



Office of the General Registrar

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John O'Bannon, Chairman
Rosalyn R. Dance, Vice Chair
Georgia Alvis-Long, Secretary
Delegate Donald Merricks
Matthew Weinsten, Member
Susan J. Beals, Commissioner

I hope this letter finds you well. I am writing to inform you of an incident that occurred regarding the absentee ballot instructions for the Presidential Primary in Richmond, Virginia.

On January 23rd, my office received a phone call from a concerned voter who brought to our attention an issue with the absentee ballot instructions. The voter stated that the instructions she received were requesting a witness signature on the ballot's envelope, despite the fact that a law passed last year which removed this requirement and replaced it with the inclusion of the year of birth and last four digits of the voter's social security number.

Upon further investigation, we discovered that our vendor had inadvertently included outdated instructions with a small batch of absentee ballots. These instructions were remnants from the previous year and were mistakenly included in the production process. The affected batch of 500 voters, who had requested a ballot for the Democratic Primary, comprised approximately 25 percent of the total number of Democratic ballot requests for this election.

Our vendor swiftly sent out the correct instructions to the affected voters. In addition, I made the decision to issue a public statement explaining the situation.

I would like to assure you that steps have been taken to rectify the situation and prevent such errors from occurring in the future. We reinforced our communication channels with our vendor to ensure that all instructions provided to voters are accurate and up to date. We deeply regret any confusion or inconvenience caused to the affected voters and emphasize our commitment to maintaining the integrity and efficiency of the electoral process.

Please let me know if there are any further actions or information required from our office regarding this matter. I appreciate your attention to this issue and your dedication to ensuring fair and transparent elections in our state.

Sincerely,

Keith G. Balmer

Keith Balmer

General Registrar