

Washington State Address Confidentiality Program



WASHINGTON
Secretary of State

Address Confidentiality Program

Key Information Handbook

CONTACTING THE ACP

Welcome to the Washington State Address Confidentiality Program (ACP).

Enrolling in ACP helps you keep your address from the person who has been abusing, stalking or harassing you. The ACP gives you a safe address to use in the place of your actual address when creating public records. Washington law allows for the sharing of nearly all state and local agency records and materials. Anyone can look for information that is placed in these government records. That's why ACP was created.

This handbook gives you information and tips to help you protect your address from entering public records. ACP laws **do not** require agencies to remove your actual residential address once you provide it. If you have questions or cannot find answers in this handbook, please reach out to the ACP. We will respond to your call no later than the next business day when the call is received.

Things are subject to change. This information is provided in good faith. It should not be considered legal advice. All legal questions should be directed to an attorney or legal advocate.

Office Hours:

Monday – Friday
8:00 a.m. – 4:00 p.m.

Mailing Address:

ACP
PO Box 257
Olympia, WA 98507-0257

Telephone: 360.753.2972 or 800.822.1065 Toll free

Fax: 360.586.4388

ACP Website: <https://www.sos.wa.gov/acp>

CALLER ID

ACP understands that participants do not like to answer phone calls showing the caller as “unavailable” and may block these types of calls. Some outgoing ACP calls will show unavailable, and we are not able to unblock our number.

If you are expecting a call from us and you block the calls, please be sure we have another reliable way to contact you such as email or an emergency message number. We will do our best to contact you with your preferred method, however we are currently unable to text.

EMAIL FROM ACP

If you provided an email as a way for ACP to contact you, the email addresses you will receive emails from are **acp@sos.wa.gov** and **acp-noreply@sos.wa.gov**.

Please do not block those email addresses. We will reach out by email if we cannot reach you by phone. We also email our Newsletter. Our current and past newsletters are available at our website: <https://www.sos.wa.gov/acp> under the Participant tab.

THINGS TO DO RIGHT NOW TO PROTECT YOUR ADDRESS

BEGIN USING YOUR ACP ADDRESS

Now that you are enrolled in ACP, you may start using your new ACP address. Your ACP address is on the enclosed ACP card and Welcome letter. Be sure to include the Participant Mail Box (PMB) number when you use your new address. This ensures ACP gets your mail to you as quickly as possible.

Enrolling in ACP does not automatically update, inform anyone, or change your mailing address. Neither the United States Postal Service (USPS) nor ACP can update others of your ACP address. You will need to provide each person or business that sends you mail with your ACP address and request that they begin using it immediately.

MAKE THE FOLLOWING UPDATES:

- Driver's License, Enhanced Driver's License and State ID Cards – use your ACP address as residential and mailing address (page 21).
- Vehicle Title and Registration records – use your ACP address as residential and mailing address (page 21).
- Employment records – if you are a Washington State employee, notify your HR and Payroll departments so they can update your HRMS records for nonpublic disclosure.

- Bank account records. (page 32) – refer to special instructions.
- School and daycare records for children and yourself (page 26) – refer to special instructions.
- DSHS, HCA, HBE, and child support – use your ACP address as residential and mailing address (pages 19 and 22).
- Telephone service records (page 31) – refer to special instructions.
- Utilities records (page 30) – refer to special instructions.
- Give your friends and relatives your ACP address.

REGISTER TO VOTE AS A PROTECTED RECORDS VOTER (PRV)

If you want to register to vote without having your address shared in public record, you must register to vote as a Protected Records Voter (PRV). The only way to do this is by filling out the PRV form that was included in your Welcome Packet and returning it to ACP or signing up using the PRV form at your county election office (pages 28-29).

When ACP receives the form, we will forward it to the appropriate county. If you are currently registered to vote, the PRV form is your request to cancel your online or public voter registration. You will still be a registered voter, but your address and voting information will not be available to the public. If you go online to update your voting address with your actual ACP address, your address will be in public record and will be shared.

REVIEW THE LAW ENFORCEMENT REQUEST FOR PHONE LOCATION FORM

If you check the Opt IN box and return to the ACP, we will notify the Washington State Patrol that you have opted in. This gives your phone provider permission to provide your phone information to law enforcement without further review only **IF** there is a fear that you may be in danger of serious harm (page 24).

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SECTION 1. YOUR ACP ADDRESS

ACP AUTHORIZATION CARD

- Your ACP Authorization Card is printed with your name, date of birth, ACP address, and expiration date.
- Always carry your ACP card with you, like your driver's license or identification.
- The ACP card does not qualify as a form of legal identification.
- You must show your card when you want any government agency/employee to use your ACP address.
- Each person listed on your application is provided with their own authorization card and assigned PMB number.
- If anyone asks you questions, you may refer them to the law on the back of your ACP card or to the ACP office phone number.
- If contacted, the ACP will confirm that you are an ACP participant and offer basic information about the program. We will not disclose your actual address.
- If you misplace your ACP card, call the ACP.

ACP ADDRESS:

Your ACP address is the address assigned to you by ACP on the front of your ACP Authorization Card. This address may be used as your home, school, and work address in public record. This address is not confidential.

In most cases, state and local government agencies in Washington must accept this address and use it on all records they make available to the public. ACP law does not apply to federal government agencies or to private businesses.

If you are ever in doubt about whether you should provide your actual address to any person or agency, call the ACP.

Your ACP Address should look like this:

Your Name

PO Box 257 PMB #####

Olympia, WA 98507-0257

Your address is not complete without your Participant Mail Box (PMB) number. To prevent mail from being returned or delayed, be sure to include it.

ACTUAL RESIDENTIAL ADDRESS

Your actual residential address is the address where you live, your home address. The ACP **must** have your residential address on file. Your residential address is kept within the ACP and is only shared under very specific circumstances (See Sharing Your Information on next page).

