

Driver Licensing Guide

Address Change
DLG-0601

Original Date: 07/01/2002

Revision Date: 01/01/2022

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POLICY	
Title: Address Change	
Effective Date: July 1, 2002	Revision Date: January 1, 2022
Authority: Code of VA §§ 24.2-410.1 , 24.2-411.1 , 24.2-424 , 46.2-308 , 46.2-323.1 , 46.2-324 , 46.2-341.11 , 46.2-342	
<p>Policy: Customers are required by law to notify DMV of a change of address within 30 days from their address change. Customers may have up to 3 different addresses on their record. These addresses are:</p> <ul style="list-style-type: none">• Mailing• Dwelling (residence/home)• Vehicle registration mailing <p><<<<REVISION</p> <p>Individuals with a valid, unexpired Virginia credential (license, permit or ID card, driver privilege card, driver privilege card permit, or identification privilege card) and a Virginia residence address on record may change their address (residence or dwelling) WITHOUT submitting proof of Virginia residency.</p> <p>Anytime a customer requests to change their address, they MUST be offered an opportunity to apply to register to vote or change their voter registration address (refer to DLG-0101, DLG-0102)</p> <ul style="list-style-type: none">• Customers applying for a driver privilege card, driver privilege card permit or identification privilege card are not eligible to register to vote. END REVISION>>>>	
Exception: n/a	

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DEFINITIONS

Mailing Address- This address displays on all DMV generated documents/credentials. The mailing address may be

- different from the residency (or home address)
- a physical street address or post office box
 - If a post office box is listed as the mailing address, a physical residence street address MUST be entered on the customer's record.

Residence Address- The street address of the customer's principle Virginia residence. A post office box or business address is NOT ACCEPTABLE.

Vehicle Registration Address- This address is used by vehicle owner(s) to receive mailed notices when such address is different from the primary owner's residence/mailling address. Changing a vehicle registration address does not affect the voter registration address.

BACKGROUND

Customers may visit a Customer Service Center (CSC), DMV Select, or request a change of address by phone, internet or mail.

- If the customer is changing their address from a non-Virginia address to a Virginia address, they MUST present proof of Virginia residency at a CSC.

Virginia Code § [46.2-323.1](#) mandates that no license, permit or ID card shall be issued to any person who is not a Virginia resident.

If a customer holds a valid Virginia license, permit or ID card and changes their address to a NON-Virginia address they are subject to having their license, permit or ID card cancelled. Prior to cancellation, the customer will be mailed an order allowing them 30 days to prove an exception to the residency requirements (refer to [DLG-0402](#)) or re-prove their Virginia residency again (changing their address back to Virginia address.)

Customers may receive a Virginia address exception if they are (refer to [DLG-0402](#) for more details):

- Active duty military personnel
- Persons maintaining Virginia residency while residing out of state because of their employment (CDL drivers are NOT ELIGIBLE for this exception)
- Person living in a Virginia locality where the post-office has assigned an out-of-state mailing address.
- Bona-fide resident of Virginia temporarily located outside of Virginia.

Address Confidentiality Program (ACP)

The ACP was established to protect victims of domestic violence by authorizing the use of designated addresses for victims (refer to [DLG-0401](#)). Participants must contact Identification Review (IR) at (804) 367-0064 at DMV Headquarters to update an existing record with the residency and mailing address designated by the Office of the Attorney General (AG). After updating the customer's address, IR will place the code "AC" in the proof of residency field on the customer's record. If a customer wishes to discontinue the use of the ACP address, they must contact IR to have the "AC" residency code removed.

CUSTOMER REQUIREMENTS

1. Submit the appropriate application for transaction type requested:
 - a. Address change only, no credential
 - Address Change Request ([ISD-01](#))
 - b. Address change AND license, permit or ID card, submit either:
 - Driver's License and Identification Card Application ([DL 1P](#)), or
 - Commercial Driver's License (CDL) Application ([DL 2P](#)), or
 - Pre-printed Driver's License and Identification Card Renewal (DL-1R), or
 - Identification Card Application for Minors Under Age 15 ([DL 5](#)).

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- c. Address change AND driver privilege card, driver privilege card permit or identification privilege card submit either:
 - Driver and Identification Privilege Card Application ([DL 10](#))
 - Identification Privilege Card for Minors Under Age 15 ([DL 23](#)) **END REVISION>>>>>**
2. Customers participating in the Address Confidentiality Program must contact Identification Review (IR) at (804) 367-0064 to request an update to their residence or mailing address.
 - o If the customer wishes to discontinue the use of the ACP address must contact Identification Review.

