

CITY & BOROUGH OF JUNEAU

Elections Policies & Procedures

SECTION 3.9 Curing a Ballot

Effective Date: 8/26/2026

Pursuant to CBJ Code 29.07.005, these Election Policies and Rules of Procedure may not be amended within 40 days before an election through final certification of that election. These policies remain in effect until superseded by an updated version.

3.9 CURING A BALLOT

CBJ Code [29.07.150 \(c\)](#) sets out the rules by which a ballot is approved to count, or not.

Cure process for voters:

When a ballot envelope is challenged, it is first reviewed by an Election Official, who has access to additional information. If the challenge stands, then the voter has a chance to fix it (i.e., “cure” it). Voters are notified as soon as possible about the problem – if the voter included the optional phone number on their envelope, they are notified by phone about the issue the same day the issue is discovered. If the voter did not include the optional phone number or they did not answer, voters are issued a letter to the mailing address on file (the same address where the ballot was sent) within 2 business days of the issue being discovered.

The actions voters must take depend on the initial issue with their ballot envelope.

1. **Voter did not include a personal identifier or the personal identifier did not match the identifiers on record.** The voter may call the vote center to relay their correct personal identifier over the phone, by cure letter, or by email.
2. **Voter did not include a signature, the signature did not match the signatures on record, or there were no signatures on record to match against.** The voter must provide another signature to election staff by filling out the cure letter.
3. **Voter was in A/ID (Absentee Identification) status and needed to provide a copy of their ID.** Voter must provide a copy of their ID to election staff through the mail or in person.

Time permitting, election staff try multiple times to reach voters to inform them of the issue with their ballot envelope. Cures are due back on the second day the Canvass Review Board meets.

Cure process for election workers:

During the signature review process, election workers flag ballot envelopes with issues and put those ballot envelopes in a separate area (see 3.8a Ballot Processing Center Worker Guide ‘Signature Review’ and ‘Pulling Envelopes for Cure’ sections for more information on this process).

An election official will look at each challenged ballot – double checking the personal identifier through the State of Alaska Division of Elections VREMS (Voter Registration and Election Management System) database and may review up to three additional signatures in VREMS and any additional signatures collected from previous CBJ elections. An Election Official can cure a “**fuzzy match**”, as outlined in CBJ Code [29.07.150\(c\)2\(C\)](#) without seeking additional outside information.

If the ballot envelope remains challenged after the election official’s review, then the election official contacts the voter by phone and/or letter and the voter follows the above procedure for curing the ballot envelope. If the voter does not take action, their ballot envelope remains challenged and is reviewed for a final count/no count decision by the **Canvass Review Board**. All challenged ballot envelopes remain unopened through disposal after the election. The voter receives a final letter in the mail informing them their vote did not count.

Ballot envelopes that are cured are bundled together and given a “Cure Process Accountability Coversheet”. Then the voter status is updated in the Agilis system to indicate the ballot is no longer challenged. The election official also updates the “ballot cure log”. Then ballot envelopes re-enter the normal processing stream.