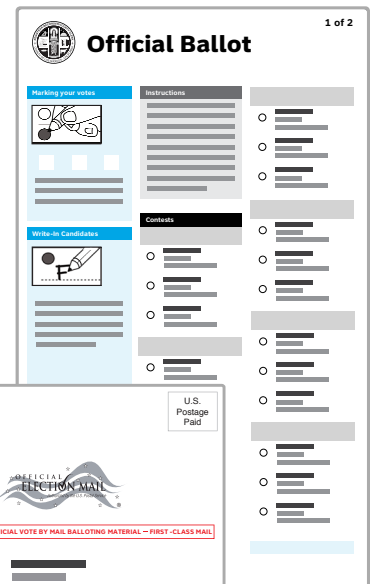
### Q WHY THE CHANGE?

- ▲ To improve your voting experience making it more accessible and convenient. The ballot(s) are easier to read and easier for you to mark your selections. The November 6, 2018 General Election is the first election in which voters will receive the new Vote by Mail (VBM) materials.

### Q WHAT DOES THE NEW VBM BALLOT LOOK LIKE?

- ▲ VBM materials include full face ballot cards that contain all the information needed to vote. Depending on the size of the election and the number of contests on the ballot, the VBM packet may contain multiple cards with contests on the front and the back (see sample on the right).

If you request election materials in a language other than English, you will receive a VBM ballot in the language that you requested along with an English facsimile to assist you in voting.

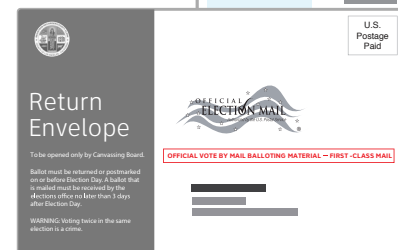


### Q HOW MANY STAMPS DO I NEED TO MAIL MY BALLOT VIA U.S. POSTAL SERVICES (USPS)?

- ▲ None. Postage is pre-paid for all Vote by Mail voters in Los Angeles County.

### Q HOW CAN I RETURN MY VBM BALLOT?

- ▲ You can return your VBM ballot via the USPS, just drop it in the mailbox, no postage required. If you would like to deliver it directly to us, you can drop it off at a Drop-Off location or at any voting location on Election Day. No matter how you return it, don't forget to sign and date your return envelope.



### Q WHEN DO VBM BALLOTS BEGIN BEING MAILED?

- ▲ We begin mailing out VBM ballots 29 days before Election Day. Voters registered as Permanent VBM will begin receiving their ballots a few days after mailing. One time requests will be processed daily and should be received within a few days of the request. For the November 6, 2018 General Election, we will begin mailing materials by October 9, 2018.

### Q WHAT DO I NEED TO FILL OUT THE VBM BALLOT?

- ▲ The VBM ballots must be filled in with black or blue ink.

### Q WHAT DOES THE NEW VBM ENVELOPE LOOK LIKE?

- ▲ VBM envelopes that are issued from the Los Angeles County Registrar's office include the following notice on the front of the envelope: Official Election Mail Authorized by the U.S. Postal Service. Additionally, you will find the County seal on every envelope. For questions or concerns regarding VBM, please call 1-800-815-2666, option 2.





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### Q DO I HAVE TO RETURN ALL THE BALLOT CARDS FOR MY SELECTIONS TO BE COUNTED?

▲ We encourage you to return all ballot cards. However, not returning all the ballot cards will not impact votes cast on the ballot cards you did send back.

### Q WHAT SHOULD I DO IF I DAMAGE OR LOSE MY VBM BALLOT CARDS?

▲ If you damage or lose one or more of your ballot cards, you can request replacement materials up to 7 days prior to Election Day. If a replacement is requested, we will send a brand new VBM packet. If it is less than 7 days before Election Day, please contact our office at (800) 815-2666, option 2.

### Q HOW CAN I REQUEST A VBM BALLOT?

▲ You can request a VBM ballot online at [LAvote.net](https://LAvote.net) or by filling out and returning the back cover of the sample ballot booklet to the Los Angeles County Registrar's office.

### Q HOW DO I REQUEST A VBM BALLOT IN A LANGUAGE OTHER THAN ENGLISH?

▲ Call the Los Angeles County Registrar's multilingual services section at (800) 815-2666, option 3 to request election materials in another language.

### Q WHAT SHOULD I DO WITH MY FIRST SET OF VBM MATERIALS IF I REQUESTED A NEW SET?

▲ Write "Void" on all of the old materials and discard them.

### Q WHAT HAPPENS IF THE SIGNATURE ON THE RETURN ENVELOPE IS MISSING OR DOESN'T MATCH WHAT'S ON FILE?

▲ The Los Angeles County Registrar's office will mail an Unsigned Ballot Oath form for you to fill out and sign. You will have up to 8 days after Election Day to return the form to our office for your ballot to be counted.

### Q CAN I TRACK MY VBM BALLOT?

▲ Yes, just like our current VBM process, voters can track their ballots online at [LAvote.net](https://LAvote.net).

### Q WHERE CAN I LEARN MORE ABOUT THE NEW VBM EXPERIENCE?

▲ Visit [VSAP.lavote.net](https://VSAP.lavote.net) to learn more about the research and design that went into the new VBM experience.

