

Address Confidentiality Program



Jason Kander • Secretary Of State

PARTICIPANT NEWSLETTER

Vol. 16, November 2016

Safe at Home is Unable to Forward Packages

What is the *Safe at Home* package policy?

Safe at Home cannot forward gift packages.

How can I receive packages?

- Have your packages shipped to a friend or relative.
- Have packages shipped to your place of employment.
- Rent your own mailbox from the U.S. Postal Service or a commercial mailbox store for package deliveries.
- Suggest gift cards as presents.

How can I shop online?

- Ship packages under an alias name to your actual address.
- Send online retail purchases to a store for pick-up (site-to-store option).

How can I use my substitute address this holiday season?

- If you send **packages** to friends or family members, please use your actual address (with an alias name or initials) or an alternate mailing address (relative/friend/work/rented mailbox) for your return address. Do not use your *Safe at Home* PO box as a return address on a package you mail. If a package you mailed is returned to the *Safe at Home* address, it cannot be returned to you.
- If you send **cards or letters** to friends or family members, please include your name and authorization number in the return address. If cards are returned to you at the substitute address, we will forward them to you. If you do not use your name or authorization number in your return address, we will not know who the mail should be returned to.



Upcoming Holidays

The *Safe at Home* office will be closed and participant mail will not be forwarded on the following state holidays:

- Veterans Day
November 11
- Thanksgiving
November 24-25
- Christmas (observed)
December 26

Your Credit Report and Safety

A lot of information about you can be mined from your credit report. If you are concerned about a past abuser gleaning information about you from your credit report, you might consider placing a credit freeze on your report.

- A credit freeze restricts access to your credit report. It does not affect your credit score.
- You will still be able to get a free annual credit report.
- Your frozen credit report will be available to existing creditors and debt collectors.
- Credit reporting companies may charge fees to place the freeze on your report. They may also charge fees to temporarily lift the freeze on your report. The fees are commonly between \$5 to \$10.
- Visit this Federal Trade Commission website for more in-depth information and instructions on how to place a freeze on your report. www.consumer.ftc.gov/articles/0497-credit-freeze-faqs#can



Moving to a New Location

When moving to a new location, you must contact *Safe at Home* to let us know of your new address within 10 business days. Failure to notify *Safe at Home* of any changes may result in cancellation of participation in the program. All changes must be submitted in writing and must include your signature. Address changes can be received by mail or by fax. Your information can be faxed to (573) 522-1525 or mailed to *Safe at Home*, PO Box 1409, Jefferson City, MO 65102.

If you are moving out of Missouri, contact us as soon as possible. The Missouri *Safe at Home* program only serves Missouri residents, but your new state of residence might have its own address confidentiality program. Visit our website or call us to find out if your new state of residence also has this kind of service available. We will continue to forward your mail for 30 days while you transition to your new location out of state.

FAQ

Q: Should I fill out a “Change of Address” form at the post office?

A: We ask that participants not fill out any forwarding requests for their current confidential address. If you fill out a request that all mail sent to your current residential address be forwarded to the *Safe at Home* post office box, any mail we try to forward to you gets returned to us. If you want to make sure that all of your mail is forwarded through the substitute address, your best course of action is to contact each person or business that needs to send you mail and let them know you have a new mailing address. You may also consider returning the mail to the sender and writing: Forward to PO Box 1409, Jefferson City, MO 65102. If you have already submitted a forwarding request for your current address, contact your local post office and ask that all forwarding requests associated with that address be lifted.

Safe at Home

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