



Texas Secretary of State  
ELECTIONS DIVISION



# Overview of Corrective Action

Fall Webinar Series 2026



## Question

- Was a copy of this presentation was included in the email reminder that was sent out earlier today?
  - Yes, just click the link in email invite and a copy of the slides will become available.



## Topics

Correcting Applications for Ballot By Mail

ID Requirements on Carrier Envelopes

Process for EVBB and SVC

Possible Scenarios Regarding Carrier Envelopes

Notifying Voters of Defects

Correcting Defects

Early Voting Clerk Notifying Voters of Defects to Carrier Envelopes

Impacts on FPCA Voters



## Resources Available

### Election Advisories

- [No. 2023-13](#) - NEW LAW: Senate Bill 1599 – Changes to the Corrective Action Process for Defects on Application for a Ballot by Mail and Carrier Envelope
- [No. 2025-11](#) - Registering a Voter who is Part of a Confidentiality Program

### Handbooks

- [Early Voting Ballot Board](#)
- [Signature Verification Committee](#)
- [Election Judges and Clerks Handbook](#)

### Forms

- [Election Forms Index](#)



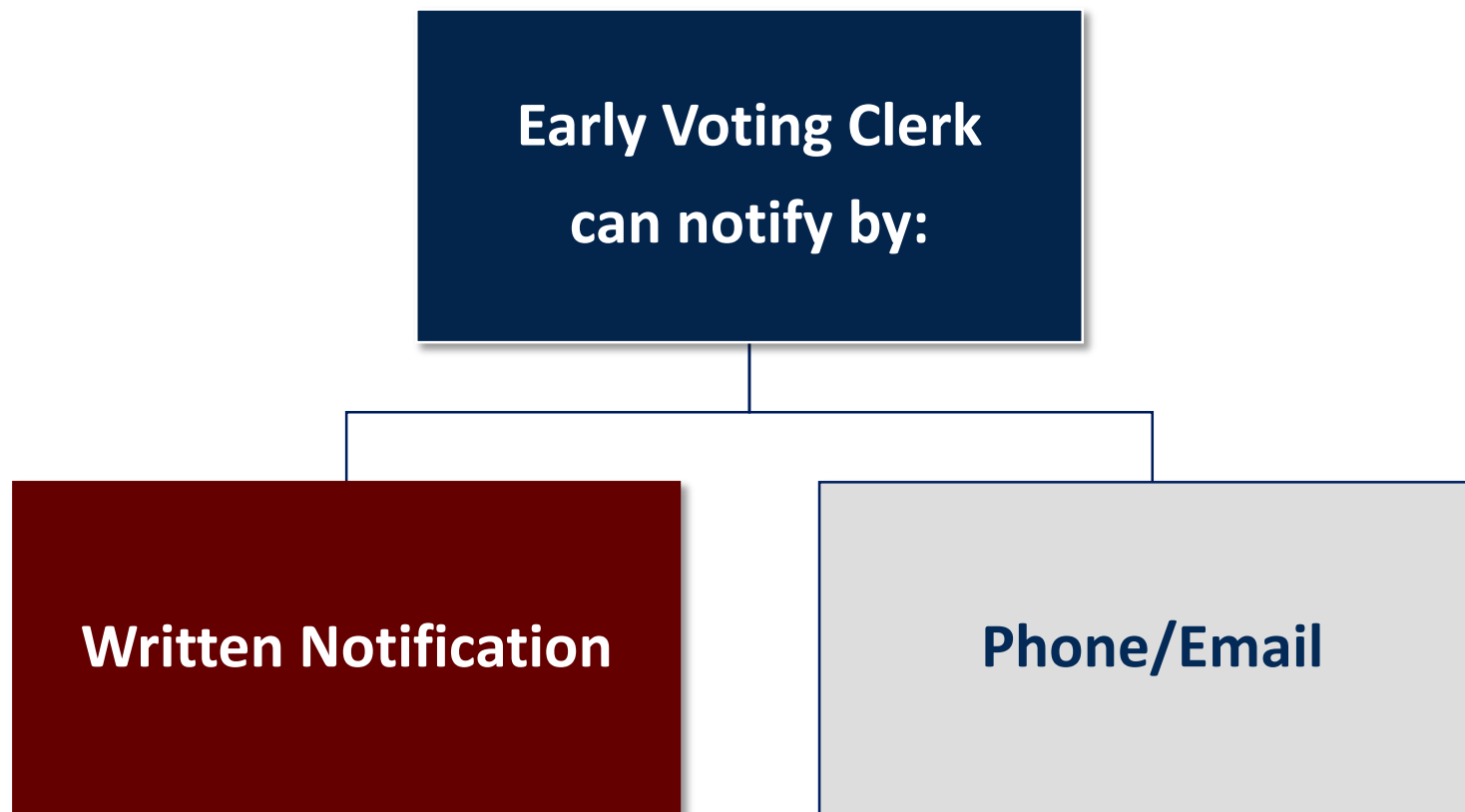
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# Correcting ABBMs



## Notifying a Voter





# Early Voting Clerk Written Notification

- Not later than the **second day** after the EV clerk discovers a defect on an ABBM, the clerk shall determine if it would be possible for the voter to correct the defect and return an application form by mail before the 11th day before election day.
- If the EVC determines that it would be possible for the voter to correct the defect and return the ABBM before the 11th day before election day, the EVC shall mail a Notice of Rejected ABBM to the voter notifying them of the defect and include a new ABBM form, when applicable.
  - [Notice of Rejected ABBM](#) (Form 6-2)
  - [Notice of Rejected ABBM Containing Defect that May be Corrected Online](#) (Form 6-3)



