

## Secretary of State FAQs

### Driver Services

Q: How long with the Secretary of State Driver Services facilities be closed.

A: Due to the COVID-19 pandemic, Secretary of State offices, including all Driver Services facilities, are closed through April 7, 2020. The Secretary of State's office will continue to monitor the COVID-19 crisis. Expert advice, news and events involving the virus will continue to influence the reopening date of offices and the Driver Services facilities. As a reminder, many Secretary of State services are available at [www.cyberdriveillinois.com](http://www.cyberdriveillinois.com).

Q: My license, CDL or ID card expires soon (or expired recently). What can I do while the Secretary of State's office is closed due the COVID-19 health crisis?

A: All driver's licenses, CDLs, ID cards, instruction permits and permits are being extended for the duration of the disaster proclaimed by Governor Pritzker and 30 days after the disaster ends. If you qualify for the Safe Driver Renewal program, you can renew your driver's license online at [www.cyberdriveillinois.com](http://www.cyberdriveillinois.com). In addition, law enforcement in Illinois and nationwide have been notified of these extensions.

Q: My driver's license/vehicle registration sticker expires in a few days (or just expired). Will law enforcement write me a ticket for driving on an expired license or expired vehicle registration sticker?

A: The Secretary of State Police has notified all Illinois law enforcement and law enforcement agencies across the country of the extensions added to expiration dates. The extensions will last for the duration of the disaster proclaimed by Governor Pritzker and 30 days after the disaster ends. We encourage police departments across the state to not write these tickets.

Q: I lost my driver's license or identification card. How can I get a replacement?

A: To purchase a duplicate driver's license and/or identification card, please visit [www.cyberdriveillinois.com/departments/drivers/drivers\\_license/duplicate\\_drivers\\_license\\_or\\_ID\\_card/home.html](http://www.cyberdriveillinois.com/departments/drivers/drivers_license/duplicate_drivers_license_or_ID_card/home.html)

Q: I have moved and need to change the address on my driver's license and/or identification card. How do I change it?

A: To change your address, please visit our website [www.ilsos.gov/addrchange/](http://www.ilsos.gov/addrchange/).

Q: My driver's license/identification card expired prior to March 17, 2020. Will I fall under the gubernatorial proclamation and emergency rule?

A: Yes.

Q: How do I file SR22 insurance?

A: At this time, we will not be processing paper certificates received from insurance companies and only electronic transmissions will be accepted.

Q: I went to a Driver Services facility a few weeks ago and I have not received my Illinois driver's license/identification card yet. How can I check the status?

A: To check the status of your driver's license/identification card, please visit our website [www.ilsos.gov/dlstatus/](http://www.ilsos.gov/dlstatus/).

Q: I am out-of-state and I have lost my driver's license/identification card. How do I board a plane to return home?

A: Please see the link to the Transportation Safety Administration's (TSA) website: [www.tsa.gov/travel/security-screening/identification](http://www.tsa.gov/travel/security-screening/identification).

Q: How do I purchase a copy of my driving record/abstract?

A: To purchase a copy of your driving record/abstract, please visit our website: [www.cyberdriveillinois.com/departments/drivers/drivers\\_license/driving\\_record\\_abstract/home.html](http://www.cyberdriveillinois.com/departments/drivers/drivers_license/driving_record_abstract/home.html). Once you complete the payment process, your driving record is available to print instantly. Your receipt screen will have a green button that says "View Your Public Abstract" or "View My Court Abstract." Please click that option to view and print your certified driving record/abstract. An email with a confirmation number will be sent to the email address you provided. This confirmation number will allow you to access your Illinois driving record for up to five days after purchase, so you may reprint it as many times as needed.

Q: My driving privileges are currently canceled due to not providing an updated medical examiner's certificate. Am I legally able to drive?

A: According to Illinois State Police, as long as you have Notice of Cancellation and your new Medical Examiner's Certificate with you, they will not issue you a ticket for driving on a canceled driver's license.

Q: I am a CDL holder and need to change my self-certification category. Can I do this online?

A: No. You will not be allowed to change your self-certification category until the CDL Driver's License facilities reopen.

### Vehicle Services

Q: My license plate/vehicle registration sticker expires soon (or expired recently). What can I do while the Secretary of State's office is closed due to the COVID-19 health crisis?

A: Vehicle registration stickers are being extended for the duration of the disaster proclaimed by Governor Pritzker and 30 days after the disaster ends. You may renew your vehicle registration sticker online at [www.cyberdriveillinois.com](http://www.cyberdriveillinois.com). Be sure to print out your receipt and keep it in the car until your sticker arrives in the mail. In addition, law enforcement in Illinois and nationwide have been notified of vehicle registration extensions.

Q: I just bought a car from someone (not a dealer). How can I get my title and plates if the facilities are closed?

