



STATE OF MICHIGAN
JOCELYN BENSON, SECRETARY OF STATE
DEPARTMENT OF STATE
LANSING

March 27, 2020

Dear Industry Leaders,

I hope this note finds you and yours well at this unprecedented time.

I ask for your assistance as the Michigan Department of State works to balance providing critical services and protecting public health during the coronavirus outbreak.

As you may know, in accordance with Governor Whitmer's "[Stay Home, Stay Safe](#)" executive order, **my administration has temporarily closed all Secretary of State offices**. While our online services remain available at Michigan.gov/SOS, we recognize that in some cases in-person services are required for critical infrastructure workers to sustain life in our society.

We are committed to providing emergency in-person services to members of your industry and need your assistance to do so. As your organization has a much more profound understanding of your industry, **we ask that you help us to facilitate emergency service provision in the following ways:**

- First, share the governor's "[Stay Home, Stay Safe](#)" order with your members, and **ask members to contact you directly** if they believe they need an in-person transaction with our office to perform work necessary to sustain life.
- Second, **confirm that any requestor is indeed doing work to sustain life or to support other work or workers sustaining life at this critical time**. An outline of such work is included in [the governor's order](#), and detailed further in [a memo by the U.S. Cybersecurity and Infrastructure Security Agency](#).
- Third, for the individuals and groups that meet the criteria defined in the "Stay Home, Stay Safe" order, **please ascertain the following information:**
 - Worker's first, middle, and last name, and date of birth as they appear on their Secretary of State provided credential.
 - Worker's needed transaction with the Secretary of State office and relevant identification number (license number, vehicle registration number, etc.).
 - Critical function the driver performs for sustaining life during the coronavirus outbreak.
 - Worker's phone number and email address.
- Fourth, **email the relevant information to James Fackler**, Director of Program Support at FacklerJ@Michigan.gov. He will facilitate the process for approvals and emergency appointments.

Thank you in advance for your continued partnership. We are working with our government partners to extend credential expirations. In the meanwhile, our online services remain available, we have waived all late fees since March 13, and we have notified the Michigan State Police of our limited operations and asked them to notify local law enforcement agencies statewide and to exercise discretion when interacting with someone with an expired credential.

Please contact me or Mr. Fackler at 517-204-1390 if you have any questions.

Sincerely,

A handwritten signature in blue ink that reads "Jocelyn Benson". The signature is written in a cursive, flowing style.

Jocelyn Benson
Secretary of State