# Early Voting Clerk Written Notification

6-2  
Prescribed by Secretary of State  
Sections 84.002, 86.0015, 86.008, Texas Election Code  
9/2023

**NOTICE OF REJECTED APPLICATION FOR BALLOT BY MAIL**

Your Application for a Ballot by Mail has been received and reviewed. A voter is not entitled to vote an early voting ballot unless the application complies with all legal requirements. Please be advised that your Application for Ballot by Mail has been rejected by law and the Early Voting Clerk has placed a checkmark next to the reason(s) that your application was rejected:

1. Your application was received earlier than the 60th day before an election to be held in January or February of the new voting year.
2. Your application was not properly delivered to the Early Voting Clerk.
3. Your application was received after the deadline to apply for a ballot by mail for the current election. The deadline for receiving the application was \_\_\_\_/\_\_\_\_/\_\_\_\_ (Date)  
(Check if appropriate):  
\_\_\_\_/our Annual Application for a Ballot by Mail will be considered valid for all other elections (for which you are eligible) held this year and for which the application was submitted before the deadline.  
\_\_\_\_/ou have requested a ballot for the runoff election. If one is to be held, your application is valid for that election.
4. Your application indicated that you are 65 years of age or older or have a disability. The address you requested the ballot be mailed to is not associated with your voter registration information as either your residence address or the designated mailing address. If you want your ballot mailed to an address other than your residence or mailing address associated with your voter registration information, you must designate it as either the address of a hospital, nursing home, long term-care facility, retirement center or that of a relative. If a relative, you must state the relationship to the relative.
5. You indicate you are voting by mail due to a disability, but the application that was submitted did not include the following affirmation: "I have a sickness or physical condition that prevents me from appearing at the polling place on election day without a likelihood of needing personal assistance or injuring my health." This affirmation is required by Texas Election Code Section 84.002(c).
6. You indicate you are voting by mail due to expected absence from the county, but you did not provide an address outside the county. When voting by mail on the ground of expected absence from the county, your ballot must be mailed to an address outside the county.
7. When voting by mail due to confinement in jail or due to involuntary civil commitment, the address to which your ballot is to be mailed must be that of the jail/civil commitment facility or a relative. Your application did not indicate either address.
8. Your application was not signed or the application contained an electronic signature. Your application must contain a physical signature in ink.
9. The witness who signed your application did not:  
\_\_\_\_ (a) indicate a relationship on your application;  
\_\_\_\_ (b) indicate that you were unable to make your mark in lieu of your signature; or  
\_\_\_\_ (c) provide his or her printed name or residence address.
10. Your application did not indicate the reason you are eligible to vote by mail.
11. You did not indicate a party preference. In order to vote in a primary election, you must indicate your party preference. (Check if appropriate):  
\_\_\_\_/ou have submitted an Annual Application for a Ballot by Mail. You will receive ballots for all other elections held this year other than the Primary or Primary Runoff Election. Please submit a new Application for a Ballot by Mail if you wish to vote by mail in the Primary or Primary Runoff election.
12. Your application did not include your residence address.
13. According to the records of the voter registrar, you are not currently registered to vote or, if you have applied, your registration will not be effective on or before Election Day.
14. The Early Voting Clerk could not determine for which election you applied to vote by mail.
15. Your application was initially submitted by fax or email, but an original hardcopy of the application was not received by mail within four business days of the faxed or emailed application.
16. Your application did not contain your Texas Driver's License Number, Texas Personal Identification Card Number, Texas Election Identification Certificate Number, the last 4 digits of your Social Security Number, or the number provided did not match your voter registration record.
17. Your voter registration record does not have a Texas Driver's License Number, Texas Personal Identification Number, Election Identification Certificate Number or the last 4 digits of a Social Security Number associated with it. However, you did not mark the selection which provides that the applicant has not been issued one of these numbers.\*
18. Other: \_\_\_\_\_

A new Application for a Ballot by Mail must be received no later than \_\_\_\_/\_\_\_\_/\_\_\_\_.

6-3  
Prescribed by Secretary of State  
Sections 86.0015, 86.008, Texas Election Code  
9/2023

**NOTICE OF REJECTED APPLICATION FOR BALLOT BY MAIL CONTAINING A DEFECT THAT MAY BE CORRECTED ONLINE**

Your Application for a Ballot by Mail has been received and reviewed. A voter is not entitled to vote an early voting ballot unless the application complies with all legal requirements. Please be advised that your Application for Ballot by Mail has been rejected by law and the Early Voting Clerk has placed a checkmark next to the reason that your application was rejected:

1. Your application indicated that you are 65 years of age or older or have a disability. The address you requested the ballot be mailed to is not associated with your voter registration information as either your residence address or the designated mailing address. If you want your ballot mailed to an address other than your residence or mailing address associated with your voter registration information, you must designate that it is either the address of a hospital, nursing home, long term-care facility, retirement center or that of a relative. If a relative, you must state the relationship to the relative.
2. You indicate you are voting by mail due to a disability, but the application that was submitted did not include the following affirmation: "I have a sickness or physical condition that prevents me from appearing at the polling place on election day without a likelihood of needing personal assistance or injuring my health." This affirmation is required by Texas Election Code Section 84.002(c).
3. You indicate you are voting by mail due to expected absence from the county, but you did not provide an address outside the county. When voting by mail on the ground of expected absence from the county, your ballot must be mailed to an address outside the county.
4. When voting by mail due to confinement in jail or due to involuntary civil commitment, the address to which your ballot is to be mailed must be that of the jail/civil commitment facility or a relative. Your application did not indicate either address.
5. Your application did not indicate the reason you are eligible to vote by mail.
6. You did not indicate a party preference. In order to vote in a primary election, you must indicate your party preference. (Check if appropriate):  
\_\_\_\_/ou have submitted an Annual Application for a Ballot by Mail. You will receive ballots for all other elections held this year other than the Primary or Primary Runoff Election.
7. Your application did not include a residence address.
8. Your application did not contain your Texas Driver's License Number, Texas Personal Identification Card Number, Texas Election Identification Certificate Number, the last 4 digits of your Social Security Number, or the number provided did not match your voter registration record.

