

## Who Needs to Comply?

- ▶ State and Local Government- Pursuant to Government Code, sections, 6207 and 6215.5
- ▶ Private Businesses – According to Section 6208.1 b1 of the Government Code.
- ▶ Banks – Per ruling FIN-2009-R003 by the United States Department of Treasury Financial Crimes Enforcement Network or FinCEN, issued on November 3, 2009.
- ▶ Schools – Recommended use of a Program participant’s designated Safe at Home mailing address on any mailings and public documents.
- ▶ Law Enforcement – Pursuant to Government Code, sections, 6207 and 6215.5.
- ▶ Real Estate Transactions – Pursuant to Government Code Section 6209.5a and Government Code 6207 a1 unless certain governmental circumstances apply.

## Confidential and Non-Confidential Information:

Certain government agencies do require a participant’s residential address in order to provide services. In these cases, it is the responsibility of the agency to maintain the confidentiality of the participant’s residential address. This means, you must maintain as confidential the street address, city, and county of the participant. Non-Confidential information can include actual participation in Safe at Home, the participant’s name, telephone number, and date of birth.



# Safe at Home

CALIFORNIA'S CONFIDENTIAL ADDRESS PROGRAM

## Information for Government Agencies



California Secretary of State's Office  
Safe at Home Program  
PO Box 846  
Sacramento, CA 95812

(877) 322-5227  
FAX (916) 653-7625  
EInquiries@sos.ca.gov  
www.sos.ca.gov/safeathome



safe at home  
California's Confidential Address Program

## What is California's Safe at Home Program?

Safe at Home is a confidential address program administered by the California Secretary of State's Office. When used as part of an overall safety plan, Safe at Home offers program participants a substitute mailing address to receive first class, certified, and registered mail.

Once a participant qualifies for the free program, the Safe at Home P.O. Box becomes their official address. State and local government agencies are required to accept the Safe at Home address on the participants' identification card; however private companies and the federal government are not.

## Who is eligible?

Applicants are eligible to participate if they:

- ▶ Reside in California
- ▶ Are a victim of domestic violence, stalking, sexual assault, human trafficking, elder or dependent adult abuse, or a reproductive health care worker
- ▶ Are a household member of a victim listed above
- ▶ Are in fear for their safety, or for the safety of a minor child or incapacitated adult

## What are the services provided?

Safe at Home provides the following:

- ▶ Confidential mail forwarding
- ▶ Agent for Service of Process
- ▶ Confidential voter registration
- ▶ Use of the designated Safe at Home address and PO Box number by California state, county, and local government agencies when creating or modifying a public record
- ▶ Renewable Safe at Home enrollment

Once enrolled, participants can choose from several services that may strengthen their overall safety plan. Optional services offered by other California government agencies include:

- ▶ Department of Motor Vehicles Records Suppression Program
- ▶ Confidential name change petition through the California Superior Court system
- ▶ Confidential Vehicle Smog Certificate through the Bureau of Automotive Repair
- ▶ Online privacy protection through the office of the California Attorney General.

## How does the Program work?

- ▶ Mail is forwarded to participants at least three days per week.
- ▶ All Service of Process documents are delivered to the Safe at Home Program and then forwarded to the participant via certified mail.
- ▶ The initial enrollment period is four years.
- ▶ Participants have the option to renew every four years.
- ▶ Government agencies are notified, in writing, of a participant's withdrawal or termination from the Program.
- ▶ All first class, certified and registered mail is forwarded to the participant's mailing address on file with Safe at Home, at no cost to the participant.
- ▶ Safe at Home does not forward packages, magazines, catalogues, prescriptions, liquids, or fragile items.

## Accepting the Designated Safe at Home Mailing Address:

Pursuant to Government Code, sections, 6207 and 6215.5 a program participant may request California state, county, city agencies and the courts to use his or her designated Safe at Home mailing address. When creating or modifying a public record (excluding the record of any birth, fetal death, death, or marriage certificates), state and local government agencies shall accept the designated address as a program participant's substitute address, unless the California Secretary of State's office has determined both of the following:

1. The agency has a bona-fide statutory or administrative requirement for the use of the address which would otherwise be confidential under this chapter.
2. The address will be used only for those statutory and administrative purposes and shall not be publically disseminated.

## Proof and Acceptance of a Participant's Safe at Home Address:

- ▶ The Safe at Home program participant will present his or her Safe at Home Authorization ID card to you.
- ▶ The Authorization ID card contains the participant's name on file with the program, his or her program identification number, the designated mailing address, and an expiration date.
- ▶ Call the Safe at Home program, at **(877) 322-5227**, to confirm the active status of a program participant.