A: Through mail and/or remitters and currency exchanges.

Q: I am an automobile dealer. How can I get my transactions processed?

A: Your paperwork can be submitted by mail.

Q: Are IRP and commercial vehicles included in the extension established by Governor Pritzker's disaster proclamation?

A: Yes.

Q: I am in the military or traveling outside Illinois and my plates/vehicle registration are expired. How can I get them renewed?

A: Online renewals are available. Credit card renewals by phone can be done at 217-524-3501. Doing this online gives you a receipt that can be used as registration.

Q: I want to do an online renewal, but I need my pin number.

A: You can call either 217-785-4949 or 217-524-3501 during regular business hours.

Q: I need an emergency title because my car has been impounded or in an accident. Is this possible?

A: Yes, on a limited basis. Please call 217-524-3534.

Q: I am a towing operator and need an owner's record search. Can this be done?

A: Yes, on a limited basis. Please follow regular procedures.

Q: My vehicle did not pass the emission test. What do I do?

A: All vehicle registrations have been extended at least 30 days. If your expiration is more than 30-days old you can get a drive away permit from a remitter or currency exchange.

#### Accounting Revenue

Q: I am unable to renew my registration sticker and/or driver's license due to a dishonored payment that needs to be cleared up first.

A: Visit [www.cyberdriveillinois.com](http://www.cyberdriveillinois.com) and click on Returned Check Payments. You can also call the Returned Check department at 217-782-3581 and a staff member can assist with this problem.

#### BAIID Division

Q: How do I get authorization to remove my BAIID (Breath Alcohol Ignition Interlock Device) device?

A: Each vendor has been instructed to allow them to remove your device without authorization from the state during this time.

Q: Will I be able to get my Monitoring Device Driving Permit (MDDP) on time?

A: We are working to get the permits mailed out; however, they may be delayed. Your Statutory Summary Suspension will go into effect as scheduled.

Q: Who do I contact if there is a problem with my device?

A: Please contact your vendor for assistance with your device. The number should be on the device.

Q: When will I get a response to my letter of explanation?

A: Letters of explanation will be reviewed once the Secretary of State reopens for normal business.

Q: Is there a number in the BAAID division that I may call during the COVID-19 shutdown?

A: The BAIID division has voicemail available at 217-524-0660 and we are attempting to return all calls. We can also be reached at [BAIID@ilsos.gov](mailto:BAIID@ilsos.gov).

### Administrative Hearings

Q. My RDP is expiring soon or just expired. Can I still drive?

A. Yes. Your RDP has been extended for the duration of the disaster proclaimed by Governor Pritzker and 30 days after the disaster ends.

Q. I had a hearing and was approved to get my permit. Can I drive?

A. Unfortunately, no. Since a physical permit has not been issued, you would not be able to drive. As soon as operations resume, the Department of Administrative Hearings will issue your permit

Q. I have a hearing scheduled during the time period in which the office is closed. How do I get a new hearing date and do I have to pay for it?

A. No, you do not have to pay for a new hearing date. Once the office is open, the Department of Administrative Hearings will contact you to schedule a new hearing date.

Q. The evaluation I have was valid for my scheduled hearing date, but will be expired for the new hearing date. Will I need to get a new one?

A. The department will accept your paperwork as valid at the time of your new hearing if it would have been valid at the time of your original hearing.

### Budget

Q: For employees' verification of salary and employment, who should financial institutions contact at SOS?

A: The Department of Budget and Fiscal Management can answer specific questions by calling 217-782-3395.

Q: I am a vendor and I am interested in bidding or have submitted a bid. How do I find out the status?

A: All bid due dates have been extended due to closure. Procurement staff are monitoring emails. Specific questions regarding any bids or Secretary of State procurement can be directed to Katherine Tople at [ktople@ilsos.gov](mailto:ktople@ilsos.gov).

### Illinois State Library

Q: I am a patron of the Talking Book & Braille Service through the Secretary of State's Illinois State Library. What can I do while the Secretary of State's office is closed due to the COVID-19 health crisis?

A: The majority of direct public access to libraries within Illinois has been curtailed due to the crisis. Your requests for new titles and reader's advisory services will be addressed when our office resumes operation. If you have already registered for the free Braille and Audio Download (BARD) service, you may continue to download Braille and audio books, magazines and music scores to IOS, Android and Kindle Fire devices. You may find more out about the BARD service at <https://www.ilbph.org/bard.html>.

### Court of Claims

Q: I need to file a claim, what can I do while the Secretary of State's office is closed due to the COVID-19 health crisis?

A: You may file your claim by mailing it in to the Illinois Court of Claims, 630 S. College St., Springfield, IL 62756.

Q: I need to file a pleading on my case. What can I do while the Secretary of State's office is closed due to the COVID-19 health crisis?