**To Correct the Defect Online Please See Below:**

The defect noted above may be corrected online using the Secretary of State's Ballot by Mail Tracker at [www.votetexas.gov](http://www.votetexas.gov).

\*You must correct the defect online no later than \_\_\_\_/\_\_\_\_/\_\_\_\_.

**To utilize the Ballot by Mail tracker, you must enter your name and:**

- Texas Driver's License number or Texas Personal Identification Card number;
- The Last 4 digits of your Social Security Number; AND
- Your Date of Birth

In order to use the Ballot by Mail Tracker, the information listed above must be associated with your voter registration record.

**IF YOU TAKE NO ACTION TO CORRECT THE DEFECT BY THE DEADLINE REFERENCED ABOVE, THIS IS THE ONLY NOTICE YOU WILL RECEIVE THAT YOUR APPLICATION FOR A BALLOT BY MAIL WAS FINALLY REJECTED.**





# Early Voting Clerk Notification by Phone or Email

- If the EVC determines that it would NOT be possible for the voter to correct the defect and return a new ABBM before the deadline:
  - May notify the voter of the defect by telephone or email
  - Inform voter that they may:
    - Come to the early voting clerk's office to correct the defect;
    - Submit a new ABBM form;
    - Utilize the Ballot by Mail Tracker, if applicable, to correct the defect.



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# Correcting Defects to ABBM's Online



# What Can Be Corrected Online?

Voter fails to include disability affirmation required under Section 84.002 of the Code.

Voter submits an application for ballot by mail on the ground of expected absence from the county but does not provide an address outside of the county.

Voter submits an application for ballot by mail on the ground of confinement in jail or due to involuntary civil commitment but does not provide the address of the jail/civil commitment facility or a relative.

Voter did not indicate the reason they are eligible to vote by mail on the application.

Voter did not indicate a party preference, which is required if the voter is voting by mail in a primary election.



# What Can Be Corrected Online?

Voter did not provide a residence address on the application.

Voter did not provide their required personal identification number or indicate they do not have a number.

Voter indicated that they are 65 years of age or older or have a disability as the ground for voting by mail. **The address to which the voter requested the ballot be mailed is not associated with the voter's registration information as either their residence address or the designated mailing address.**



## Reminder

- To access the ballot by mail tracker voters must have:
  - Name;
  - DOB;
  - Last four of SSN; and
  - Texas Drivers License or Personal ID number

**Sec. 86.015. ELECTRONIC TRACKING OF APPLICATION FOR BALLOT VOTED BY MAIL OR BALLOT VOTED BY MAIL.** (a) The secretary of state shall develop or otherwise provide an online tool to each early voting clerk on the secretary's Internet website and on the county's Internet website if the early voting clerk is the county clerk of a county that maintains an Internet website that enables a person who submits an application for a ballot to be voted by mail to:

(1) track the location and status of the person's application and ballot; and

(2) receive notice of and, if possible, correct a defect in the person's application and ballot under Sections 86.008(c-1), 86.011(j), 87.0271(e-1), and 87.0411(e-1).

(b) The online tool developed or provided under Subsection (a) must require the voter to provide, before permitting the voter to access information described by that subsection:

(1) the voter's name and date of birth and the last four digits of the voter's social security number; and

(2) the voter's:

(A) driver's license number; or

(B) personal identification card number issued by the Department of Public Safety.



# Question on Correcting Defects online?

- Can voters correct their defect by sending us an email with their updated information?
  - No, the voters must use the ballot tracker.



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# ID Requirements on Carrier Envelopes