MAILING ADDRESS

If you provide ACP with your residential address AND a mailing address, ACP will forward your mail to the mailing address. Participants can add a mailing address at any time by submitting a Change of Information Form to ACP. Be sure you include both your residential address AND your mailing address.

Safety Tip: If you provide the United States Postal Service (USPS) with your address, it can be released by the USPS to process servers, law enforcement, collection agencies, and others.

WHEN YOUR ADDRESS IS SHARED

When you enroll in the Address Confidentiality Program (ACP) and use your new ACP address, state and local government agencies may still enter some of your information into public records.

Information that is Confidential

- Your actual street, work or school address
- Your actual City and County
- Your voting precinct

Information that is not Confidential

- Your enrollment in ACP
- Your ACP address including PMB number
- That you are in Washington State
- Information you give to state or local government agencies

ACP RELEASE OF ADDRESS INFORMATION

You cannot give ACP verbal or written permission to disclose your actual address.

ACP will not share or release your actual residential address to anyone except under the following circumstances:

- Directed by a court order, OR
- When a law enforcement agency correctly provides a written request for information*.

*If you have indicated on your ACP application that your perpetrator is in law enforcement, ACP will require a properly executed court order. Any requesting officials must meet the requirements set out in RCW 40.24.070. No information will be released by the ACP unless all requirements are met. A phone call from someone who claims to be law enforcement is not sufficient cause for ACP to release participant information.

SECTION 2. HOUSEHOLD CHANGES ON ACP

When changes happen within your household that affect your mail, update the ACP by mail or by fax using the Change of Information Form (on our website). Changes must be submitted in writing and **MUST** include your signature.

- We know that fax machines can be hard to find. If you feel it is safe and you have a cell phone, you may be able to fax from your phone. Do a google search for instructions.
- State agencies like the Department of Licensing and DSHS will fax for free if the fax is for state business. If you are working with an advocate, they may have a fax machine you may be able to use.
- ACP will verify your signature by matching the signature on the update to the signature on file for you.
- When we receive your update, the ACP will update our records. We will send you a letter in the mail letting you know we received your information.
- **NOTE:** We do **NOT** accept email address updates because our emails may be subject to public records requests.

ADDRESS CHANGES

When you move, you must update the ACP at least two (2) days before the move so we can get your mail to your correct address.

ADDING OR REMOVING MEMBERS OF YOUR HOUSEHOLD

Child: To add or remove a minor child in your household, add the child's name, date of birth, relationship to you, and check the "Add" or "Remove" box on the Change of Information Form.

Adults: Anytime an adult is added to your household, the adult must complete a new application. A list of Advocates that can help with this can be found on our website.

MINOR CHILDREN TURNING 18

When your child turns 18, they must decide if they want to stay in the ACP. The ACP will send an application to your household four (4) to six (6) weeks before their 18th birthday. The application must be completed, signed and returned to the ACP by the now-adult within four (4-6) weeks for the now 18-year-old to remain in the ACP. If the application is not returned by the due date, they will be cancelled from the program and their mail returned to the sender.

MOVING OUTSIDE OF WASHINGTON

If you are moving outside of Washington, the ACP can forward your mail to your new out of state address for up to 30 days if you make the request in writing. You must complete the **Cancellation Request Form** located on our website and mail or fax to the ACP prior to your move.

LEGAL NAME CHANGE

NAME CHANGE AS A RESULT OF MARRIAGE OR DIVORCE

Notify the ACP as soon as possible of any legal name change by mailing or faxing the Change of Information Form with a copy of the legal document that shows the legal name change (marriage certificate or divorce decree). If we do not have your new name, mail that comes to the ACP in your new name will be returned to the sender.

When we receive these documents, the ACP will send you a new ACP Authorization Card with your updated name. The ACP will accept and forward mail it receives in both your previous and new name.

NAME CHANGE AS A SAFETY STRATEGY WITH OR WITHOUT A SEALED NAME CHANGE

If you have a sealed name change and **do not** want to receive mail from the ACP in your previous name, you must withdraw from the ACP by sending a completed Cancellation Request Form to the ACP. You may then reapply under your new name.

If you have a sealed name change and **want to** receive mail from the ACP in both your previous name and your new name, notify the ACP as soon as possible. Mail or fax the **Change of**

Information Form with a copy of the legal document that shows the legal name change. The ACP will forward mail in both names and both names will be connected to your ACP records.

A sealed name change is often a short-term safety strategy. If you get a sealed name change, the court seals the record and the name change is not a public record, but your new name is still connected to your social security number. ACP does not assist or advise with name changes.

WashingtonLawHelp.org has information about how to get a name change in Washington State.

LEGAL IDENTITY CHANGE

ACP does not assist or advise with this process. An “Identity Change” is the process of changing your legal name and social security number. It is a large step and requires much thought. It may mean the loss of your credit, work and rental histories, family and friends, degrees, and professional designations.

If you receive an identity change, the ACP will cancel you from the program when you tell us you have made the change. You must submit a **Cancellation Request Form**, if you do not, ACP will still have to cancel you, and you cannot appeal the cancellation. RCW 40.24.040(1) and WAC 434-840-035(c). The ACP can no longer forward your mail to your former identity. All mail will be returned to the sender.

Upon successful completion of an identity change, you may not need ACP services. If you believe ACP services should continue to be part of your safety plan, you may reapply with your new identity. You should talk to an advocate about a safety plan before you reapply.

For more information, you can refer to the “Identity Change: Practical and Legal Considerations” on the **WashingtonLawHelp.org** website, **VAWnet.org** website or contact Greater **Boston Legal Services**.

SOCIAL SECURITY NUMBER CHANGE

The Social Security Administration does not routinely assign new Social Security numbers but may if provided with documented evidence of harassment, abuse, or life endangerment. They will require documents providing your legal name change and your identity. You must also show a document proving your U.S. citizenship. More information can be found on the Social Security Administrations webpage. ACP does not assist or advise on SSN changes.

