

# Call Center Script Notes

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## Tier 1 – Questions about legitimacy

### Why did I get this postcard?

A new state law requires the Election Commission to contact Wisconsin residents who have a driver license or a state ID card, but who may not be registered to vote. The purpose of the mailing is to encourage people to register early instead of waiting in line on Election Day.

### How do I know this isn't an identity theft scam?

This mailing is required by state law, and was recently approved by the Wisconsin Elections Commission. There have been numerous stories on TV, radio and newspapers about the mailing. If you have concerns about providing personal information over the telephone or the internet, you are welcome to contact your local municipal clerk's office. Can I get you your clerk's name and contact information?

### Where did you get my name?

The Elections Commission got your name and address from the Wisconsin Division of Motor Vehicles. We compared the list of people with driver licenses and state ID cards to the voter registration list. If we could not find your name on the voter registration list, you got a postcard.

If you are registered to vote and still got a postcard, it is possible there is a typo in your records, but don't worry because it does not affect your ability to vote.

### This postcard came to someone who is deceased

I'm very sorry you received this postcard. The names on our mailing list came from the Wisconsin Division of Motor Vehicles, and it is possible that their name has not been removed from the list yet. Sometimes it can take a while for state agencies to be notified when someone dies. May I have the individual's name and date of birth? I will make sure the appropriate agencies get this information.

### I have committed a felony, can I register?

Wisconsin law does **not** allow individuals to vote while they are serving a felony sentence, including any probation or parole. When you have completed your sentence and are "off paper," you can register to vote. (Please refer to WEC for direction for their specific circumstances).

### The person on this postcard doesn't live here anymore.

I'm sorry you received this card. You may disregard it.

### Why are you wasting taxpayer money on this?

State law requires sending out the mailing to both encourage voter registration and improve the accuracy of voter lists. The cost of this mailing was offset by a \$150,000 grant from the Pew Charitable

Trusts. One of the goals of the program is to reduce the cost of voter registration as a way to save taxpayers money in the long run.

### **Are you trying to suppress the vote by removing people from the voter list?**

This postcard will not be used to remove anyone from the voter registration list. If you do not wish to register to vote at this time, it will not prevent you from registering later if you change your mind. If you are already registered to vote, it may be because your name has been misspelled or your birthdate is wrong. But you do not need to worry because this does not affect your right to vote. If there is a discrepancy, we encourage you to contact your municipal clerk's office at your convenience to sort things out.

### **My name is spelled wrong on this postcard.**

I'm sorry your information is incorrect. This may mean that the Division of Motor Vehicles has a typographical error. May I have your correct name and date of birth so we can see if you are registered to vote? [ Look up the voter in MyVote]

- If you cannot find them, give voter instructions on how to register. Send form if desired. Refer them to DMV to correct their name: "You may want to contact the DMV to have your information corrected." Provide DMV phone #.
- If you can find them in MyVote: "It looks like you are currently registered and you do not need to do anything further. You may want to contact the DMV to have your information corrected." Provide DMV phone #.

**If caller is not satisfied with any of these answers, escalate to Elections Commission Staff.**

## **Tier 2 – Questions about registration**

### **How do I register to vote?**

I can help you with that. You have a couple of options, but first I need to ask you a few questions.

- Do you have a computer with internet access and a printer?
  - YES -- You can use [myvote.wi.gov](http://myvote.wi.gov) to fill out a registration form online, which you can print out and sign. Then you can send it to your municipal clerk's office along with a copy of a proof of residence document.
  - YES, but I don't want to put my personal information online – Your information on MyVote is very secure, but if you don't feel comfortable doing it online you have other options.
  - NO – That's OK, you have other options. (Go to next question.)
- Can I mail you a voter registration form to fill out? When you're done, you can send it by mail to your local municipal clerk's office before October 19.

