



NORTH CAROLINA
STATE BOARD OF ELECTIONS



CHECK-IN STATION MANUAL

430 N. Salisbury St., Raleigh, NC 27603-5918

• 866-522-4723 • ncsbe.gov



• @NCSBE

This manual has been developed to provide guidance to North Carolina election officials on proper voting procedures when a voter presents to the Check-in Station (sometimes referred to as the Registration Table). North Carolina law requires each voter presenting to vote in person to:

- State their name
- State their address
- State their party affiliation during a partisan primary

Quick Reference: Check-in Station

Step 1: Voter Greeting

- Determine if the voter requires assistance

Step 2: Name Review

- Ask for the voter's name ⚠
- Search for the voter's name on the voter record ⚠
- Compare stated name to the voter record ⚠

Step 3: Address Review

- Ask the voter to their state residential address
- Compare stated address with address in voter record ⚠

Step 4: Voter Status Review

- Determine the voter's registration status
- Determine whether there are voter status issues that need to be resolved before a ballot can be issued ⚠

Step 5: Party Affiliation Review (partisan primary only)

- Ask the voter for registered party
- If voter is registered unaffiliated, ask the voter for a primary ballot preference ⚠

Step 6: Determination of Eligibility and Voting Authorization

- Make a final determination on the voter's qualification and eligibility
- Prepare the Vote Authorizing Document (ATV or One-stop Application)

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Step 1: Voter Greeting

Determine if the voter requires assistance

If a voter is in need of assistance, it must be requested. If a voter is accompanied when presenting to vote, an election official must determine if the voter wants assistance from that person. The voter may also ask for assistance from an election official.

Note regarding minor children: Children of the voter under age 18, or minor children under the age of 18 in the care of the voter, may accompany the voter but must remain under the control of the voter.

Who may receive voter assistance?

A voter is entitled to assistance from a near relative:

| | | | |
|---------|-------------|------------|-----------------|
| Spouse | Parent | Grandchild | Mother-in-law |
| Brother | Grandparent | Stepparent | Father-in-law |
| Sister | Child | Stepchild | Son-in-law |
| | | | Daughter-in-law |

Disabled voters may receive the following forms of assistance from anyone **except their employers or union representative:**

Assistance in marking a ballot due to:

- physical disability
- illiteracy
- blindness

Entering the voting booth due to:

- physical disability
- blindness

Not all disabilities are immediately apparent, but a voter who requires assistance entering the voting booth or marking a ballot due to a mental disability is just as entitled to assistance as a voter whose disability may be easily seen. An election official may pose “yes” or “no” questions and may allow the voter to point out the person they want to assist them.

Election officials should follow the script below. When following this script, do NOT ask the voter to identify or explain the *nature of their disability*. Not all voters are able to communicate their preferences verbally. It is appropriate to modify this script in such situations and to accept a written response, nod, or other indicator from the voter.



1. Ask the voter: “Is this person here to assist you?”

- a. If YES, go to question 2.
- b. If NO, instruct the person that they need to wait outside the voting enclosure.

2. Ask the voter: “Is this person a near relative?” *Refer to explanation of who can assist a voter.*

- a. If YES, the voter may receive assistance. No further information is needed.
- b. If NO, go to question 3.

3. Say: “A voter who needs assistance because the voter is blind, disabled, or unable to read, speak, or write English may receive assistance from a person of the voter’s choice. Do you need assistance for one of these reasons?”

- a. If YES, go to question 4.
- b. If NO, the voter is not entitled to receive assistance from someone who is not a near relative. If requested by the voter, an assistant, judge, or chief judge may assist the voter.

4. Ask the voter: “Is this person your employer, employer’s agent, officer of your union, or agent of your union?”

- a. If YES, the person may not assist the voter. The voter may select someone else to assist him or her. If requested by the voter, an assistant, judge, or chief judge may assist the voter.
- b. If NO, the voter may receive assistance. No further information is needed.