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3. Submit proof of residency from the "Obtaining a Virginia Driver's License or Identification Card" ([DMV 141](#)), if applying to change a non-Virginia address to a Virginia address, and a Virginia license, permit or ID card exists on the customer record or "Obtaining a Virginia Driver Card or Identification Privilege Card" ([DMV-309](#)) (refer to [DLG-0401](#)).

IMPORTANT: Customers with current Virginia address and valid Virginia license, permit or ID card, driver privilege card, driver privilege card permit or identification privilege card that apply to change their Virginia address are NOT REQUIRED to present proof of residency. **END REVISION>>>>>**

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FRONT COUNTER CSR

1. Ask the customer if they want to receive a reissue of their license, permit, or ID card.
 - a. If the customer desires to obtain a new credential, they must pay the reissue fee.

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2. Ensure the customer has completed and signed one of the following:
 - a. Driver's License and Identification Card Application ([DL 1P](#)), or
 - b. Commercial Driver's License (CDL) Application ([DL 2P](#)), or
 - c. Pre-printed Driver's License and Identification Card Renewal (DL-1R), or
 - d. Identification Card Application for Minors Under Age 15 ([DL 5](#))
 - e. Driver and Identification Privilege Card ([DL 10](#))
 - f. Application for Identification Privilege Card for Minors Under Age 15 ([DL 23](#))

3. If the customer receives a DL1P, DL2P, or ISD 01 from the front counter CSR and not at the information counter, the CSR must inform the customer of the opportunity to apply to register to vote or change voter registration address.
 - Give the [DL1P](#), [DL 2P](#), or [ISD 01](#) application form to the customer. Say to the customer, while pointing to the appropriate section of the application, **"You may also apply to register to vote or change your voter registration address by answering the questions at the top of the DL1P (DL2P/ISD01) and completing a voter registration application"**. DO NOT paraphrase or change the wording of this statement in any way.
 - Customers applying for a driver privilege card, driver privilege card/permit or identification privilege card are not eligible to register to vote.
4. If the customer is requesting to change their Virginia address to a NON-Virginia address, advise them that unless they qualify for an Address Exception (refer to [DLG-0402](#)) their Virginia credential will be cancelled.
5. Determine if the customer is required to present a proof of residency document
 - Customers with a valid Virginia license, permit or ID card, driver privilege card, driver privilege card permit or identification privilege card applying to change their address (from a Virginia address to another Virginia address) are NOT REQUIRED to present proof of residency. Continue to Step 5 below.
 - Customers holding a Virginia license, permit or ID card, driver privilege card, driver privilege card permit or identification privilege card who apply to change their NON-Virginia address to a Virginia address are REQUIRED to present proof of residency.
 - i. Verify that the customer has presented an acceptable proof of residency document from the Acceptable Documents for Obtaining a Driver's License or Photo Identification Card ([DMV-141](#)) or Obtaining a Driver Privilege Card or Identification Privilege Card ([DMV-309](#)).
 - If the customer has not submitted a document listed on the [DMV-141](#) or the [DMV-309](#) or the CSR questions the acceptability of the document, ask for assistance from the document verifier or CSC management. Do not record the document until a final determination has been made. **END REVISION>>>>>**
 - ii. Review and record the residency document name and number (if applicable) on the customer's application.
 - iii. Sign CSR name and number on the application in the appropriate field. This certifies that the CSR has:
 - Reviewed and accepted all proof documents required for the transaction.
 - Recorded all required proof documents on the application.
 - iv. If the customer is required to present proof of legal presence or primary identity, record the documents on the application and request the document verifier review legal presence.
6. Inquire in the system and determine if the customer has other addresses on file (including mailing, dwelling and vehicle registration mailing address.)
7. Verify the customer's address using the address verification software (refer to [DLG-0401](#)).
 - a) If the address software does **not find a match**, repeat the customer's address back to them and ask the customer if the address they provided on their application or proof document (if applicable) is correct.
 - If the customer indicates that their address **is correct**, inform the customer that their address is not recognized by our system. Continue to process the customer's transaction, but inform them that if they do not receive their product, they may need to contact their local post office to inquire about delivery of mail to their address.

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- If the customer indicates their address is not correct, and the customer is required to present a proof document showing their current address/residency, request they provide another document reflecting their current address. If the customer presents another document that is not listed on the [DMV 141](#) or [DMV 309](#), request management to review the document. **END REVISION>>>>>**
- b) If the address software **finds a match**, proceed with the transaction.

