

Policy for Documents Mailed or Brought to IDNYC MetroTech Office

Policy

This policy applies to two specific situations:

1. Applicants improperly mail their applications and/or documents to the IDNYC P.O. Box or to the MetroTech office; or
2. Documents are brought to the MetroTech office after they have been left at Enrollment Centers by applicants and cardholders.

In both of these circumstances, the IDNYC Customer Service Manager will take the actions outlined below.

Procedure

IDNYC Applications Received at IDNYC MetroTech Office without Original Supporting Residency and/or Identity Documentation

Upon receipt of an application without any original supporting identity and/or residency documentation, Customer Service will: (1) immediately destroy (shred) any documents other than the application form itself; and (2) make at least three attempts over the course of one week to contact the applicant and advise him or her that applications mailed to IDNYC cannot be processed and will be destroyed (and, if applicable, that any non-original supporting documents have already been destroyed).

Once the applicant is notified of this, or if Customer Service cannot reach the applicant after three attempts, the application shall be destroyed.

Original Identity and Residency Documents Received at IDNYC MetroTech Office

Upon receipt of any **original identity or residency documents**, the Customer Service manager will safeguard such documents (together with any other documents received with the originals) in a secure cabinet for 90 days.

During this time, Customer Service will make at least three attempts to reach the applicant or cardholder to arrange for pickup of his or her documents. If Customer Service does not have a phone number or mailing address for the applicant or cardholder, and all reasonable attempts to identify the individual fail, then after 90 days CS will destroy all documents, whether they are copies or originals.

COMMUNICATIONS LOG

Customer service must keep a log of all communication with these applicants and cardholders, including email communication, phone calls, and instances of attempted communication (such as leaving a voicemail).