SECTION 3. RENEWAL, WITHDRAWAL, OR CANCELLATION

RENEWING PARTICIPATION

Your certification in the Address Confidentiality Program (ACP) is valid for four (4) years. A renewal application will be sent to you four (4) to six (6) weeks prior to your certification expiring. Complete the forms and send them back to ACP by the date on the application to remain in ACP.

WITHDRAWING YOUR ACP PARTICIPATION

How long you stay in ACP is up to you. If you do not use your ACP address on your driver's license as both your residential and mailing, use it as your primary address for receiving mail, and do not vote as a Protected Records Voter, you may not need ACP.

When you want to withdraw from the program:

- Mail or fax the **Cancellation Request Form** to the ACP. Be sure you list everyone in your household and sign the form. You may locate the form on our website.
- Change your mailing address with **all** businesses and agencies that send you mail through the ACP.
- The United States Postal Service (USPS) will not process any requests to forward mail from your ACP address to another address because the PO Box 257 address is also the ACP business address. You are not authorized to discuss or perform any type of function related to ANY mail that is enroute to, refused at, or received at PO Box 257. The Secretary of State allows you to use PO Box 257.
- Update your driver's license or state identification card by visiting the Department of Licensing and providing your actual residential address.
- If you wish to be registered to vote, you will need to register online or at your county elections office as a "regular" voter. Your Protected Records Voter registration will be cancelled.

CANCELLATION FROM ACP

If ACP cancels your participation in ACP, we will send a **Cancellation/Appeal Letter** to your last known address in our records. You have ten (10) business days from the cancellation date to appeal the cancellation in writing.

To avoid unnecessary cancellation, make sure that ACP always has up-to-date and correct information in your file, including your phone number and/or email address. The ACP will try to reach you by phone or email before moving to cancellation.

The ACP may cancel you for the following reasons: RCW 40.20.040(2)(3)

- Failure to notify ACP of a change in address within two (2) days.
- Your mail is returned to the ACP as “undeliverable, unclaimed or refused.”
- You do not respond to ACP’s request to verify your address.

The ACP shall cancel you for the following reasons: RCW 40.20.040(1)(4)

- You move out of state.
- You change your identity.
- You do not renew your certification in the ACP.
- You submit false information on the application.

SECTION 4. ACP MAIL INFORMATION AND TIPS

SAFE LABEL NAME-ACP

A “safe label name” is a name used by the ACP, so your name and address are not connected when we forward your mail to you. When ACP receives mail for you, it should be addressed to your legal name (see section on telephone and utility records for exceptions).

If you are worried about your name and actual address being connected to the mail ACP forwards to you:

- Mail or fax a complete **Request for Utility Alias and/or ACP Safe Name Label Form** to the ACP (form is located on our website).
- Place your “safe label name” inside your mailbox so that your mail carrier knows to deliver mail to your home in that name.
- All mail that ACP repackages and forwards will be sent using your safe label name.

If the ACP receives mail in your safe label name rather than your legal name, the mail will be returned to the sender.

UTILITY ALIAS

An alias name is another way to describe a fake name. It is not a legal name. ACP will NOT receive mail under an alias name except when used as an extra safety precaution for your cable or utility bills (see section on Local Government Agencies).

If you use an alias on your utility bills, mail or fax a completed **Request for Utility Alias and/or ACP Safe Name Label Form** to the ACP (form is located on our website). We will forward the utility bills we receive under an alias name to you.

ALIAS NAMES

There are places you may choose to use an alias to help keep you safe that do not relate to ACP mailing. Here are some examples:

Appropriate Use of Alias

- Ordering food delivered to your home
- Ordering magazines
- Receiving cable and/or utility services

Inappropriate Use of Alias

- Applying for a job
- Government, official or medical records
- Legal Documents

Safe Label and Utility Alias Names are optional and should not be the name of anyone you know including friends, celebrities and authors. Do not use character or fictional names that are easy to identify. The names are fake and not to be used for any legal purpose.

Safety Tip: If you must use your legal name (such as on a legal document) use your ACP address. If you must use your actual address (such as for pizza delivery) use an alias name.

PREVIOUS NAMES

Previous names are names you have used legally in the past. If ACP doesn't have your former name on file, all mail that is sent to your ACP address in that name will be returned to the sender, even if it contains your PMB number.

If you receive mail in a legal name you used when you were married or returned to after a divorce, please submit a **Change of Information Form** along with the supporting documentation to the ACP. Supporting documentation is a marriage certificate or divorce decree that states your name change in the paperwork.

THE UNITED STATES POSTAL SERVICE (USPS)

As a federal agency, the USPS is not required to comply with state ACP laws. The USPS may release the information you provide on a PO Box application (including your residential address) to a variety of agencies and businesses. Many ACP suggestions regarding mail are intended to avoid USPS tracking and database collection practices.

ACP staff picks up all participant mail Monday – Friday, except state or federal holidays. The mail is returned to the office for sorting around 10:00 am. If you have a tracked document that shows it was delivered to the post office and is “waiting for pickup”, it will be picked up the next business day.

After ACP sends your mail, we are not responsible for issues with the USPS.

FILING A USPS CHANGE OF ADDRESS

Filing a Change of Address when you’re on ACP can be complicated, so please read these instructions carefully.

- Update your address with the people, companies, or vendors you receive mail from right away and include your PMB number. You will need to call, write, or change your address with them online.

If your mail is currently being sent to an address where you no longer live, you can file a Change of Address order with the United States Postal Service (USPS) and request all mail be sent to the ACP address. This is not required.

- Add your PMB number to the Change of Address order.
 - This is the only forwarding order from the post office you should do.
- Consider filing separate Changes of Address orders for each person in your ACP household. When filing a Change of Address, you can mark it as a “Family” or “Individual” change. A Family change will forward mail for anyone at your previous address who shares your last name. Avoid filing a Family change if someone who shares your last name still lives at your previous address. Instead, file an Individual change for each person who moved with you.
- If you have already forwarded your mail to your actual address, please contact the post office, and cancel the order as soon as possible.

