

Vote by Mail Materials

Cure letters and notifications

Cure letters and notifications communicate problems with their ballot envelope to voters and instructions for making corrections so their vote counts. Choosing your language carefully can help make even complicated cure processes feel less intimidating. A few key recommendations can help.

- **Soothe and calm the voter.** Whether you call, send a letter, or send a text message, quickly explain the problem in a simple, clear way.
- **Explain what to do next.** Help the voter feel it's easy to fix whatever mistake they made.
- **Inspire voters to take action.** Let them know that taking the step to fix their mistake will ensure their vote counts and that your office is ready to help them.

Using these guidelines, we have created versions of messages to voters, ready to customize with the correct details for your state, county or city. The letter can be a pre-printed form with information added by hand, or automatically generated from the database.

They include:

- A phone script
- Sample text messages
- Sample email
- A letter

For more information and more resources on running a vote-by-mail election:

- Read [An invitation to certainty in an uncertain time](#) for more guidelines and suggestions for writing your cure notices.
- The [Toolkit for resources for scaling-up vote by mail](#) has more samples of cure letters and forms for voters to return.

Phone Message Script

This is a message for [VOTER NAME] from the [COUNTY/CITY] Election Office. We received your [absentee/mail-in] ballot, but there is a problem. The envelope is missing [MISSING INFORMATION].

[take a breath]

We realize the process is complicated. Many voters make small mistakes. We want every ballot to count, but you must take action before [DEADLINE]

[take a breath]

You can come to the election office or we can send you a form you can return to us.

For more information, contact us at [TELEPHONE] or by email at elections@county.gov

Text Messages

This is a message from the [County/City] Elections. We received your absentee ballot, but you forgot to sign it! This is easy to fix, but we need you to contact us. Call us at 999-999-9999.

Hi [VOTER NAME], We received your ballot, but your signature is missing. Many voters make these mistakes. It's easy to fix. Contact us so we your ballot can be counted. [County/City] Elections, 999-999-9999 or elections@county.gov

Sample Email

Subject line: There are a few easy steps you need to take to be sure your ballot counts – [County] Elections Office

Dear [Voter Name]

We received your absentee ballot, but it was missing some information:

- [Your signature is missing]
- [Your signature does not match the one we have on file]
- [Another missing element that can be corrected]

We realize this process is complicated. Many voters make these mistakes, and they are easy to fix. We are sending this letter because we want to be sure your vote counts. You have until 8:00 pm on [Date] to correct the problem. You can

- Print the form below, fill it in, and return it by mail to [address] or [email] or by fax to [number]
- Reply to this email filling in the information requested below, with a photograph of your signature attached.
- Come into our office to correct the information in person

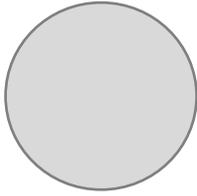
Thanks for being a voter. The election is not over until all the ballots are counted and the election is certified. Your vote can still count!

[signature]

Your [County/City] Elections office

[address]

[web] [email] [phone]

**Action Required:**

There are a few easy steps you need to take to be sure your ballot counts!

Voter Name
Voter Address
City, State ZIP

Dear Voter Name,

We received your absentee ballot, but your ballot envelope is missing some information:

- Your signature is missing
- Your signature does not match the one we have on file
- Another missing element that can be corrected

We realize this process is complicated. Many voters make these mistakes, and they are easy to fix. We're sending this letter because we want to be sure your vote counts. You have until [8:00 pm] on [Date] to correct the problem.

Fill out the form [on the back of this letter] and return it by

- Mail to [address]
- Email to [address]
- Fax to [fax number]

Come into our office to correct the information in person

Thanks for being a voter. The election is not over until all the ballots are counted and the election is certified. Your vote can still count!

,

[signature]
Your [Municipality] Clerk,
[Clerk name]