## Envelope Open – Inside Flap

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>REQUIRED INFORMATION:</b> YOU MUST PROVIDE ONE OF THE FOLLOWING NUMBERS AND IT MUST BE ASSOCIATED WITH YOUR VOTER REGISTRATION RECORD.<br><b>INFORMACIÓN REQUERIDA:</b> DEBE PROPORCIONAR UNO DE LOS SIGUIENTES NÚMEROS Y DEBE ESTAR ASOCIADO CON SU REGISTRO DE VOTANTE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <p>Texas Driver's License or Texas Personal Identification Card or Election Identification Certificate Number issued by the Texas Department of Public Safety (NOT your Voter Registration VUID#) (Número de Licencia de Conducir de Texas o Número de Tarjeta de Identificación Personal de Texas o Certificado de Identificación Electoral expedida por el Departamento de Seguridad Pública de Texas) (NO ES el número de su Registro Electoral VUID#)</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | <p>If you do not have a Texas Driver's License or Personal Identification Card or a Texas Election Identification Certificate Number, give the last 4 digits of your Social Security Number (Si no tiene una Licencia de Conducir de Texas o una Tarjeta de Identificación Personal de Texas o Certificado de Identificación Electoral de Texas, proporcione los 4 últimos dígitos de su número de Seguro Social)</p>                                                                                                                                                                                                                                                                                                |
| _____                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | XXX-XX-_____                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>CONTACT INFORMATION (INFORMACIÓN DE CONTACTO):</b> Phone (Teléfono): _____ Email (Correo Electrónico): _____                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>SEAL ENVELOPE AND SIGN OVER SEALED FLAP (SELLE EL SOBRE Y FIRME SOBRE LA SOLAPA SELLADA)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <p><b>Oath of Person Assisting Voter:</b> "I swear (or affirm) under penalty of perjury that the voter I am assisting represented to me they are eligible to receive assistance; I will not suggest, by word, sign, or gesture, how the voter should vote; I will prepare the voter's ballot as the voter directs; I did not pressure or coerce the voter into choosing me to provide assistance; I am not the voter's employer, an agent of the voter's employer, or an officer or agent of a labor union to which the voter belongs; I will not communicate information about how the voter has voted to another person; and I understand that if assistance is provided to a voter who is not eligible for assistance, the voter's ballot may not be counted." <b>Juramento de la Persona Asistiendo al Votante:</b> "Yo juro (o afirmo) bajo pena de perjurio que el votante al que estoy asistiendo me representó que es elegible para recibir asistencia; no sugeriré, con palabra, señal, o gesto, como debe votar el votante; prepararé la boleta del votante según lo indique el votante; no presioné ni coaccioné al votante para que me eligiera como asistente; no soy el empleador del votante, un agente del empleador del votante, o un oficial o agente de un sindicato al cual el votante pertenece; no comunicaré información sobre cómo el votante ha votado a otra persona; y entiendo que si se proporciona asistencia a un votante que no es elegible para recibir asistencia, la boleta del votante podría no ser contada."</p> | <p><b>SIGNATURE OR MARK OF VOTER (FIRMA O MARCA DEL VOTANTE)</b></p> <p>_____</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <p><b>If you are an assistant, provide information below:</b> (Si usted es un asistente o testigo, marque la casilla correcta y proporcione su información):</p> <p><b>Did you receive compensation or other benefit from a candidate, campaign or political committee in exchange for providing assistance?</b> Circle one: Yes No<br/><b>¿Recibí compensación u otro beneficio de un candidato, campaña o comité político a cambio de brindar asistencia?</b> Marque con un Círculo: Sí No</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <p><b>Completed by Early Voting Clerk (Completado por el Secretario de Votación Adelantada)</b></p> <p><b>Name of Election (Nombre de Elección):</b> _____</p> <p><b>Name of Voter (Nombre del votante):</b> _____</p> <p><b>Date of Election (Fecha de Elección):</b> ____/____/____</p>                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <p><b>Printed Name (Nombre en letra de molde)</b> _____ <b>Signature (Firma)</b> _____</p> <p><b>Relationship to Voter (Relación al votante)</b> _____ <b>Street Address (Domicilio residencial)</b> _____</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <p><b>Instructions to Witness:</b> You are serving as a witness for _____ (name of voter). You must complete the section below if you witness the mark of the voter, or if the voter cannot make a mark. If the voter cannot make a mark, check here _____.<br/><b>(Instrucciones al Testigo:</b> Usted está sirviendo como testigo para _____ (nombre del votante). Debe completar la sección a continuación si es testigo de la marca del votante, o si el votante no puede hacer una marca. Si el votante no puede hacer una marca, marque aquí _____.)</p> <p><b>Signature (Firma)</b> _____ <b>Printed Name (Nombre en letra de molde)</b> _____</p> <p><b>Street Address (Domicilio residencial)</b> _____</p> |

The voter must add their personal identification information to the Carrier Envelope



## Key Points to Remember

Voters are not required to provide both types of identification numbers.

If a voter provides both numbers, only one number has to match the VR record.

The secrecy flap may be opened by the early voting clerk's staff for processing.

Be mindful with these carrier envelopes, as they have personally identifiable information that needs to be guarded.

Carrier envelopes are not public information at this point in the election process.



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# Process for EVBB/SVC



## Early Voting Ballot Board

- Not later than the ninth day before election day, the jacket envelopes containing early voting ballots voted by mail **must** be delivered to the EVBB
- All counties and local political subdivisions may begin meeting at any time they have ballots to review
  - First meeting must take place not later than the ninth day
- **This is regardless of population size**

Sec. 87.0222. TIME OF DELIVERY: BALLOTS VOTED BY MAIL. (a) Except as provided by Subsection (a-1), **not later than the ninth day before election day, the jacket envelopes containing early voting ballots voted by mail shall be delivered to the board.**

(a-1) Any jacket envelopes of early voting ballots voted by mail returned after delivery of the ballots under Subsection (a) may be delivered to the presiding judge of the early voting ballot board between the end of the ninth day before election day and the closing of the polls on election day, or as soon after closing as practicable, at the time or times specified by the presiding judge.

(b) The early voting clerk shall post notice of each delivery of balloting materials under this section that is to be made before the time for opening the polls on election day. The notice shall be posted at the main early voting polling place continuously for at least 24 hours immediately preceding the delivery.



## Question

- Does the EVBB have to meet by the 9th day even if we don't have any ballots?
  - Yes, the law requires that you meet at least once by the 9<sup>th</sup> day before election day regardless of whether you have received ballots.



# ID Comparison Requirements

The EVBB shall only accept a ballot if the personal identification information (such as SSN or TXDL) matches the voter registration record.

The SVC/EVBB is matching the information on the carrier envelope to the VR record.