- See information about the NCOA Database on the next page.
- Do not put in a Change of Address from your actual address to the ACP address.
 - This creates a forwarding “loop” that prevents you from receiving mail from the ACP.

Any mail that has a yellow forwarding sticker on it has been delayed by the USPS mail system. If you update the sender with your new ACP address, the mail will get to you sooner.

NATIONAL CHANGE OF ADDRESS (NCOA) DATABASE

Address changes made through the USPS are entered into the NCOA database. Most agencies and businesses have a subscription to this database. Address lists generated from this database often become “publicly available.”

- **Do not** forward your mail from your previous address to your new actual address. When you do this the USPS may share your actual address with anyone who sends mail to your previous address.
- If you have already provided your actual address (where you live now) to the USPS, please cancel that order.

MAIL CARRIERS

Mail carriers do not receive a list of current residents’ names for their delivery routes. They rely on personal notes, labels inside mailboxes, and their own memory. To avoid incorrectly delivered mail, some carriers will ask residents for the names of people in the household and may return mail for people not on that list.

A “**Vacancy Notice**” card in your mailbox, which has spaces to list names of the people in your household, means the carrier may be attempting to get up-to-date information. Completing this form does not cause a change of address through the USPS. It will NOT result in your personal information being placed into the NCOA database.

You can complete the card using your name or a “safe label name” if you’ve chosen one and notified ACP in writing and place it in your mailbox. You can also use the mailbox label we provide you with in your welcome packet and tape it inside your mailbox.

LEGAL MAIL AND PERSONAL SERVICE OF PROCESS (SUBPOENAS)

By signing the ACP application, you have authorized ACP to act as your legal agent for the purpose of accepting your legal mail and subpoenas.

- ACP can only accept personal service if it is received in your **legal name**.

- When ACP accepts a subpoena on your behalf, it is the same as if you have accepted the subpoena.
- You are responsible for complying with the requirements contained in the legal document(s). ACP staff will attempt to notify you by telephone and then forward the document to you by First-Class mail.

MAIL FORWARDING

Mail ACP will forward

- First class Personal correspondence (letters, cards)
- Mail from government agencies, schools or financial institutions
- Bills, statements and invoices
- First class mail in your trust or business name that includes both your name and PMB number
- Appointment reminders, recall notices that are time sensitive
- Bank checks, prescription medication and license plated

Mail ACP will not forward

- Magazines, catalogs, newsletters, nonprofit mail and advertisements
- Mail to a person that is not on your file
- Free samples of merchandise
- Packages (see description below)

MAIL DELAYS

The ACP repackages and forwards mail every weekday except for state and federal holidays. You should expect a possible delay of five (5) days before you receive your mail. Any mail that is incorrectly addressed will be delayed longer and may even be returned to the sender. To avoid concerns about delays, consider paying bills online or in person. You can also have bills sent to an alternate safe mailing address.

If your PMB is not included in your mailing address, it will further delay delivery or may be returned to the sender. ACP will stamp the envelope to notify you that you need to contact the sender and ask them to include your PMB number because it is part of your address. If you share the same name as another participant and there is no PMB or other identifier, such as middle name or initial on the mail, we must return the mail to the sender.

MAIL HOLDS

- ACP will hold your mail for 5 business days upon your verbal request.
- With your written request, ACP may hold mail for a maximum of 21 days.
- If the ACP does not have written notification from you at the end of the mail hold, we will forward your mail to the last address we have on file.
- If mail is returned, we may cancel your participation in the program.

CERTIFIED AND REGISTERED MAIL

The ACP records the receipt of all **certified** and **registered** mail. Due to the volume of mail ACP receives each month, we are unable to track other individual pieces of mail. If you are expecting an important piece of mail, ask the sender to mail it by certified mail. All mail is forwarded as First-Class.

PRIORITY MAIL

FedEx, UPS, or USPS Priority Mail is received at the ACP per the expedited mailing standards and then forwarded First-Class. Like all other ACP mail, it is subject to the same delays. Consider having these items sent to your home address under an alias name or to an alternate address to prevent delays.

PACKAGES

Except for bank checks, license plates, and prescription medications, ACP does not forward packages. A package is defined as mail with any dimension larger than 12 inches wide, 15 inches long, ¾ inches thick, or over 13 ounces in weight.

Here are some alternatives for receiving packages:

- Order online using a gift card and have the item delivered to your actual address with an alias name.
- Have retail items shipped to a store, UPS, USPS, FedEx, or a parcel locker, such as Amazon Locker for pick up.
- Have packages sent to a friend, relative, or place of employment.

PACKAGES SENT TO ACP BY MISTAKE

If a package is sent to your ACP address by mistake and you track it online, you may see that it was delivered and received. Packages for all participants are received at the PO Box in one group and then returned to the senders when mail is picked up by ACP staff.

Participant packages are immediately returned by ACP staff and are not available for pick up or rerouting. ACP is not responsible for packages that are mistakenly sent to your ACP address.

You are not authorized to discuss or perform any type of function related to ANY mail that is enroute to, refused at, or received at PO Box 257. The Secretary of State leases PO Box 257 and allows you to use and receive mail at the address.

RETURNED MAIL

When ACP receives mail, we have forwarded to the ACP participant back from the USPS, it usually has the reason it is being returned on a yellow label or nixie label. Undeliverable mail is often the result of a mail carrier assuming you are not living at your address, or a result of a participant moving without notifying ACP.

If your mail is returned to ACP, we will send it out again if we believe the mail carrier has made an error. If we are in doubt, we will attempt to contact you by phone or email. Please make sure ACP always has a safe and working phone number and/or email address where we can reach you or leave a message. If we cannot get mail to you, we must begin the process of cancelling your participation.