Election officials must ensure that voters are offered appropriate assistance. However, they also have a responsibility to ensure that a voter’s decisions are not coerced. If the voter does not communicate a request for assistance in any manner, assistance should not be provided. Election officials should use common sense in the effort to determine whether the voter has requested assistance, keeping in mind that both state and federal law ensure all qualified voters the right to vote, including those suffering from paralysis, hearing loss, or vocal disabilities.

Note regarding service animals

ADA requires that service animals are allowed in any polling place.

- The ADA requirement is limited to service animals, not comfort animals
- The service animal may wear a vest, harness or display an ID, but this is not required
- You may not ask the handler about the nature of his or her disability
- You may ask “Is that a service animal?” and “What has the animal been trained to do?”

Special Note on Photo ID

What if a voter desires to show a photo ID?

If the voter wishes to show or hand you their photo ID, do not take the photo ID.

Be polite and do not engage in further conversation or express an opinion (verbally or nonverbally) about photo ID.

Step 2: Name Review

Ask for the voter's name

The voter's statement of name and address must be heard by the election official and by election observers. If the voter's statement is difficult to hear or discern, an election official may ask the voter to repeat the name more slowly or loudly, or to spell any portion of the name.

Election officials must use caution: Even an election official who is familiar with a voter must require the voter to state their name. An exception may be made for voters who are unable to state their name due to a disability.

▲ Issue: Voter is unable to state name

If a person is unable to state their name because of an impairment, the election official may make reasonable accommodations, including asking the voter to write their name.

▲ Issue: Voter refuses to state name

The voter may be able but unwilling to state their name. The official will explain that the law requires voters to state their name aloud. If the voter continues to refuse to cooperate with the election official at the Check-in station, the official will arrange for the voter to speak with an election judge.

Search for the name on the voter record

The election official should next search for the voter's name in the pollbook (electronic or labels).

When searching for the voter on the voter list, election officials should be aware that there may be more than one voter with the same or a similar name. Before determining that the correct voter is located, an official must be sure to check the middle name or check for any Jr. or Sr. designations. If more information is required to determine the correct voter record, it is okay for the election official to ask that the voter provide a date of birth.

▲ Issue: Voter record cannot be located

If the voter's name cannot be located on the voter list, here are a few suggestions:

1. Ask voter to spell name
2. Ask voter if name has changed
3. Ask voter if name is hyphenated
4. Perform wildcard search with last name (electronic pollbook)
5. Perform search by date of birth (electronic pollbook)
6. Perform search by voter's residential address (electronic pollbook)

If unable to locate the voter record on the voter list, an election official must complete a **Help Station Referral Form** and refer the voter to the Help Station.

Compare the stated name to the name on voter record

▲ Issue: Name stated by the voter does not match the name on voter record

If the name stated does not match the name on the voter record, try the following:

- Ask the voter if their name has changed
- Confirm that there is not a reasonable variation in the name stated and the name on the voter record
- If the voter's name in the voter record is not current, update the voter's name
- The voter must sign the appropriate section on the vote authorization document or change of name/address form to have the county board of elections process the name change

Step 3: Address Review

Ask the voter to state their residential address

A voter must give their legal voting residence. A voter's legal voting residence is the address where the voter will have resided for at least 30 days as of the date of the election.

Compare stated address with address on voter record

The stated address must be used to ensure that the election official has identified the correct voter in the voter list. If the voter is *Active* and the address stated by the voter matches the address on the voter record, an election official should confirm that there is an eligible ballot style for the voter at the address given and continue with Check-in procedures.

▲ Issue: Voter is unable to state address

If a person is unable to state their address because of a disability, the election official may make reasonable accommodations, including asking the voter to write the address if the voter is unable to speak it. A voter who, due to a disability, is unable to state their address may receive assistance in stating their address or may point to their address on a document including on their photo ID.

▲ Issue: Voter cannot remember address

In some circumstances, a voter may have difficulty remembering their address. This may occur due to age or disability. Every reasonable opportunity must be given to the voter to assist in identifying the correct address. A voter who, due to a disability, is unable to remember their address may receive assistance in stating their address or may point to their address on a document including on their photo ID.

▲ Issue: Voter refuses to state address

The voter may be able but unwilling to state their address. The official will explain that the law requires voters to state their address aloud. If the voter continues to refuse to cooperate with the election official at the check-in station, the official will arrange for the voter to speak with an election judge.