- YES – Can I get your name and mailing address?
  - Take the caller’s information and tell him/her that a voter registration form will be mailed out shortly.
- NO – That’s OK, you have other options. (Go to next question)
- Can I give you the address and telephone number of your local municipal clerk’s office where you can go and register?
  - YES – Look up municipal clerk information and provide it to caller.
  - NO – OK, you have one more option to register. (Go to next question)
- Would you like information about registering to vote on Election Day?
  - YES – provide information about registering. Look up polling place information in MyVote.
  - NO – There are no other options. You can go to the website, I can mail you a form, you can go to the clerk’s office, or you can register on Election Day.

### Am I eligible to register to vote?

- Are you a US Citizen?
  - YES – Great. (go to next questions)
  - NO – You must be a US Citizen to vote. The DMV does not always know whether someone is a US Citizen. You can disregard the postcard for now and if you do become a citizen, you can register then.
- Are you 18 years old or will be 18 by November 8, 2016?
  - YES – Thank you. (go to next question)
  - NO – You must be at least 18 years old on Election Day in order to register to vote.
- Are you currently serving a felony sentence, including any probation or parole?
  - YES – I’m sorry, but Wisconsin law does not permit people who are currently serving a felony sentence to vote. When you have completed your sentence and are “off paper,” you can register to vote. (Please refer to WEC for direction for their specific circumstances).
  - I WAS CONVICTED OF A FELONY, BUT I SERVED MY SENTENCE – If you have had your voting rights restored after serving a felony sentence, you may register to vote. (Please refer to WEC for direction for their specific circumstances).
  - NO – Thank you. Your felony conviction does not prevent you from voting once you have completed your sentence and are “off paper,” so you can register to vote.

**If caller is not satisfied with any of these answers, escalate to Elections Commission Staff.**

## Tier 3 – Caller claims to be registered to vote

### I'm registered to vote – why did you send me this postcard?

A new state law requires the Election Commission to contact Wisconsin residents who have a driver license or a state ID card, but who may not be registered to vote. We compared the list of people with driver licenses and state ID cards to the voter registration list. If we could not find your name on the voter registration list, you got a postcard. It is possible the computer was not able to make a correct match for some reason, like a difference in the way your name is spelled, or maybe a mistake in your birthdate.

- Let me look you up in our system. Can you give me your first and last name and date of birth?
  - Search in MyVote first. If voter is found but has an inactive status: “It looks like you were registered but are not currently because of (click on status reason hyperlink and provide the reason to the voter). Would you like to re-register?” Give voter instructions on how to register. Send form, if desired.
  - If voter is found in MyVote and appears to be active: “It looks like you are currently registered and you do not need to do anything further. There may have been some sort of typographical error that caused you to get this card. Is there anything else I can do to help you?”
    - If they want further information on why they got the card if they were already registered, refer to representative with WisVote access.
    - If they are satisfied with the answer, thank them and end the call.
    - Refer to local clerk.
    - Look up clerk contact info based on the jurisdiction where the voter is registered in WisVote.
  - If voter is not found in MyVote: “Let me transfer you to someone who can look into your voter record and see why you received this card.” Refer to representative with WisVote Access
    - Look up voter in WisVote. You may need to search more broadly to find the voter in WisVote.
      - If voter is inactive: “It looks like you were registered but are not currently because of (provide the status reason to the voter). Would you like to re-register?” Give voter instructions on how to register. Send form, if desired.
      - If voter is active: “I’d like to verify your information to determine if there was some sort of typographical error that made it look like you weren’t registered.” Have voter provide spelling of name, reiterate date of birth, and provide driver license number or last 4 SSN, depending on what is on their voter record.
        - If personal information appears to be correct: “Your voter record appears to be correct and you are registered. Please disregard this card.”

- If personal information is not correct: “It looks like there may be a typographical error on your record, but you are registered. (if it is a name issue, tell the voter what the issue is). I will forward this information to your municipal clerk who can correct your record. They may be in touch with you if they need further information. What is the best way to reach you?”  
Collect contact information as well as the data that needs to be corrected and provide to WEC for referral to clerk.
- If the voter is not found in WisVote after searching broadly: “I am not able to find your voter record. Would you like to re-register?” Give voter instructions on how to register. Send form if desired. If voter insists they are registered – escalate to WEC.

**If caller is not satisfied with any of these answers, escalate to Elections Commission Staff.**