Texas Secretary *of* State
ELECTIONS DIVISION

CORRECTIVE ACTION PHONE SCRIPT

If mailing a notice isn't feasible, the EVBB may notify voters by phone or email to help them cure defects by the sixth day after Election Day. Use the script below for phone calls. **Note:** Immediately after the call or voicemail, log the voter's information, defect, and contact method on Roster of Voters with Defective Carrier Envelopes – Notified by Phone or Email (Form 10-29). Be sure to update the roster with the final cure method once resolved.

Introduction

"Hello, my name is **[Your Name]**, and I am calling as a member of the **[County]** Early Voting Ballot Board regarding the **[Election Name]**. May I speak with **[Voter's Full Name]**?"

Verify Identity

"Before we discuss your ballot, I need to confirm I am speaking with the correct person. Could you please verify your voter registration address and confirm that you requested a ballot by mail for this election?"

Note: The voter must state this you. Do not provide this information to them. If they cannot verify, do not proceed with details of the defect.

State the Defect

"Thank you. Your ballot was received, but the **[County]** Early Voting Ballot Board found a defect on the carrier envelope that prevents us from accepting it. Specifically:" **[Select the Applicable Defect Below]**

- **Missing Signature:** "The envelope was not signed."
- **Missing ID:** "Your identification number was missing or did not match."
- **Witness Info:** "The witness section on the envelope was not fully completed."

Solution to the Defect

"You have until the sixth day after Election Day, which is **[Date]**, to fix this so your vote can be counted. Which one of these four options works best for you?

1. You can visit the Ballot by Mail Tracker website at www.votetexas.gov/voting-by-mail/track-my-ballot.html to submit your missing details;
2. You can visit the Early Voting Clerk's office at **[Address]** to correct the envelope;
3. We can mail you a 'Corrective Action Form' to complete and return to us by mail or through carriers like UPS, FedEx, DHL, or a local service; or
4. You can choose to cancel your ballot by mail and instead vote in person during early voting or on election day."

Verification and Closing

"Thank you for your time today. Do you have any questions for me? **[Pause for Questions]** If you want to verify any information or have any questions, you may call the Early Voting Clerk's office. Would you like that phone number? **[Provide Phone Number, If Requested]** Thank you again for speaking with me and have a great rest of the **[Day/Evening]**."

Voicemail Protocol

"Hello, this is the **[County]** Early Voting Ballot Board calling for **[Voter's Name]**. There is an issue with your mail-in ballot envelope that needs to be fixed by the sixth day after election day for your vote to count. Please call the Early Voting Clerk's office at **[Phone Number]** as soon as possible for instructions. Thank you."

Note: Do not provide any details related to a voter's personally identifiable information on a voicemail or with a person who is not the voter.