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# State of South Carolina

## Department of Motor Vehicles

October 15, 2019

The Honorable Wm. Weston J. Newton  
Chairman, South Carolina House of Representatives Legislative Oversight Committee  
Post Office Box 11867  
Columbia, South Carolina 29211

Dear Chairman Newton,

During the September 27, 2019 Legislative Oversight Committee meeting the committee requested an update from the Department of Motor Vehicles (DMV) regarding online address updates for DMV customers and specifically if the DMV is able to provide updated address information to the SC State Election Commission (SEC).

Please allow this letter to serve as the DMV response to your question above.

The SCDMV allows customers to update address information through several methods including in-person visits to branch offices, via submission of a mailed change of address form, through an online address update transaction and by updating address information at county offices during a DMV transaction (which updates DMV databases). Central to the DMV's ability to transfer a customer's updated address information to the SEC database is SEC's requirement for the customer's electronic signature to accompany the updated address information. Each of the options mentioned above are discussed below, including whether or not the transaction includes the required customer electronic signature to meet SEC requirements.

- 1. In person Branch Office Visit.** A new or existing customer may visit any of the 66 DMV Branch Offices to establish or update their address information. During these transactions customers may elect to authorize the transfer of address information to SEC. These transactions require customers to provide their signature on an electronic signature pad. If the customer elects to transfer the address information to SEC, the address information and the customer signature from the transaction are transmitted to SEC and the SEC address information is also updated.
- 2. Mailed Customer Change of Address Form.** An existing DMV customer may complete and submit *DMV form 4057, Change of Address, Name, Date of Birth, and/or Social Security Number* to the DMV to update their address information. While this form does require a physical customer signature on the form for DMV to process the address update, the signature does not meet SEC requirements for an electronic signature to accompany address updates and therefore only DMV address files are updated via this means.

- 3. Online Customer Change of Address Transaction.** Existing DMV customers may update address information via the internet at [www.SCDMVonline.com](http://www.SCDMVonline.com) by signing into their online account and completing an address update transaction. DMV requires customers to access their account (validate they are the account owner) by a Multi-Factor Authentication (MFA) login. Once logged in, customers may perform a variety of DMV transactions to include updating address information. As a result of the MFA at login, DMV does not require customer signatures for online transactions. Because there is no electronic signature to accompany online customer address update transactions, SEC will not accept this information from DMV.


However, to ensure customer address information is also updated with SEC, when completing an address update transaction on the DMV website, customers are provided a prompt with a link directing them to the SEC website ([www.scVOTES.org](http://www.scVOTES.org)) where they can also update their address information for voter registration purposes. Customers must login to their Online Voter Registration (OVR) account and provide their SC Driver License number so SEC can verify the new address against the address on file in the DMV database. If the updated SEC address information matches the address information in the DMV database, the customer's voter registration address is updated.

The DMV will continue to work with SEC to refine the online process to make it simpler for customers by allowing updated customer address information provided through the DMV website ([www.SCDMVonline.com](http://www.SCDMVonline.com)) to be transmitted directly to SEC databases. This improvement will eliminate the need for customers to update their information on two websites. DMV and SEC are exploring coding change requirements that would allow this option to meet SEC requirements for an electronic signature as well as allow customers to select whether they want the information provided to the DMV disclosed to the SEC. DMV currently anticipates, if agreed upon by SEC, implementation of the process could occur prior to statewide primary elections in June 2020.

- 4. Address Updates From County Government Offices.** An existing DMV customer may submit an address change with their payment of vehicle property taxes at their respective county governmental offices. The updated address information will be electronically transmitted to the DMV database, however, the transmission of this information does not include an electronic signature so it does not meet SEC's requirement for updating voter registration address information.

The DMV will continue to update the committee on progress and the agency is happy to be of further assistance if additional questions arise.

Regards,

  
Kevin A. Shwedo  
Executive Director, SCDMV