

ESTABLISHING NAME AND DATE OF BIRTH

Summary of Changes

Revisions were made throughout the policy to only require two forms of identification. One document must be listed under the primary column of the Identification Requirements, form #96-0155.

Purpose

Guidelines regarding the establishment of the customer's name and date of birth (DOB).

Authority

Administrative Revision February 2017, effective immediately, A.R.S. §§ 28-448, 28-3158, 28-3164, 28-3165, and R17-4-409.

Policy

- A. All customers applying for a license (driver license, commercial driver license, identification license, or instruction permit) shall meet identification and age requirements as set forth in policy, rule and statute, and that the documentation presented in support of the name and DOB is genuine and in proper form, see 16.1.2 Acceptable Documentation For a Standard Driver License, Instruction Permit and Identification License Transaction.
- B. The Customer Service Representative (CSR) shall ensure that the customer meets all applicable eligibility, identity, and authorized presence requirements, see the appropriate license policy and Policies 16.1.4 Establishing Authorized Presence, 16.1.5 Licensing Variations Specific to Minors, 16.3.1 Basic License Requirements, as applicable.
- C. To establishing the customer's identity (name and DOB), the customer must present two forms of identification from the Identification Requirements, form #96-0155. One document must be from the primary identification list, the second must be listed under either the primary or secondary identification list, see 16.1.2 Acceptable Documentation For a Standard Driver License, Instruction Permit and Identification License Transaction.

Establishing the Name

- D. To establishing the customer's name, the customer must present one document from the primary identification list. The name listed on the license shall be identical to the name contained on the primary identification document. In order to establish a name other than the name listed on the primary identification document, the customer must also submit an original or certified copy of one of the following documents (authorizing the name change):
 - 1. Marriage License (must be recorded) or Domestic Partnership Certificate.
 - 2. Divorce Decree.
 - 3. Adoption Decree.

ESTABLISHING NAME AND DATE OF BIRTH

Page 2 of 5

4. A court order changing the name for:
 - a. An adult
 - b. A family
 - c. A minor child

Or provide two forms of permissible name usages listed below:

1. Driver License, ID, or Instruction Permit issued by any state or US Territory
2. Social Security Card
3. US Military Dependent ID Card
4. US Armed Forces Driver License
5. US Department of Veterans Affairs Card
6. Medical Insurance ID Card (including AHCCCS)

Note: When the primary identification document is an I-94, the name shall be obtained from the customer's foreign passport, Visa, or Arizona Refugee Medical Assistance Card.

- E. The CSR must record the full name, and any aliases, when completing or verifying the name block on any Division form and/or application, see 3.1.2 Customer Name Requirements. When the customer does not have a full name and the primary and secondary identification document supports the name provided, no further inquiry of the full name is required. Titles are never used as a part of the full name (e.g., Dr., Esq., Ms., Mr., etc.).
- F. The customer may, when applicable, choose to use a:
 1. First or middle initial instead of the full first or middle name.
 - Example: The customer's name is Mary Ellen Sample; the name may be Mary E. Sample or M. Ellen Sample, however M. E. Sample is not an acceptable name format.
 2. Hyphenated last name.
 3. Suffix (e.g.: Jr., Sr., III, etc).

Name Changes

- G. When a customer's name changes, the customer shall notify the Division within ten days after the change of the former and new name. A name change may be reported either in person or in writing. The Division is required to update the customer record when a notice of name change is received.
 - When the customer is unable to provide documentation in support of the name change, the name will be cross-referenced and a comment regarding the new name will be placed on the Customer Record.
- H. Except for name changes issued under an order to seal the record, which is provided in Section K and L, to change the name recorded on the Division's records, the customer must provide one of the following documents in support of the name change:

ESTABLISHING NAME AND DATE OF BIRTH

Page 3 of 5

1. Marriage or Domestic Partnership Certificate/License.
 2. Divorce Decree.
 3. Adoption Decree.
 4. Certificate of Citizenship/Naturalization.
 5. A court order changing the name for:
 - a. An adult
 - b. A family
 - c. A minor child
- I. A customer requesting a name change must first change his/her name with the Social Security Administration (SSA) before applying for the new license. The Social Security Online Verification (SSOLV) program attempts to verify that the customer's name and DOB correspond with the name and DOB associated with their Social Security Number. This is not possible when the customer has not yet changed their name with SSA; see 2.1.8 Social Security Online Verification (SSOLV).