The number on the carrier envelope does not have to be the same number on the ABBM – it must only match the VR record.



## Rebuttable Presumption

If the personal identification information provided matches the VR record, the signatures on the ABBM and the carrier envelope are rebuttably presumed to be those of the voter.

Presumption may be rebutted by presenting other past signatures on file with the EVC or voter registrar.

The EVBB/SVC shall compare signatures regardless of whether the rebuttable presumption exists.





## Question

- Can Poll Watchers challenge the acceptance of a signature or any actions taken by the EVBB or SVC during the course of their regular meetings?
  - No, but remember that they can point out any election irregularity.



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# Possible Scenarios Regarding Carrier Envelopes



## Possible Scenarios – Carrier Envelopes

**Scenario 1:** Voter provides a personal identification number on the carrier envelope that matches the number in the voter's voter registration record. Can this be accepted?

**Yes,** in this scenario your SVC or your ballot board has completed that verification of the voter's PII information.





## Possible Scenarios – Carrier Envelopes

**Scenario 2:** Voter provides a personal identification number on the carrier envelope that matches the number in the voter's voter registration record, but it is a different type of number than what the voter listed on the ABBM. For example, a voter provided the last four digits of their social security number on the ABBM and a driver's license number on the carrier envelope. Can this be accepted?

**Yes,** because the voter's registration record contains both personal identification numbers, the SVC or EVBB is able to verify the voter's identity.





## Possible Scenarios – Carrier Envelopes

**Scenario 3:** Voter provides the last four digits of their social security number on the carrier envelope. The voter registration record contains a driver's license number and social security number. The SVC or EVBB is able to validate that the partial social security number on the carrier envelope matches the number in the voter's voter registration record. Can this be accepted?

**Yes,** in this case your ballot board or SVC was able to validate that the partial social security number on the carrier envelope matches the number in the voter's voter registration record.





## Possible Scenarios – Carrier Envelopes

**Scenario 4:** Voter indicates on the carrier envelope that they have not been issued any of the required personal identification numbers, and the voter's voter registration record does not contain any of these numbers. Can this be accepted?

**Yes,** the ballot board or SVC has completed that verification involving the PII and it has to rely on the signature comparison process for this particular case





## Possible Scenarios – Carrier Envelopes

**Scenario 5:** Voter provided one of the required personal identification numbers on the ABBM that matched the voter's voter registration record, but the voter does not include an identification number on the carrier envelope. Can this be accepted?

**No,** this is considered a defect.





## Possible Scenarios – Carrier Envelopes

**Scenario 6:** Voter provided one of the required personal identification numbers on the ABBM that matched the voter's voter registration record, but the voter indicates on the carrier envelope that they have not been issued one of the applicable identification numbers. Can this be accepted?

**No**, this is another defect.





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# Notifying Voters of Defects to Carrier Envelope



# Meeting Requirements for EVBB/SVC

|                                                                                                   | First Day Mail Ballots<br>Can Be Reviewed                                                                                                                                     | Texas Election<br>Code Section |
|---------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|
| <b>Signature Verification<br/>Committee</b><br>(All counties and local<br>political subdivisions) | 20th day before election day                                                                                                                                                  | Sec. 87.027(f)                 |
| <b>Early Voting Ballot Board</b><br>(All counties and local<br>political subdivisions)            | May meet anytime after ballots<br>have been returned. If the EVBB<br>has not met by the 9th day before<br>election day, they must have their<br>first meeting on the 9th day. | Sec. 87.0222                   |



# SVC Corrective Action Process

- The following defects are eligible for correction when identified by the signature verification committee:
  - The voter did not sign the carrier envelope certificate.
  - The SVC cannot determine whether the signature on the carrier envelope is that of the voter.
  - The personal identification information required under Section 84.002(a)(1-a) (ABBM) or Section 86.002 (carrier envelope) was missing or contained incorrect information.





## SVC Corrective Action Process

- The following defects are eligible for correction when identified by the signature verification committee:
  - If a voter used a witness for completion of the carrier envelope, the witness information was incomplete.
  - *Note:* Incomplete information about an assistant cannot be corrected and will result in a rejected mail ballot, but the voter may still vote in person if otherwise eligible.





## EVBB Correction Action Process

- **The following defects are eligible for correction when identified by the early voting ballot board:**
  - The voter did not sign the carrier envelope certificate.
  - The EVBB cannot determine whether the signature on the carrier envelope is that of the voter.
  - The personal identification information required under Section 84.002(a)(1-a) (ABBM) or Section 86.002 (carrier envelope) was missing or contained incorrect information.





## EVBB Correction Action Process

- **The following defects are eligible for correction when identified by the early voting ballot board:**
  - If a voter used a witness for completion of the carrier envelope, the witness information was incomplete.
  - Incomplete information about an assistant cannot be corrected by the EVBB/SVC and will result in a rejected mail ballot, but the voter may still vote in person if otherwise eligible.





## EVBB Correction Action Process

- The following defects are eligible for correction when identified by the early voting ballot board:
  - The voter did not include the required Statement of Residence.
  - **Only the EVBB has the authority to open the sealed part of carrier envelope to determine if a Statement of Residence (SOR) has been submitted.**
    - The only exception is for FPCA voters. An SVC must open the sealed envelope to obtain the Signature Sheet for FPCA Voter, as this is necessary for the signature verification process.





# Carrier Envelopes – Corrective Action Timelines

- Notice of Defective Carrier Issued by Signature Verification Committee or Early Voting Ballot Board (Form 10-32)
  - Not later than the second day after the SVC or EVBB discovers a defect, and before the SVC or EVBB decides whether to accept or reject a timely delivered mail ballot, the SVC or EVBB **shall** send the voter a notice explaining the defect and a corrective action form.