- Minor standardization changes are acceptable without an additional proof document.
8. Initiate and process the customer's address change in the system.
 - a) Select "customer" as the source for the updated address information to initiate the Electronic Motor Voter (EMV) process at the credit card terminal following guidelines in the [Electronic Motor Voter EZ Guide](#) (refer to [DLG-0101](#)).
 - If the customer is not present at the time of the transaction, such as for dealer work, select the actual source that provided the updated information (do not use "customer").
 - A "**No Response**" is sent to the Department of Elections (ELECT) and both the Print-on-Demand Voter Registration Application (VA-NVRA-1) and the Acknowledgement of Receipt of Voter Registration (DL1G) will NOT print.
 - b) Ask the customer to respond to the Motor Voter questions on the credit card terminal, when applicable (refer to [DLG-0101](#)).
 - Address change transactions may be processed while the customer completes the EMV process.
 - c) Select not to print a barcode sheet for address change transactions when a driver's license, commercial driver's license, or identification card will also be processed.

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DMV CONTACT CENTER ACTIONS

When verifying the identity of the customer calling in, who requests an address change, use the following guidelines in addition to the current telephone script:

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- If the customer has a Virginia license, permit, ID card, driver privilege card, driver privilege card permit or identification privilege card and/or Handicapped Parking Placard, ask where it was last renewed, issued or reissued. **END REVISION>>>>>**
 - Use the location or source code to make this verification.
- If the customer has a vehicle (or vehicles) on file only, ask where the last original registration or renewal was completed.
 - Use the source code to make the verification.
- If the customer has no license, vehicle or disabled parking placard on file, follow the normal verification procedure.

DMV CONTACT CENTER Agent Policy for updating a customer's address by phone request

1. The following customers are authorized to update a record:
 - The customer their self (CUST),
 - And the parent of a dependent child: mother (MOTH) or father (FATH).

Review the current address information that is shown on the record with your customer (including Mailing, Dwelling, and Registration). After verifying the customer's address using the address verification software, make any appropriate changes (see below).

NOTE: The DMV Contact Center Agent is **not** authorized to update a citizen's address by any other relationship, regardless of their situation. Advise your caller to have the customer phone DMV their self, visit a local CSC, or offer to send an Address Change Request Form ([ISD 01](#)) to the customer needing the change. Once the customer completes the [ISD 01](#) form, they should mail it back to P.O. Box 27412 Richmond, Virginia 23269-0001.

2. Prior to updating the customer's address, it must be verified using the address verification software (refer to [DLG-0401](#)).
 - a) If the address software does **not find a match**, repeat the customer's address back to them and ask the customer if the address is correct.
 - If the customer indicates that their address on their application **is correct**, proceed with the transaction.
 - If the customer indicates their address is not correct, re-enter and verify the customer's address is correct.
 - b) If the address software **finds a match**, paste the address in the processing screen.
 - Minor standardization changes are acceptable without an additional proof document.

3. When a customer calls and requests to update their address to an **out of state** address:

Advise the customer that their license will be canceled unless they meets and proves certain exemptions ([exceptions](#)). If the customer wishes to proceed, change the address. The automated system will generate a cancellation order to be mailed the next day.

The DMV Contact Center Agent may change an individual's address:

- a. For their own record, (CUST) **ONLY!**

If changes are needed for **any other relationship** (sister, brother, cousin, etc.), send the customer "Address Change Request Form" ([ISD 01](#)). This form must be mailed to the customer who needs to make the change, not the caller.

Be sure to check and update all addresses on a customer's record.

Up to five types of addresses are captured on a customer's record.

DMV Contact Center agents do not update motor voter information in the system. Although we have access to the transaction, our response should always be "no response."

Primary Mailing address (Driver and Vehicle)	Residence Jurisdiction (Driver)	Dwelling address ¹ (Driver)	Temporary Registration Mailing Address (Vehicle)	Garage Jurisdiction (Vehicle)
<ul style="list-style-type: none">• View on DRSTAT and VEHINQ.• Update on CHGADR.	<ul style="list-style-type: none">• View on DRSTAT and CUSINF.• Update on CHGADR.	<ul style="list-style-type: none">• View on CUSINF.• Updated on CHGADR.	<ul style="list-style-type: none">• View on VEHOWN.• Update, Change, or Delete on CHGADR2 or TTLMV2.	<ul style="list-style-type: none">• View VEHINQ.• Update on TTLMV1, CHGADR2, or may automatically update when CHGADR screen completed

¹ Needed only when a post office box is used as the primary mailing address.

² Used for leased vehicles when the renewal notice is to be mailed to the lessee. Or when a renewal application is mailed to a customer who is out of the area for a very short period of time and wishes their decals to be mailed to this temporary address.

³ Used by the Commissioner of Revenue offices to administer personal property tax billing information and DMV to determine [Local Vehicle Registration Program](#) fees.

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CONTACT

For additional information contact:

- Your CSC Manager/Assistant Manager
- DMV Contact Center Help Desk at (804) 367-6646
- [Driver Support/Identification Review](#)