

Address Confidentiality Program



Jason Kander • Secretary Of State

PARTICIPANT NEWSLETTER

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Safe at Home is Unable to Forward Packages

What is the *Safe at Home* package policy?
Safe at Home cannot forward gift packages.

How can I receive packages?

- Have your packages shipped to a friend or relative.
- Have packages shipped to your place of employment.
- Rent your own mailbox from the U.S. Postal Service or a commercial mailbox store for package deliveries.
- Suggest gift cards as presents.

How can I shop online?

- Ship packages under an alias name to your actual address.
- Send online retail purchases to a store for pick-up (site-to-store option).



Upcoming Holidays

The *Safe at Home* office will be closed and participant mail will not be forwarded on the following state holidays:

- Veteran's Day (November 11)
- Thanksgiving Day (November 26)
- Christmas Day (December 25)

How can I use my substitute address this holiday season?

- If you send **packages** to friends or family members, please use your actual address (with an alias name or initials) or an alternate mailing address (relative/friend/work/rented mailbox) for your return address. Do not use your *Safe at Home* P.O. box as a return address on a package you mail. If a package you mailed is returned to the *Safe at Home* address, it cannot be returned to you.
- If you send **cards or letters** to friends or family members, please include your name and authorization number in the return address. If cards are returned to you at the substitute address, we will forward them to you. If you do not use your name or authorization number in your return address, we will not know the mail should be returned to you.

Buying a Vehicle?

Have you recently purchased a vehicle and need to register it with the Department of Revenue? Please follow these steps to successfully register your car without delays.

1. You **must first** contact the *Safe at Home* program before going to your local Division of Motor Vehicles. We will confirm that we have your current address and determine which license office you need to visit to apply for your title.
2. We will then contact the license office to provide instructions for handling your record and calculating your sales tax. We can determine your appropriate sales tax rate without giving them your confidential address. The local license office is required to confirm your sales tax rate with *Safe at Home* staff.
3. Once this information is given to the license office, we will contact you and let you know they are ready for you to come in. If you go to the DMV without contacting our office first, you may not be able to complete your transaction in one visit.
4. Be sure to take your *Safe at Home* authorization card along with any other necessary documents for your specific transaction to help ensure a successful trip to the DMV. Visit www.dor.mo.gov/motory for more vehicle registration information.

Alternate Mailing Names

Is there a possibility that you could receive mail under a nickname, previous last name or an alias other than what *Safe at Home* has on file for you?

- If mail is received with your authorization number but has a different first or last name, we will not automatically send that mail to you. We will attempt to reach you at the telephone number on file. If you do not respond, the mail will be returned to the sender.
- If mail is received without your authorization number and under a different name, it is automatically returned to the sender.
- Please consider whether you might receive mail under any former last names or different first names. By contacting us and letting us know that you may receive mail under another name, you ensure that all mail addressed to that name will be sent to you.



Name or Address Changes

For security reasons, *Safe at Home* cannot make address or name changes over the phone. All changes must be submitted in writing and must include your signature. Name changes must be accompanied by proof of a legal name change.

Address or name changes may be received by fax or mail.

Up-to-Date Telephone Number

Please make sure *Safe at Home* has your current telephone number. Many problems with the mail can be solved with a quick phone call if we have your current telephone number.

Safe at Home

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