10-32  
Prescribed by the Secretary of State  
Sections 63.0011, 87.0271, 87.0411, Texas Election Code  
3/2026

**NOTICE OF DEFECTIVE CARRIER ISSUED BY  
SIGNATURE VERIFICATION COMMITTEE OR EARLY VOTING BALLOT BOARD**

Your Carrier Envelope has been received and reviewed but is defective for the reason(s) provided below. Texas law allows a voter to correct certain defects on a Carrier Envelope after the marked ballot has been returned to the Early Voting Clerk. A Corrective Action Form is enclosed with this notice so that you can make the necessary correction(s). Please see below for information on how to correct the defect(s) noted and the deadline for doing so. **There is a checkmark next to the reason(s) that your Carrier Envelope was Defective:**

- ☐ 1. The Carrier Envelope you returned to the Early Voting Clerk was not signed.
- ☐ 2. When the signature on your Application for Ballot by Mail was compared to the signature on your Carrier Envelope, it could not be immediately determined that the signatures were made by the same person.
- ☐ 3. A required Statement of Residence was not included in the Carrier Envelope you returned to the Early Voting Clerk.
- ☐ 4. Your Carrier Envelope did not contain your Texas Driver's License Number, Texas Personal Identification Number, Texas Election Identification Certificate Number or the Last 4 digits of your Social Security Number; OR the number provided did not match the number associated with your voter registration record as provided by your County's Voter Registrar; OR if you were not issued one of the documents with the required number, you did not indicate this fact on the Carrier Envelope.
- ☐ 5. The Carrier Envelope you returned to the Early Voting Clerk contained incomplete information with respect to a witness.

**How to Correct the Defect on Your Carrier Envelope By Mail,  
by Common or Contract Carrier, or in Person at the Early Voting Clerk's Office**

You must correct the defect directly on the Corrective Action Form located on the back of this notice. You may submit the Corrective Action Form by mail or by common or contract carrier and it must be received by the Early Voting Clerk no later than the sixth (6th) day after Election Day, \_\_\_\_/\_\_\_\_/\_\_\_\_. You may also correct the defect(s) by appearing in person at the Early Voting Clerk's office by the close of business on the deadline provided.

**Defect Correction Process by Number**

- **Defect #1** – Complete and sign the Signature Box on the Corrective Action Form.
- **Defect #2** – Complete and sign the Signature Box on the Corrective Action Form.
- **Defect #3** – Complete and sign the Statement of Residence portion of the Corrective Action Form. There is already a signature on #4 of the Corrective Action Form. If you use the Corrective Action Form, you must complete and sign the Signature Box.
- **Defect #4** – Provide your personal identification information associated with your voter registration record in Box #4 of the Corrective Action Form. If you use the Corrective Action Form, you must complete and sign the Signature Box.
- **Defect #5** – If you used a witness for your Carrier Envelope because you were not able to sign or make your mark and the witness information was missing or incomplete, please ask a witness to complete the witness portion of the Corrective Action Form. You may use a different person as a witness if the same person is not available.

**NOTE:** If you no longer need a witness, you must be able to sign the Corrective Action Form.

**How to Correct Defects #3 or #4 Online**

You do not have to appear in person at the Early Voting Clerk's office to correct the defect(s) if you are able to sign the Corrective Action Form online.



# Carrier Envelopes – Corrective Action Timelines

- Roster of ABBM Voters with Defective Carrier Envelopes - Notified by Phone or Email (Form 10-29)
  - If the SVC or EVBB determines that it would not be possible for the voter to receive the notice of defect within a reasonable time to correct the defect, the SVC or EVBB **may notify** the voter of the defect by telephone or email.

[illegible]



# Carrier Envelopes – Corrective Action Timelines

- If the SVC or EVBB takes one of the actions described on the previous slides, the committee or board **must** take that action with respect to each ballot in the election to which these options apply.
  - The SOS **recommends** that before qualifying mail ballots, the EVBB/SVC meet with the early voting clerk to determine dates to convene and to establish timelines for the corrective action process.



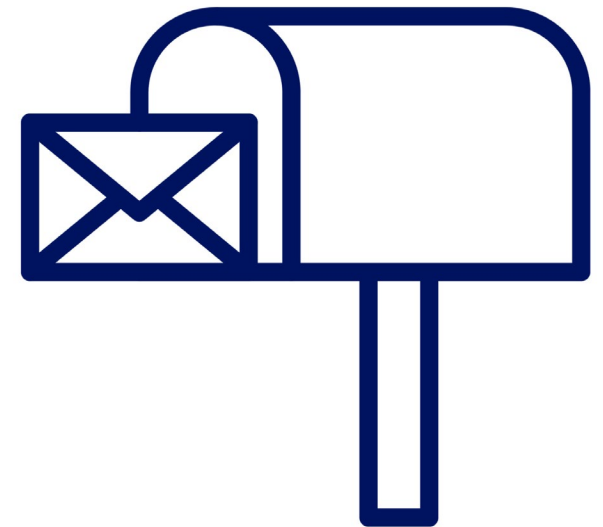
# Establishing Timelines and Guidelines for the Corrective Action Process

- The SVC or EVBB must set a uniform policy for when notice will be mailed to the voter versus when voters will be notified of the defect by phone or email.
- The SVC or EVBB should determine whether it will notify voters of a defect by both phone and email, if both are available.
- The SVC or EVBB should establish a policy for making multiple attempts to reach a voter if it is unsuccessful in reaching a voter by phone or email on the first attempt.