▲ Issue: Address on voter record is different than stated address

- Confirm that you located the correct voter record, according to the voter's name
- If you have the correct voter record, ask voter if they have moved
- If voter indicates they have moved, ask voter for their previous address
- If the previous address matches the address in the voter's record, ask the voter for the date of the move
- If the date of the move is less than 30 days before election day, the voter is eligible to vote based on the previous address
- If the date of the move is 30 or more days before election day, follow the Unreported Move procedures

If there is an address issue that cannot be resolved, a voter will be offered a provisional voting option.

▲ Issue: Handling inactive voters

If the voter is in *inactive* status, the election official must ask the voter to confirm their residential **and** mailing address. A voter who is in *inactive* status will have a flag or indicator on the voter record that states "VERIFY ADDRESS." A registered voter is made *inactive* if the county board of elections fails to reach them in a series of mailings. Voters who are *inactive* on a county's voter registration list are still registered and are entitled to vote in any election in the county as long as they have an eligible ballot style based on their eligible voting address. An *inactive* voter's proper voting address is the address in the county where the voter will have resided for at least 30 days as of the date of the election.

If a voter is *inactive* when presenting to vote, they are **not** required to show any document or ID that proves a current address. The voter simply must give oral or written affirmation of the current address.

- If the voter confirms the same address that is on the voter record, ask whether the voter is able to receive mail there, and if not, whether they have an alternative mailing address
- If the voter provides a new address in the county and is presenting to vote during early voting, update the voter's address and provide the appropriate ballot (if the voter has lived at the new address for 30 or more days)
- If the voter provides a new address in the county and is presenting to vote on election day, follow the procedures for **Unreported Moves**.

Step 4: Voter Status Review

Determine the voter’s registration status

The election official must check the voter’s record to determine if there are voter status issues that require the voter to provide additional information or documentation before a regular ballot can be issued to the voter.

ACTIVE:

The voter is registered to vote in the county and there are no known address issues.

Electronic Pollbook



Printed Pollbook

| | | |
|--|----------------|--|
| CLARK ATHENA DESHAWN DOB: 07/26/1987 175 SOUTH RD BEAR CREEK, NC 27207 | Sex: F Race: B | 000000152895 DEM Registration Date: 10/12/2018 ID EXEMPT: DEM-0006 |
| VTD: 45 | | |

INACTIVE:

The voter is registered to vote in the county, but the county board of elections is unsure of their correct physical or mailing address.

Electronic Pollbook



Printed Pollbook

| | | |
|---|----------------|---|
| COPE BRIAN RICHARD DOB: 03/12/1979 117 COMMON RD SANFORD, NC 27330 VERIFY ADDRESS | Sex: M Race: W | 000000141194 UNA Registration Date: 06/29/2016 ID EXEMPT: |
| VTD: 45 | | |

Refer to “Handling Inactive Voters” in *Step 5: Address Review*.

If the voter is registered to vote in the county (Active or Inactive) and the voter has an eligible ballot style in the election, continue with the Check-in Procedures.

ID Required:

An "ID required" designation indicates that this is a first time voter who at the time of their initial registration did not provide verifiable identification. The requirement for first-time voters to show identification is a requirement of the Help America Vote Act (HAVA) of 2002.

Electronic Pollbook



Printed Pollbook

CONE
THOMAS SIMON
DOB: 10/19/1980
1234 MAIN ST
SANFORD, NC 27330
ID REQUIRED

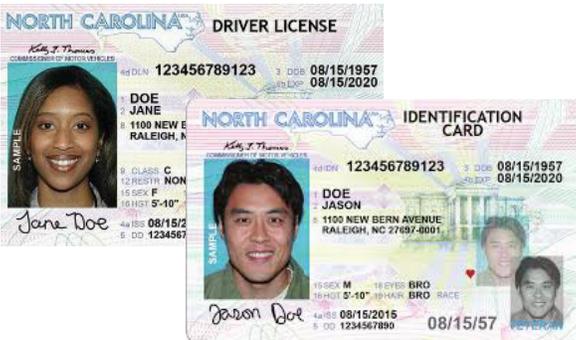
Sex: M Race: W
Registration Date:
03/23/2018
ID EXEMPT:
UNA-0006/DEM-0006/RE

000000149506
UNA
Registration Date:
03/23/2018
ID EXEMPT:
UNA-0006/DEM-0006/RE

VTD: 45

Acceptable forms of HAVA ID include:

- A current and valid (unexpired) photo identification
OR
- A copy of one of the following documents that show the name and address of the voter: a current utility bill, bank statement, government check, paycheck, or other government document.