SECTION 5. INTERACTING WITH GOVERNMENT AGENCIES

State and local government agencies in Washington shall accept your ACP address as your home, work, or school address for public record*. Your ACP address can be shared. Being a participant in the ACP is not confidential, and neither is your ACP address.

Federal agencies and private companies are not required to accept the ACP address. Certain government agencies do require a participant's residential address to provide services. In these cases, it is the responsibility of the agency to maintain the confidentiality of your actual address and not place it in public records.

When working with any state or local government agency:

- Inform the person you are working with that you are in ACP.
- Show your ACP Authorization Card and request the use of your ACP address.
- All participants (including children) must have and show an ACP Authorization Card when requesting the use of the ACP address.
- Agencies may make copies of your ACP Authorization Card(s).
- Agencies may contact the ACP to verify whether a person is enrolled.

- ACP law does not authorize the removal or redaction of information that is already in public records.

*The ACP address may not be accepted on documents related to the purchase of property (see page 27).

BUSINESS OR NONPROFIT REGISTRATION

The ACP address may be used with city, county, and state agency records. This includes the Department of Licensing, Department of Revenue, and the Secretary of State's Corporations Office. There are exceptions when laws require location information (like property tax administration and business licensing).

People are enrolled in the ACP. Businesses are not.

If you wish to register a business, charity, or charitable trust (for sole proprietorship call Department of Revenue) with the Corporations Division of the Office of Secretary of State:

- Notify the ACP in writing by adding your business name on the Change of Information form on the ACP website and mail or fax it to the ACP.
- Complete registration on the Corporations website at: **sos.wa.gov/corps**

USING THE CORPORATIONS & CHARITIES FILING SYSTEM (CCFS)

- When entering the Registered Agent or Principal Office Street/Physical Address, select the statement that says, "I attest, under penalty of law, that I am a participant of the Address Confidentiality Program." This will gray out the Street Address line.

ONLINE USERS WILL BE PROMPTED TO PROVIDE THEIR ACP PARTICIPANT NUMBER

- Use the "return address for this filing" section and manually enter your address including your **PMB #**.
- Proceed with the remaining modules.
- If you are the registered agent for a business or charity, you may use the ACP address as your mailing address.
- If you are employed by your own business or charity, you may use the ACP address as your "work" address.

There are non-profits and companies that provide charity and business registration processes and services, including registered agent services.

- The Department of Revenue: 360.705.6741 or **dor.wa.gov**

- Non-profit Communities Rise: 206.324.5850 or **communities-rise.org**
- The Secretary of State Corporations: 360.725.0377 or **sos.wa.gov/corps**
- Division of Business and Licensing: **dol.wa.gov/business**

COURTS

ACP participants may interact with the court at any time. Whether you hire a lawyer to represent you or represent yourself is an important decision. Carefully weigh out your risks and responsibilities. Self-Help forms and resources may be available on the WashingtonLawHelp.org website.

There are several laws specific to ACP, family law and the courts. Refer to laws Chapter 26.09 RCW Dissolution Proceedings – Legal Separation and/or Chapter 26.12 Family Court to see if they apply. These laws are also located on our website.

DEPARTMENT OF SOCIAL AND HEALTH SERVICES (DSHS)

APPLYING FOR DSHS ONLINE

There is a service on the DSHS website called Client Benefit Account (CBA). ACP participants will see a text box on the WACon “**Your Address**” page, with an alert for you to provide your ACP address. Select the box, “**I am in the Address Confidentiality Program (ACP)**”:

washingtonconnection.org/home

- When the ACP box is checked, the home address fields are auto filled with the ACP PO Box 257 address, and a field will appear for you to enter your PMB number, called ACP code with DSHS.
- When the system asks if you want to register to vote, **decline**. The only way you can register to vote and keep your address confidential is to register as a Protected Records Voter (PRV) through ACP or your county elections office.
- If you have questions, call 877.501.2233.

APPLYING FOR BENEFITS BY PHONE.

When applying for benefits by phone:

- Call 877.501.2233
- Inform the agent that you are an ACP participant. There are online forms specifically for ACP participants to help you save time.

- You may ask for DSHS staff to set you up with MyDocs secure email exchange. This is a newer option DSHS provides. The caseworker sends you an encrypted email and after you follow a few steps, you can email in your eligibility documents safely.
- All participants (including children) must provide their ACP Authorization Card.
- Agencies can contact ACP to verify your status as an ACP participant.
- ACP participants must still comply with all other service eligibility and application requirements.

If your actual residential address is required for home-based services and you need those services, ask if your actual residential address can be kept confidential.

SNAP BENEFITS

SNAP benefits are a **federal benefit** and require an actual address. The ACP address will not work but can be used as your mailing address.

CHILD SUPPORT

ACP participants can complete the “Application for Child Support Services” using the ACP address. All legal documents pertaining to the child support case will then be sent to the ACP address. All public records in the state case registry will list only the ACP address. If you have questions, please call the Community Relations Unit 800.457.6202

For instructions and forms, please go to: <https://www.dshs.wa.gov/esa/division-child-support>

DEPARTMENT OF LICENSING (DOL)

If you have a **sealed name** change order from the court and an existing Washington drivers record, contact the Driver and Vehicle Investigations fraud team by email at fraud@dol.wa.gov or by phone at 360-902-3915. An investigator will work with you before you go into the DOL office to ensure that your old record is not linked to your new record.

UPDATING YOUR DOL INFORMATION

If you submitted the form to update your license or registration information when you enrolled in ACP, the DOL updated your information in their computer system. If you need to get a license, ID, or pay for tabs, you will need to go **in person** to a local DOL office. Submitting the form does not result in a new license, ID or tabs being mailed to you.