# Establishing Timelines and Guidelines for the Corrective Action Process

- Consider USPS guidelines.
  - Ask your EVC to consult with your local post office.
- The SOS **recommends** that the SVC or EVBB consider implementing a policy to provide notification of a defect by phone or email to all voters whose ballots are reviewed by the SVC or EVBB on or after the 14th day before election day (approximately 10 business days).
  - This may be modified based on discussions with your local USPS representatives.





# Notifying Voter by Sending Notice and Corrective Action Form

1. Mail the voter a [Notice of Defective Carrier Issued by Signature Verification Committee or Early Voting Ballot Board](#) (Form 10-32)
2. Enter the voter's information on the Roster of Voters mailed a Notice of Defect/Corrective Action Form. (Forms [10-28](#), [10-29](#), and [10-30](#))

**The actions above can be delegated to the Early Voting Clerk by the SVC/EVBB as these are administrative functions that carry out the instructions and actions of the SVC/EVBB.**



## Notifying Voter by Phone or Email

### If notifying by email:

1. Send the voter the Notice of Carrier Defect/Corrective Action Form.
2. The voter's name should be entered on the Roster of Voters with Defective Carrier Envelopes – Notified by Phone or Email, and the action taken by the voter should be noted on the roster.
3. **Parameters for Email Notification:** The SOS recommends that the early voting clerk set up an email address for corrective action notifications. The early voting clerk and the SVC or EVBB should establish rules and procedures for utilizing this email address.

**The actions above can be delegated to the Early Voting Clerk by the SVC/EVBB as these are administrative functions that carry out the instructions and actions of the SVC/EVBB.**



# Notifying Voter by Phone or Email

## If notifying by phone:

1. Contact the voter using any known phone number on file with the early voting clerk or in the possession of the SVC or EVBB.
  - *NOTE:* As a reminder, the voter registrar may not transcribe, copy or otherwise record a telephone number furnished on a voter registration application. [Sec. 13.004]
  - The SVC or EVBB may be able to review a voter registration application at the voter registrar's office to obtain a phone number.
  - The voter registrar may also read a phone number from a voter registration application to a member of the SVC or EVBB, if necessary.



# Notifying Voter by Phone or Email

## If notifying by phone:

2. The SVC or EVBB should create a phone script that explains to the voter that the voter's mail ballot was received by the early voting clerk's office and has been reviewed by the SVC or EVBB, whichever is applicable.
  - The SOS **recommends** that the SVC or EVBB confirm the voter's identity using publicly available information.
    - For example, ask the voter to confirm their voter registration address and whether they requested a mail ballot for the given election.
3. The voter should be told that upon review of the carrier envelope, the SVC or EVBB discovered a defect in the carrier envelope. **The specific defect should be explained.**



# Notifying Voter by Phone or Email

## If notifying by phone:

4. The SVC or EVBB should explain the process for the voter to correct the defect as well as the process to cancel their mail ballot and vote in person during early voting or on election day.
5. Provide a return phone number that the voter may use to confirm that they were contacted by the SVC or EVBB. The number provided should be the number of the early voting clerk's office so the voter can verify this information and obtain details about the corrective action process during times that the SVC or EVBB are not meeting.
6. The voter's name should be entered on the roster and the action taken by the SVC or EVBB should be noted on the roster.



## If the SVC or EVBB is Unable to Contact the Voter

- The SVC or EVBB should leave a detailed message explaining that the SVC or EVBB determined there was a defect in the voter's carrier envelope and explain the process for correcting the defect.
  - The SVC or EVBB should **NOT** provide any details related to a voter's personally identifiable information on a voicemail or with a person who is not the voter.
- The SVC or EVBB should leave a return number that the voter may use to validate the information provided by phone.



# If the SVC or EVBB is Unable to Contact the Voter

- If the SVC or EVBB does not have a phone number or email to notify the voter:
  - The SVC or EVBB should mail a [Notice of Carrier Defect Issued by the Early Voting Clerk \(Defective Carrier Held at the Early Voting Clerk's Office Awaiting Correction\)](#) to inform the voter of his or her ability to correct the defect by appearing at the early voting clerk's office or by cancelling his or her mail ballot and voting in person during early voting or on election day.
  - The voter's name should be entered on the Roster of Voters with Defective Carrier Envelopes, and the action taken by the SVC or EVBB should be noted on the roster.



## Key Points to Remember

- Any actions taken by the SVC or EVBB shall be **uniformly applied** to every ballot in the election to which this procedure applies.
- A poll watcher is entitled to observe **any** action taken by the SVC or EVBB related to the corrective action process.
- Poll watchers **may not** transcribe or make notes of any voter's personally identifiable information while observing the activities of the SVC or EVBB.





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# Correcting Defects



## How Do Voters Correct Defects?

- Submit a corrective action form by mail or common or contract carrier to the Early Voting Clerk.
- Utilize the SOS Ballot by Mail Tracker for defects related to missing or incorrect personal identification numbers.
- Appear in person at Early Voting Clerk's office and submit a corrective action form.
- Cancel mail ballot and vote in person.

- **Deadline for Correction:**

- This corrective action process must occur no later than the 6th day after election day. The EVBB cannot finally reject a ballot before the 7th day after election day.

