



Suspicious Mail and Delays Communications Toolkit

As an election official, communicating with voters, media, and other community stakeholders is important. This generic, nonpartisan document provides a sample statement to help guide your discussions with key audiences on mail ballots and reported delays. We encourage you to customize the material below based on the particulars of your jurisdiction.

SAMPLE HOLDING STATEMENT FOR SUSPICIOUS MAIL

[INSERT NAME OF JURISDICTION], has been monitoring recent coverage of suspicious envelopes. *[Our office has/has not been affected in the past week - as applicable, update voters accordingly]*, we have proactively enhanced our mail-handling procedures and worked with federal and state government agencies to better prepare this cycle *[if applicable]*.

[Insert details on how your jurisdiction has prepared for handling suspicious mail, i.e. added personal protections for our teams handling ballots, enacted new policies and procedures for testing mail, fine-tuned inter-agency collaboration to act quickly when suspicious mail is identified, etc.]

We have taken unprecedented steps to make our workers and voters safe, and **[INSERT NAME OF JURISDICTION]** voters can rest assured that they will continue to do so to ensure a safe, accurate, and transparent election.

SAMPLE HOLDING STATEMENT FOR MAIL DELAYS

We are aware of reports this week of delays involving election mail in some jurisdictions *[add footnote to the reports you are referring to]*. Election mail can include voter registration cards, absentee voting applications, polling place location information, and ballots, among other items.

Here in **[INSERT NAME OF JURISDICTION]**, we will do everything possible to ensure that election mail - including mail ballots to overseas and mail ballot voters - is delivered on time. We encourage voters who would prefer to return their mail ballot in person, and are able to visit any election office or authorized return location to do so at least a week before it is due to our office.

We work cooperatively with our local postal service contacts throughout the election cycle to ensure they continue to prioritize [Election Mail](#). To assist the postal service, we use the Official Election Mail logo to clearly designate communications from this office that should receive expedited handling. *[If applicable, include details on how voters may track their own ballot in your jurisdiction.]*

We thank our local partners at the postal service for continuing to recognize the important role they play in keeping our election system secure and accessible to all eligible voters. We encourage our voters to return their ballot with ample time to ensure their ballot is received by the state deadline *[insert details of when ballots need to be received/postmarked by in your jurisdiction.]*