NEW DRIVER LICENSE, ID, ENHANCED DRIVER LICENSE (EDL), REGISTRATION OR TABS

To get a new driver license, ID card, EDL, vehicle title or registration with the ACP address listed on it:

- Go to a state motor vehicle office **in person** and show your ACP Authorization Card. It may be helpful to schedule an appointment. The online system will **not** accept the ACP address or change your records.
- Use your ACP address as your residential and your mailing address. If you do not, you will be automatically registered to vote when you apply for an EDL. You will have to fill out the opt out packet you are sent by mail from the county election and re-register as a Protected Records Voter (PRV).
- Provide all other documents that are normally required for obtaining a license or vehicle registration.
- Enhanced Driver's License (EDL) has requirements for documentation that are stricter than a license or identification card. Being in ACP does not exempt you from the additional requirements.
- Replacement fees will apply.
- If you have an out-of-state driver's license or identification card you can provide your ACP Authorization Card as proof of address, but all other agency documentation requirements will apply.

Renewing Your DOL Information

- The DOL website will not accept the ACP mailing address as your residential address.
- To renew a license, or identification card you will need to go **in person** to a DOL office and show your authorization card to renew and keep your residential address as the ACP address.
- You may consider making an appointment with DOL when you need to make the change

FILING ONLINE FOR UNEMPLOYMENT INSURANCE

When applying online, there will be a question "Do you currently have an anti-harassment order in place for your protection?". As an ACP participant, answer 'yes' to this anti-harassment question. An anti-harassment order is not necessary to use your ACP address. The system will then accept your ACP address.

While you can file your initial claim online, there are still times when you will need to speak with one of the representatives. Any time you contact ESD, let them know you are in ACP before you begin the application process for benefits.

If you have unemployment claims questions, the telephone number is 800.318.6022, phones are answered between 8 a.m. to 4 p.m., Monday through Friday

HEALTH CARE COVERAGE

WASHINGTON APPLE HEALTH

If you are applying on-line for health coverage through Washington Apple Health:

- Enter PO Box 257, Olympia WA 98507 as your “Home Address.”
- After you enter your zip code, a box will pop up asking for your “ACP Number”. Enter the PMB Number assigned by the Address Confidentiality Program.
- Check the box to mark that your mailing address is the same as your home address and a box will pop up asking you to verify the “ACP Number” again.

Important: ACP participants approved for Washington Apple Health are automatically enrolled to receive services in Thurston County:

- If you are not in Thurston County, please contact your managed care provider at the first of the month when you enroll. You will be able to select a Primary Care Provider (PCP) in the area where you reside.
- If you are applying for behavioral health services, you will be asked to provide your county of residence information if you or a family member need services outside of Thurston County.
- Contact the Health Care Authority at 800.562.3022 ext. 16131.

WASHINGTON CONNECTIONS

If you are eligible or applying for benefits through the Washington Connection portal, follow instructions provided for DSHS.

LAW ENFORCEMENT

ACP Program participants have the same legal responsibilities as the general public when interacting with law enforcement.

IF YOU ARE IN DANGER CALL 9 1 1

If you give your name and address during a 911 call, your name may be released and cannot be redacted from public record. You may call and request to be anonymous but there is no guarantee. Ask the 911 dispatcher to place a note in the call log that you do not want your name to be disclosed. Always show your Address Confidentiality Program (ACP) Authorization Card and request the use of your ACP address on any report. You may need to follow up in person to request that your actual address be replaced with the ACP address. Have your authorization card with you to show the staff.

NON-EMERGENCY POLICE REPORTS

Make non-emergency police reports in person at a law enforcement agency in the proper jurisdiction. Be prepared to explain that you are an ACP participant and that you want to use the ACP address for any records that are available to the public. Reports can also be made from an alternate location, online, or over the phone. If you are a witness to a crime, law enforcement can contact you. You can ask to be contacted by phone or in person for follow-up.

POLICE RESPONSES TO YOUR ADDRESS

If law enforcement responds to your actual address, your address will appear in the police report and in the dispatch database. Request that the records be changed to reflect your ACP address only. If a crime was committed at your actual address, the agency will need to keep a record of where they responded, but the information must be kept confidential and out of releasable reports.

LAW ENFORCEMENT REQUEST FOR PHONE INFORMATION

Washington law requires a wireless phone provider to give people's current location and call information to law enforcement if there is a fear of serious harm or death (RCW 80.36.570).

When you enrolled in the ACP, you "Opt out" of your wireless provider sharing your phone information with law enforcement unless there is an additional review or court order.

If you want to "Opt In", please check the Opt IN box on the **Law Enforcement Request for Phone Location Form** that was included in your Welcome Packet and return it to the ACP. We then let the Washington State Patrol know you want your phone's location shared with law enforcement if they believe there is a risk of death or serious physical harm. You are welcome to change this decision at any time, just contact ACP and a new form will be mailed to you.

For more information, contact the ACP or refer to RCW 80.36.570 Law Enforcement-Requests for call location information-Requirements for full text.

MARRIAGE

PROTECTED MARRIAGE RECORDS (PRM)

If you get married after you enroll in the ACP, you can request a Protected Records Marriage (PRM). You must make the request to become a PRM when you are applying for your marriage license. You cannot get a Protected Marriage **AFTER** you get married.

Unlike a regular marriage, a Protected Marriage Record is not recorded in an online database and will **NOT** show up on websites.

The drawback to a PRM is that you will not be able to get a certified copy of your marriage license from the county. The county is not recording your marriage. All PRM certificates are held at the Department of Health Vital Statistics. While it may take longer, you will keep your marriage out of public record.

PRM REQUEST STEPS

- Call your County Auditor's Office to schedule an appointment. Ask for the ACP authorized personnel.
- Ask what documentation you will need to apply for your license, and what kind of payment is accepted.
- Bring your documentation, your ACP Authorization Card(s) and your payment to your appointment.
- After the ceremony, you or the officiant will return your marriage certificate to the county.
- The county will mail the certificate to the Department of Health in a confidential envelope to make sure the marriage is not recorded.
- When you need to order certified copies of your marriage license, call the ACP. We will explain the process, the costs, and will send you the correct form to place the order.