OR



First-time voters who are required to show HAVA ID will have been notified of this requirement by their county board of elections. If the voter does not have an acceptable HAVA ID, complete the Help Referral Form and refer the voter to the Help Station.

Absentee/Already Voted:

If the record indicates that the voter has already cast a ballot, the election official should reconfirm that the correct voter record has been located in the voter list. If it is determined to be the correct voter record, the election official should explain that the voter may cast a provisional ballot that will allow the county board of elections to research the matter.

▲ Issue: Voter record indicates voter has already voted

Complete a **Help Station Referral Form** and refer the voter to the Help Station.

If the voter indicates that they have **not** already cast a ballot in the election, complete a **Help Station Referral Form** and refer the voter to the Help Station.

Electronic Pollbook



Cannot Vote-Has Previously Voted

Printed Pollbook

| | | |
|----------------------|----------------|--------------------|
| ADAMS | 0000063450 | ADAM, JAMES |
| JAMES | DEM | |
| DOB: 05/21/1965 | Sex: U Race: U | Registration Date: |
| 132 OAK GROVE RD | 07/13/2003 | |
| GATESVILLE, NC 27938 | ID EXEMPT: | |
| ABSENTEE | VTD:1 | ABS |

ALREADY VOTED

ABSENTEE

Removed/Denied:

The voter is no longer considered to be registered to vote in the county. Voter may only vote a provisional ballot.

▲ Issue: Voter record indicates voter has been removed/denied

Complete a **Help Station Referral Form** and refer the voter to the Help Station.