**Corrective actions taken by the voter must be provided to the EVBB for their final review of the ballot before determining acceptance or rejection.**



# Correcting Defect by Cancellation

- After receiving a Notice of Carrier Defect by mail or receiving notification via email or phone, the voter may opt to cancel their ballot by mail and vote a regular ballot in person.
  - Cancellations must be completed in accordance with Section 84.032.
- There is **NO** process under Texas law by which a voter can cancel a mail ballot application by phone.
  - **All cancellations must be in writing and completed in accordance with Section 84.032.**



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# Early Voting Clerk Notifying Voters of Defects to Carrier Envelope



## Corrective Action Procedures

### SB 2964

Amended Section 86.011 to requires that if an early voting clerk identifies a defect in a voter's carrier envelope, the clerk must notify the voter of the defect and provide a correction form within two days of discovering the defect.

- Notice must include an explanation of the defect and explain how the defect may be corrected not later than the 6th day after election day.
- If voter cannot be timely notified, may contact the voter by telephone or email.
- Early voting clerks are **no longer authorized to return the defective carrier envelope** in person or by mail to the voter.



## Early Voting Clerk Notification of Defects

- Not later than the **second day** after the EV clerk discovers a defect on a carrier envelope, the clerk shall determine if it would be possible for the voter to correct the defect within a reasonable time.
- If the EVC determines that it would be possible for the voter to correct the defect within a reasonable time, the EVC **shall** mail a [Notice of Carrier Defect Issued by the Early Voting Clerk](#) (Form 6-15) to the voter notifying them of the defect and ways to correct that defect.

6-15  
Prescribed by the Secretary of State  
Section 86.011(d), Texas Election Code  
3/2026

### NOTICE OF DEFECTIVE CARRIER ISSUED BY THE EARLY VOTING CLERK

Your Ballot by Mail is Being Held at the Early Voting Clerk's Office Awaiting Correction

Your Carrier Envelope has been received and reviewed but is defective for the reason(s) checked below. Texas law allows you to correct certain defects on your Carrier Envelope after the marked ballot has been received by the Early Voting Clerk. **There is a checkmark below next to the reason(s) that your Carrier Envelope was defective:**

- ☐ 1. The Carrier Envelope was not signed.
- ☐ 2. The Carrier Envelope contained incomplete information with respect to a witness.
- ☐ 3. The Carrier Envelope contained incomplete information with respect to an assistant.
- ☐ 4. Texas law requires you to provide identification information which matches the identification information associated with your voter registration record in order to vote by mail. Your Carrier Envelope had the following defect regarding the identification information:
  - ☐ Your Carrier Envelope did not contain your Texas Driver's License Number, Texas Personal Identification Number, Texas Election Identification Certificate Number or the Last 4 digits of your Social Security Number; **OR**
  - ☐ The number provided did not match the number associated with your voter registration record as provided by your County's Voter Registrar; **OR**
  - ☐ If you were not issued one of the documents with the required number, you did not indicate this fact on the Carrier Envelope.

**How to Correct the Defect on Your Carrier Envelope By Mail,**  
**by Common or Contract Carrier, or In Person at the Early Voting Clerk's Office**

You must correct the defect directly on the Corrective Action Form located on the back of this notice. You may submit the Corrective Action Form by mail or by common or contract carrier and it must be received by the Early Voting Clerk no later than the sixth (6th) day after Election Day, \_\_\_\_/\_\_\_\_/\_\_\_\_. You may also correct the defect(s) by appearing in person at the Early Voting Clerk's office by the close of business on the deadline provided.

**Defect Correction Process by Number**

- **Defect #1** – Sign the Signature Box on the Corrective Action Form.
- **Defect #2** – If you used a witness for your Carrier Envelope because you were not able to sign or make your mark and the witness information was missing or incomplete, please ask the witness to complete the witness portion of the Corrective Action Form. You may use a different person as a witness if the same person is not available.
- **Defect #3** – If you used an assistant to help you read or mark the ballot, please ask the assistant to complete the assistant portion of the Corrective Action Form. An assistant must complete all information, including answering the question about whether he/she received compensation or other benefit in exchange for assisting you.
- **Defect #4** – If you used an assistant to help you read or mark the ballot, please ask the assistant to complete the assistant portion of the Corrective Action Form. An assistant must complete all information, including answering the question about whether he/she received compensation or other benefit in exchange for assisting you.



## Early Voting Clerk Notification of Defects

- If the EVC determines that it would **NOT** be possible for the voter to receive notice of the defect in a reasonable time to correct the defect, the clerk:
  - May notify the voter of the defect by telephone or email; and
  - Inform the voter that they may:
    - Request to have the voter's application to vote by mail canceled;
    - Submit a corrective action form by mail or by common or contract carrier; or
    - Come to the early voting clerk's office to correct the defect.



# Early Voting Clerk Notification of Defects

- If an early voting clerk chooses to notify voters of defects in their carrier envelope, **the clerk must apply these procedures uniformly to all voters in similar circumstances.**
- Poll watchers **may be present** for this process.



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# Impacts on FPCA Voters



# Impacts on FPCA Voters

- If the FPCA voter provides incorrect identification information on their carrier envelope or signature sheet, or did not include the Official Election Signature Sheet for an FPCA Voter, the voter must be notified of the defect in the same manner as a regular ABBM voter.
- An FPCA voter may submit a corrected signature sheet by:
  - Email,
  - Fax,
  - Personal delivery, or
  - Mail.



## Available Support



**WEBINARS**



**TRAINING**



**RESOURCES**

[elections@sos.texas.gov](mailto:elections@sos.texas.gov)

800-252-VOTE • 512-463-5650

[sos.texas.gov](http://sos.texas.gov)