Court Ordered Name Change Issued Under an Order to Seal the Record

- J. A court ordered name change issued under an order to seal the record requires MVD to create a new customer record that cannot be released as part of a public record and must be properly safeguarded from any unauthorized disclosure.
- K. This record cannot contain any association or link to the customer's previous customer record. Because of these restrictions, the following is required:
1. The customer must submit a properly completed Driver License/Identification Card Application, form #40-5122, or Commercial Driver License Application, form #40-5124, along with the following:
 - a. Proof of identity in accordance with this Policy.
 - b. Address Confidentiality Program Participant card, if applicable.
 - c. Original or certified copy of the sealed court order.
 2. The CSR lead must review the customer's record to determine whether there are any outstanding or pending actions, which may affect the customer's current or future driving privileges. The customer must resolve any outstanding or pending actions before a new record can be created.
 3. The CSR will create a new customer record that is not an overlay of the previous record. A customer characteristic code of 052 shall be placed on the record if the customer is an Address Confidentiality Program participant.
 4. All documentation submitted for the transaction is to be scanned and returned to the customer.
 5. The supervisor or designated lead shall utilize the online procedure for completing a sealed court order name change.

ESTABLISHING NAME AND DATE OF BIRTH

Page 4 of 5

Establishing the DOB

- L. All driver license and permit customers must meet the age requirements relevant to the class and type of license or permit being requested. This provision is necessary to ensure that:
1. An instruction permit is not issued to a customer under the age of 15 years and six months.
 2. A restricted instruction permit is not issued to a customer under the age of 15 years.
 3. A driver license is not issued to a customer under 16 years of age.
 4. An age indicator is placed on the license of a customer who is under 21 years of age.
- M. To establishing the customer's DOB, the customer must present one document from the primary identification list.

Note: Adjustments to the DOB can only be made by Customer Service supervisors, their designated leads and the Third Party Quality Assurance Unit. Authorized Third Party Providers must contact the Third Party Management Support Unit via e-mail at TPMSU@azdot.gov.

Primary Identification Documents with an Incomplete Name or Date of Birth

- N. A birth certificate with an incomplete name, such as “___ ___ Johnson” or “baby girl Johnson” is unacceptable for proof of name and DOB. When such a birth certificate is presented, the customer must present one other primary identification document. When the customer is unable to present another primary identification document, the CSR shall refer the customer to the Office of Vital Records (in the state that issue the birth certificate) to obtain an amended/corrected birth certificate showing the correct name.
- O. Due to a variety of circumstances, some foreign passport and tribal agencies may issue a primary identification document with an incomplete DOB. Both the tribal document and foreign passport are issued with the best information available to the issuing agency. In some cases, the tribal document (Certificate of Indian Blood or Affidavit of Birth) or foreign passport may be issued bearing only the individual's year of birth or with only the individual's month and year of birth.
- In the absence of a state-issued birth certificate or other primary identification document, the tribal document or foreign passport may be accepted as a primary identification document.
- P. When the year of birth on the primary identification document clearly indicates that the customer is 21 years of age or older, the customer shall be given the option of choosing:
1. The day of birth, when the month and year of birth are provided on the document.
 2. The month and day of birth, when only the year of birth is provided on the document.
 - a. When the customer elects not to choose, the current day or month and day shall be used as the customer's DOB.

ESTABLISHING NAME AND DATE OF BIRTH

Page 5 of 5

Q. When the year or year and month of birth on the primary identification document clearly indicates that the customer is less than 21 years of age, the following guidelines apply:

1. When the primary identification document has only the month and year of birth (e.g. April 1986), use the last day of the month indicated on the document as the day of birth (e.g. April 30, 1986).
2. When the primary identification document has only the year of birth (e.g. 1987), use December as the month of birth and the 31st as the day of birth (e.g. December 31, 1987).

Note: Even though the customer's primary identification document has an incomplete name and/or DOB, the customer's name and DOB must still be verified through the SSOLV system.