Electronic Pollbook



Cannot Vote-Removed/Denied

Printed Pollbook

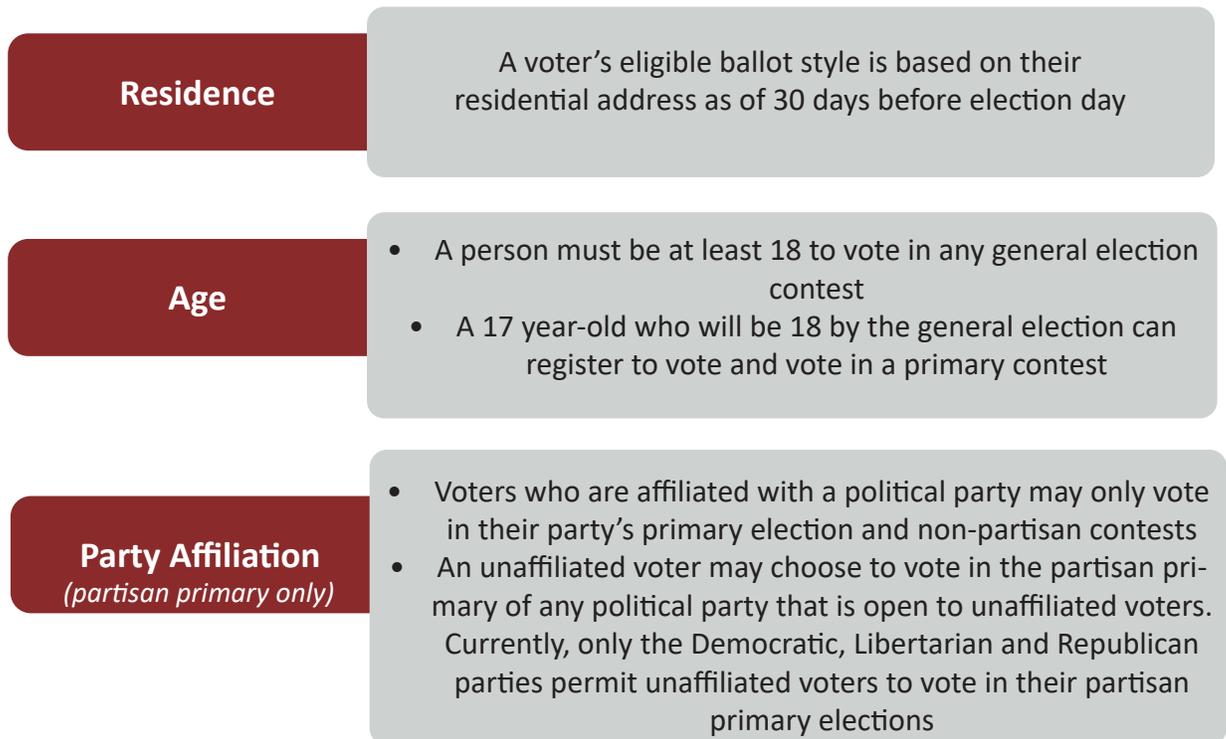
Label will not be in printed pollbook

No Ballot:



Even if a voter is registered to vote in the county, the voter may not be eligible to participate in the election, or may not, based on their residential address, be in the pollbook where they present to vote. An election official will need to determine if the voter has an eligible ballot style for the election.

A person's eligibility to participate in an election event is based on these factors:



⚠ Issue: Voter does not have an eligible Ballot Style

If the voter is registered to vote in the county (Active or Inactive) but the voter does not appear to have an eligible ballot style, complete a **Help Station Referral Form** and refer the voter to the Help Station.

If the voter is not in your printed pollbook, the election official will always complete a **Help Station Referral Form** and refer the voter to the Help Station.

Step 5: Party Affiliation Review

Partisan Primary Only

Ask the voter to state their party affiliation

In a partisan primary, election officials must ask each voter to state their political party affiliation.

Unaffiliated voters must state the party primary in which they wish to vote or choose to vote a nonpartisan ballot.

- The following parties allow for unaffiliated voters to participate in their party primaries:
Democratic, Libertarian, and Republican
- The following parties **do not** allow for unaffiliated voters to participate in their party primaries:
Constitution and Green

▲ Issue: Voter requests ballot different from affiliation

If a voter requests a primary ballot for a party that is different than the party on their voter record, the election official must explain that the voter is not eligible for that ballot style but may vote that ballot provisionally. Complete a **Help Station Referral Form** and refer the voter to the Help Station.

This step is for partisan primaries only

Step 6: Determination of Voter Eligibility & Voting Authorization

Make a final determination if voter is qualified and eligible to vote in the election

If the election official determines that voter is qualified and eligible to vote:

1. State the voter's name and residential address (and party in a primary) to confirm the voter is duly registered to vote.
2. Issue the voter a vote authorization document.

Review the vote authorization document (ATV)

Once the vote authorization document is prepared or generated, the election official must review key elements on the form with the voter. The election official must point to the following on the form and prompt the voter to review the form:

- Name
- Address
- Party affiliation and ballot preference if voting in a partisan primary

The election official must also review the voting eligibility statements with the voter. By signing the form, the voter certifies they:

- Are registered to vote in the county and shall have resided at the address on the form for 30 days immediately prior to the election
- Are a U.S.... citizen
- Are at least 18 years of age, or will be by the date of the primary
- (for a partisan primary election only) are registered with the party noted on the form, or if they are unaffiliated that they will receive the noted ballot style
- Understand that it is a felony to vote more than one time in an election
- Have not been convicted of a felony, or if they have been convicted of a felony, they have completed their sentence, including any probation or parole

After the voter has reviewed that each element of the form is correct, the voter must be instructed to sign the form.

The election official will initial the vote authorizing document.

The voter should then be directed to take the form to the Ballot Station.

▲ Issue: Voter leaves without voting after receiving the vote authorization document

If a voter decides to leave the polling location without voting, notify the Chief Judge, complete an incident report, and follow the supply return procedures for your county.