SCHOOLS

You may use the ACP address as your address on record with schools. Public schools must accept the ACP address instead of a student's actual address.

Participating in the ACP does not mean that a parent can enroll their children in the district or school of choice. Just like any other parent, ACP parents must enroll their children in the district and schools assigned to their address and formally request transfer approval through the school district. If the

district has a school that requires an application and attendance is drawn through a lottery process, a parent must follow the district rules for applying to the school.

Federal and state law requires a residential address for students in schools that get funding from the Department of Education, this applies to all public schools. Because ACP participants have safety reasons for not using their residential address, the Office of the Superintendent of Public Instruction and ACP have agreed that the District Eligibility letter (that ACP provides after researching the address) meets the requirement to establish residency.

CHILDREN REMAINING IN THE SAME SCHOOL

It is not possible to unrelease information that has already been given to others or shared in other databases before you enrolled in the ACP. If you become enrolled in the ACP and are keeping your children in the same school:

- Show your ACP card and the cards of your children to the school registrar.
- Request that all address information be updated to reflect the ACP address.
- Provide valid emergency contact numbers. Do not use the ACP phone number as your contact number for emergencies.
- Provide the school with a copy of the ACP Information Letter. ACP will send you a copy of this letter within a month of your ACP enrollment.

ENROLLING CHILDREN IN A NEW SCHOOL OR DISTRICT

When you enroll your children in a new school or district:

- Register your children at the school assigned to your residential address.
- Show your ACP card and the cards of your children to the school registrar per your school's registration process.
- Provide a valid emergency contact number. Do not use the ACP phone number as your contact number for emergencies.
- Provide the school with a copy of the ACP Information Letter. ACP will send you a copy of this letter within a month of your ACP enrollment.
- If either you or the school district requests, ACP will send the District Eligibility letter directly to you, verifying the actual school district and schools your child should be attending, based on the residential address we have on file for you.
 - The ACP cannot mail or fax a school district verification letter directly to the school.
 - The ACP cannot email a school district verification letter to the school or parent.

- The District Eligibility letter is part of the registration process. If you are requesting the school to use the ACP address on school records, you are required to show the District Eligibility letter.

THE FAMILY EDUCATIONAL RIGHT AND PRIVACY ACT (FERPA)

FERPA is a federal law that orders what information (including medical information) can be shared by schools. Unless a parent (or student who is over 18) actively opts out of directory information sharing, a school is allowed to share information with third parties without the consent of the parent or student.

To opt out, request and complete a directory opt-out (or FERPA opt-out) form from the school. The best time to do this is at the beginning of the school year or as soon as possible after enrollment. This can be especially important as some medical records normally covered under the Health Insurance Portability and Accountability Act (HIPAA), such as vaccination information, can become shared once given to a school.

For more information Google “Protecting Student Privacy” and “A Parent Guide to the Family Educational Right and Privacy Act (FERPA)” documents on the U.S. Department of Education’s website.

TAX BENEFIT DISTRICT FEES

When you use your ACP address to register your vehicle, you use an Olympia address. The City of Olympia charges additional Transportation Benefit District Fees (TBD). After you pay these fees:

- Request a refund by contacting the Transportation Benefit District at 360.570.3727 and press 1. The recorded message that will explain the next steps.
- The city will contact ACP to verify that you are in ACP. You will only get a refund if you live outside of the boundaries of the City of Olympia.

VOTER REGISTRATION

As an ACP participant you can register to vote as a Protected Records Voter (PRV). Registering as a PRV keeps your actual address, name, county, and precinct number out of the public record and offline.

A PRV form was included in your Welcome Packet. If you need another form, please contact our office. You may also register to vote as a PRV at your local county elections office by asking for the ACP authorized personnel.

Here are some things you should know regarding the ACP voter registration process:

- As a Protected Records Voter you will interact with Elections staff differently than public voters do. If you call your county elections staff, please let them know you're enrolled in ACP so the right person can assist you.
- You must provide your actual address on the Protected Records Voter Registration Form. The actual address determines your precinct, and this informs what ballot you are issued during elections.
- If you registered to vote before enrolling in ACP or register to vote online while being enrolled in ACP, the information you provide is available to the public. ACP cannot order the address to be removed or redacted.
- DO NOT use the online voter registration system, **VoteWA.gov**, to make changes to your current voter registration record. Call ACP instead.
- Adding your ACP address as your mailing address in **VoteWa.gov**. DOES NOT make you a Protected Records Voter. It only connects your residential address to your ACP address.
- DO NOT register to vote or update your voter registration records during a Voter Registration Drive (VRD), or at any state public assistance agency. This places your address in the public record. You are not required to fill out a voter registration form. Saying no to voter registration will not affect your benefits.
- The United States Postal Service (USPS) and the Division of Elections share information. Filing a Change of Address Form with the USPS will alert the Division of Elections that you have moved and will trigger an update in VoteWA.gov.

CHECKING YOUR BALLOT STATUS

You won't be able to track your ballot online because you are not in the public database. If you look for your voting record online and you cannot find it, that's exactly what you want.

You can call your County Elections Office and ask to speak with the ACP Authorized Personnel about the progress of your ballot.

REGISTERING TO VOTE AT 16 OR 17 YEARS OLD (FUTURE VOTER)

On Temperance and Good Citizenship Day (usually January 16th of each year), 16 and 17-year-old students who will be 18 years old by the next election can register to vote in class. When they turn 18, they will be placed on a public record as a voter. Talk to your teens about getting the Protected Records Voter Form from ACP so they can vote without their information being put in public record. Being a PRV is the only way to keep residential address information offline.