A: You may file your pleading by mailing it in to the Illinois Court of Claims, 630 S. College, Springfield, IL 62756.

Q: Is there a number I can call for the Court of Claims?

A: Yes. The Court of Claims will have limited staff on hand and may be reached at 217-782-7101.

### Securities Department

Q: Are con artists using the COVID-19 pandemic to defraud unsuspecting investors?

A: Yes. Con artists often use current events to sell investments that appear to be legitimate and even a safe alternative to volatile markets. Do not invest with anyone who is not registered. To obtain more information, visit [www.AvoidTheScam.net](http://www.AvoidTheScam.net) and please be especially skeptical of guarantees and promises of low risks.

Q: I believe I have been the victim of investor fraud. What should I do?

A: File an online complaint by visiting [www.AvoidTheScam.net](http://www.AvoidTheScam.net) and clicking on the "File A Complaint" link at the top of the page. You may also call 312-793-3384 and a department representative will return your call. Please note you may experience a delayed response due to limited staff resources.

Q: Is the Securities department open for business?

A: The Securities department is accepting and responding to telephone calls and online inquiries. The Springfield and Chicago offices are not open to the public. Please note that staff resources are limited and responses to inquiries may be delayed.

Q: Is the Securities department continuing to process registrations?

A: Yes, the department is continuing to process registrations. Please note that there may be a delay due to limited staff resources.

### Index Department

Q: I have certified government documents and notarized documents that need to be authenticated before they can be sent to foreign countries. Can I have the documents authenticated even though the Secretary of State has closed the offices due to the COVID-19 pandemic?

A: The Chicago office for authentications is currently closed. Documents that need to be authenticated in an emergency may be mailed to the Springfield office, 111 E. Monroe, Springfield, IL 62756. The fee for each document is \$2 and must be paid by check or money order payable to the Secretary of State. Documents must be submitted with an Application for Authentication or Apostille which can be printed from [www.cyberdriveillinois.com](http://www.cyberdriveillinois.com). Include the

application, fee, and a self-addressed, postage paid return envelope with the documents. Documents will be processed on a first-come, first-served basis.

Q: My notary public commission is about to expire. How can I renew my commission?

A: Notary applications may be mailed to the Springfield office if the expiration date is within 60 days of expiration. Please review the application process at [www.cyberdriveillinois.com](http://www.cyberdriveillinois.com).

Q: Can I get documents notarized remotely by using an online notary service?

A: Illinois notaries do not have the statutory authority to perform online notarizations. Documents that are correctly notarized in other states are valid in Illinois. Notaries Public and their customers should practice the same methods of risk prevention as in all other interactions with others: wash hands before and after the transaction; remain at least 6 feet from each other; use a hand sanitizer or wipe to clean your identification card before and after it has been handled by another person.

### Business Services

Q: My corporation, limited liability company or other business entity annual report filing deadline is approaching or expires soon. What can I do while the Secretary of State's office is closed due the COVID-19 pandemic?

A: File online or by mail. The Secretary of State's office submitted an emergency rule that extends filing deadlines for at least 30 days and waives penalties for late filings.

The emergency rule specifically states:

(a) All organizational documents, annual reports and other business entity materials required to be filed with the Secretary of State pursuant to Chapter 805 of the Illinois Compiled Statutes shall be filed with the Business Services Department, Howlett Building, Room 350, Springfield, IL 62756 or 69 West Washington, Suite 1240, Chicago, IL 60602.

(b) Pursuant to the powers vested in him by Section 5(7) of the Secretary of State Act, the Secretary of State hereby extends for the duration of the disaster proclaimed by the Governor in Gubernatorial Proclamation number 2020-038 issued on March 9, 2020, and for a period of 30 days thereafter, the filing deadlines for materials required to be filed with the Secretary of State pursuant to Chapter 805 of the Illinois Compiled Statutes and which were due to be filed on or after March 17, 2020. This extension period may be rescinded by the Secretary of State through the adoption of an emergency rule. Any fees for late filings of materials shall be waived for materials subject to this rule.

Q: I have already mailed my corporate, limited liability company or other business entity annual report. Will the Secretary of State respect the postmark date?

A: Yes, we will honor the postmark date. Although, as stated above in subparagraph (b), fees for late filings will be waived.

Q: Will online annual report filings continue to be processed?

A. Yes, online annual reports for both corporations and limited liability companies will continue to be filed on a “real time” basis.

Q. I need a corporation or limited liability company’s “Articles” filed immediately. What can I do?

A. File the document online on an “expedited” basis at our website: [www.cyberdriveillinois.com](http://www.cyberdriveillinois.com). Your submission will be filed within a 24-hour period. “Expedited” fees will apply. Routine filings are experiencing a delay.