Unreported Move

Moved 30 or more days to address within same county

One Stop

During the one-stop absentee voting period, if the voter moved 30 or more days before the date of the election, the voter's address in the county should be updated and the voter given the ballot style for which they are eligible based on the updated address.

Election Day

If voter presents to **NEW PRECINCT**, permit voter to be transferred into new precinct and offer a regular ballot or refer voter to Help Station to cast a provisional ballot.

If voter presents to **OLD PRECINCT**, transfer voter to new precinct or refer voter to Help Station to cast a provisional ballot.

If voter presents to a **TRANSFER (CENTRAL) PRECINCT**, receive transferred voter from old precinct and permit voter to cast a regular ballot.

If voter with an Unreported Move presents to a voting site other than one of the sites listed above, refer voter to Help Station to cast a provisional ballot.

Moved less than 30 days to address within same county

One Stop

During the one-stop absentee voting period, if the voter moved less than 30 days from the date of the election, the voter's address should not be updated. The voter should be issued both a ballot based on their previous address in the county and a voter registration form to update their address in the county for future elections.

Election Day

On Election Day, the voter's proper precinct is based on their previous address. If the voter presents to vote at the polling place for the precinct based on their previous address, they should be issued a regular ballot. The voter should be given a voter registration update form to update their address in the county for future elections. If the voter presents to vote at any other polling site, they should be referred to their proper voting site or to the Help Station to vote a provisional ballot.

Moved to address in another county

Moved More Than 30 Days

Regardless of whether the voter is presenting to vote during the one-stop absentee voting period or on Election Day, the voter is no longer qualified to vote in the county. If the voter insists on voting, the voter should be referred to the Help Station and offered a provisional ballot.

Moved Less Than 30 Days

The voter's proper precinct is based on their previous address. The voter is still eligible to vote a regular ballot at the voting site based on their previous precinct. Inform the voter that they should register to vote in their new county for purposes of future elections.



Help Referral Form

CountyName County, North Carolina

Election Date _____

Vote Date _____

One-stop Election Day Voting Site: _____ Worker: _____

Voter's Information

Last First Middle Suffix VRN

Address _____

City State Zip

Help Referral Reason

- No Record of Registration
- Unreported Move
- Incorrect Precinct
- Previously Removed
- Incorrect Party
- Unrecognized Address
- No HAVA Acceptable ID
- Voter Assistance Needed
- Wrong Voter Selected
- Other: _____

HAVA Identification Provided by Voter (if applicable)

- NC Driver License
- U.S. Passport/Passport Card
- U.S. Veterans ID Card
- Tribal Enrollment Card (Federal)
- NC Special ID Card
- Out-of-State License/ID
- U.S. Military ID
- Tribal Enrollment Card (State)
- Other _____

Acknowledgment of Voting Options

(Complete only if voter does not want to be referred to Help Station or is choosing not to cast a provisional ballot.)

I _____ ACKNOWLEDGE that the election officials at this site have notified me of my voting options, however I am choosing to leave the voting site and/or not to cast a provisional ballot at this time due to the following reasons:

X

Voter Signature

| | | | | | |
|--------------------------|---------|--|-----------|--|----------|
| OFFICIAL USE ONLY | Station | | Date/Time | | V2020.01 |
|--------------------------|---------|--|-----------|--|----------|



AUTHORIZATION TO VOTE FORM
North Carolina
[County] County

ATV # _____

VR
PARTY _____

PRIMARY
PARTY _____

FRAUDULENTLY OR FALSELY COMPLETING THIS FORM IS A CLASS I FELONY UNDER CHAPTER 163 OF THE NC GENERAL STATUTES.

A Voter's Certification of Voting Qualifications

If ID required, check the type of current ID shown:

- Photo ID Government Check
 Bank Statement Paycheck
 Utility Bill Other Government Doc

Registration Date: _____

Check if voter reports a **Voter Update** and then complete the separate *ATV-Change of Name or Address Form*.