SECTION 6. INTERACTING WITH UTILITY AND PHONE COMPANIES

Good questions to ask are:

- “With whom will you share information about me?”
- “What information will you share about me without my consent?”
- “What information requires my consent prior to disclosure?”
- “Can I opt out of having information disclosed

UTILITIES

Some utility companies are administered by local government agencies and are required to accept your ACP address. Other utility companies are private businesses and are not required to accept your ACP address. Regardless of whether your utilities are government or private, they need your actual address to provide services.

SUGGESTIONS FOR PROTECTING YOUR ADDRESS INFORMATION:

- Explain that you are an ACP participant and have higher security needs.
- Ask if you can provide the minimum amount of information necessary for the service.
- Ask if a landlord or another person can place the utility account in their name.
- If you have it, consider placing a cash deposit on the account rather than providing information for a credit check.

REQUEST ADDITIONAL ACCOUNT PROTECTIONS, SUCH AS:

- Using just your initials on your account rather than your whole name.
- Protecting the account with a password, confidentiality flag, or alert.
- Transferring your account to a special services department.
- Listing the ACP address as the mailing address.
- Always ask the company if they can suggest any additional security measures.

PHONE SERVICES

We recommend learning as much as you can about technology and stalking, especially cellphones. The NNEDV Tech Safety **techsafety.org** is a good source of information for furthering your understanding of stalking and technology.

If you have a landline phone, know that it must be linked to your actual address. Requesting an unlisted or unpublished phone number for a landline does not necessarily guarantee confidentiality.

If you set up services with any of the following companies, please contact them at the number listed below. Ask the company if there is a department that can help you keep your information more secure with their assistance.

- **Xfinity Comcast:** 844.963.0073 – the designated Address Confidentiality Program and Safe at Home line.
- **CenturyLink:** 866.541.3330 – say you are in Safe at Home and the representative will be able to assist you. Safe at Home is another name for Address Confidentiality Program.

The following services may have extra protection for your information, but ACP has not established specific protection for participants with these companies.

- **Lumen:** 800.871.9244
- **AT&T:** 800.288.2020
- **Direct TV:** 800.531.5000

SECTION 7. CREDIT REPORTS, BANKS AND INSURANCE

Good questions to ask are:

- “With whom will you share information about me?”
- “What information will you share about me without my consent?”
- “What information requires my consent prior to disclosure?”
- “Can I opt out of having information disclosed

CREDIT REPORTS

Credit reports are accessible and provide a lot of confidential information. Banks, credit unions, retail credit card users, auto lenders, mortgage lenders, debt collectors and others voluntarily send information to credit reporting companies. Credit reporting companies also purchase public records like liens, bankruptcy filings, and court judgments from public records providers.

To find out what information is on your credit reports, you can request one free copy of your credit report each year from each of the three major credit companies (Equifax, Experian, and TransUnion) by going directly to each company or by visiting **AnnualCreditReport.com**.

You also have the option of placing a security freeze on your credit report. A security freeze may not block access from certain state and local agencies, courts, insurance companies, or law enforcement. You will also need to make a separate request for this service with each credit reporting agency.

The Washington State Attorney General website also offers information about consumer protection, and crime and safety at: **atg.wa.gov/credit-debt**

BANKS

Your ACP address can be placed on checks and accounts as your mailing address. Based on the 2009 FinCEN ruling you can use the secretary of state address (sponsoring agency). Checks can be mailed to your ACP address for forwarding or you can pick them up at the bank.

Residential address for banking

416 Sid Snyder Ave SW
Olympia WA 98502

INSURANCE:

Since insurance companies are private businesses, and not state or local government agencies, they are not required to accept your ACP address. When interacting with insurance companies, remember to give your complete ACP address, including your Participant Mail Box (PMB) number. All correspondence from the insurance company should be sent to your ACP address.

AUTOMOBILE INSURANCE

The rates for automobile insurance are based upon where you live, but you do not have to provide your full actual address to get automobile insurance. For this, you have two options:

- You can provide the zip code of your ACP address, which is 98507; or
- You can provide the zip code of your actual address.

The cost of insurance will depend on the zip code. Please note that the rate may be higher if you use the ACP zip code, but this will also ensure that you do not have to reveal where you live.

RENTAL INSURANCE

Insurance rates are calculated on a variety of factors, including your location. Renter's insurance requires an actual address. When purchasing insurance, you might consider working directly with a local agent so that you can show your ACP Welcome Letter, explain your situation, and request protections on your account.

If you talk to your insurance company about your ACP participation, they may allow you coverage for just contents alone rather than a renter's policy that includes the dwelling. Check with your insurance company and your landlord for requirements.

INSURANCE COMPANIES AND SHARING OF CUSTOMER INFORMATION

There are state and federal laws that govern the collection and distribution of insurance company data. These laws tell insurance companies they have to keep your personal information private. If you file a complaint against an insurance company or landlord, your address will be disclosed. We encourage you to have a conversation with your insurance agent about these laws, so you have a good understanding of their practices.

SECTION 8. PURCHASING A HOME ON ACP

The laws that govern the ACP do not currently provide protection of real property records. In addition, ACP laws do not apply to private businesses. Title companies, banks, real estate professionals and mortgage companies are all private businesses that are not subject to ACP laws.

When buying a house or other real estate, a person must sign a lot of documents that show their name and the address or location of the property. These documents show up in public records that anyone can see. The name of the property owner and the actual legal description of the property is open to the public and is shared.

PROTECTING REAL PROPERTY RECORDS WHEN BUYING A HOME

ACP participants may consider purchasing a home by creating a revocable living trust that they can control. Then they can buy property in the name of the Trust, without using their own name.

To learn more about a revocable trust and to find self-help resources and forms, visit the **WashingtonLawHelp.org** website and search “ACP and Trust”.

If you have questions or need legal advice about your situation, talk to a lawyer. Making a purchase through a trust may provide more confidentiality by keeping your name out of public record, but there may be drawbacks. These types of purchases require careful consideration.