Place ATV Label Here

I certify that:

- I am a registered voter in this county and I shall have resided at the address noted above (or if I moved, in section D) for **30 days** immediately prior to this election.
- I am a United States Citizen.
- I am at least 18 years of age, or will be by the date of the general election.
- For partisan primary elections ONLY:* I am registered as noted above. If I am registered Unaffiliated, I will receive the following ballot: _____.
- I understand that it is a felony to vote more than one time in an election.
- I have not been convicted of a felony, or if I have been convicted of a felony, I have completed my sentence, including any probation or parole.

X

SIGNATURE OF VOTER

OFFICIAL'S INITIALS

B Election Day Transfer (Use this section to send a voter from their old polling place to their new polling place after moving.)

This person is hereby authorized to vote in his/her precinct after executing this form.

Old Precinct # _____

Name of New Polling Place: _____

New Precinct # _____

Address of New Polling Place _____

Party Affiliation On Record _____

X

SIGNATURE OF PRECINCT OFFICIAL

C Curbside Affidavit (Affidavit of person voting outside voting place or enclosure.)

STATE OF NORTH CAROLINA, COUNTY OF _____

I do solemnly swear (or affirm) that I am a registered voter in _____ precinct. That because of age or physical disability, I am unable to enter the voting place to vote in person without physical assistance. That I desire to vote outside the voting place or enclosure. **I understand that a false statement as to my condition will be in violation of North Carolina law.**

DATE

VOTER ADDRESS

X

SIGNATURE OF VOTER

X

SIGNATURE OF PRECINCT OFFICIAL

| | | | | | | | |
|--------------------------|---------|--|---------------|--|------------------|--|------------------------|
| OFFICIAL USE ONLY | Station | | Voting Method | | Voting Date/Time | | V2017.04 Preprinted |
| | Site | | Transaction | | Operator Name | | |



ONE STOP APPLICATION
NORTH CAROLINA
COUNTY OF [COUNTY]

One-stop No. _____

Election Date _____

FRAUDULENTLY OR FALSELY COMPLETING THIS FORM IS A CLASS I FELONY UNDER CHAPTER 163 OF THE NC GENERAL STATUTES.

A Voter's Certification of Voting Qualifications

Voter Name _____ VRN: _____

Address _____ REG PARTY: _____ PRIMARY BALLOT: _____
 _____ REG DATE: _____ AGE: _____
 _____ PCT: _____ VTD: _____

Mailing Address _____

I, _____, certify that:

- I am a registered voter in this county and I shall have resided at the address noted above for **30 days** immediately prior to this election.
- I am a United States Citizen.
- I am at least 18 years of age, or will be by the date of the general election.
- For partisan primary elections ONLY: I am registered _____ and I will receive a _____ ballot.
- I understand that it is a felony to vote more than one time in an election.
- I have not been convicted of a felony, or if I have been convicted of a felony, I have completed my sentence, including any probation or parole.

X

SIGNATURE OF VOTER

OFFICIAL'S INITIALS

B Change or Verification of Name and Address (Use this section to verify or change a voter's name or address in the registration records.)

New Name: _____ Former Name: _____

New Address: _____ Former Address: _____

New Mailing Address: _____ Former Mailing Address: _____

Have you lived here for 30 days or more? Yes No I certify that I moved at least 30 days before this election to the new address.

If no, date moved? ____ / ____ / ____ DAYTIME PHONE NO. _____

X

SIGNATURE OF VOTER

Inactive Flag

C Curbside Affidavit (Affidavit of person voting outside voting place or enclosure.)

STATE OF NORTH CAROLINA, COUNTY OF _____

I do solemnly swear (or affirm) that I am a registered voter in _____ precinct. That because of age or physical disability, I am unable to enter the voting place to vote in person without physical assistance. That I desire to vote outside the voting place or enclosure. **I understand that a false statement as to my condition will be in violation of North Carolina law.**

DATE _____ VOTER ADDRESS _____

X **X**

SIGNATURE OF VOTER SIGNATURE OF PRECINCT OFFICIAL

| | | | | | | | |
|--------------------------|----------------------|--|------------------|--|------------------|----------|--|
| OFFICIAL USE ONLY | Board Approval Date: | | Board Signature: | | | V2017.04 | |
| | Station | | Voting Method | | Voting Date/Time | | |
| | Site | | Transaction | | Operator Name | | |