

Fast Facts 3

Driver's License Secondary Review Referral Process



Have You Received a Secondary Review Referral Notice (DL 209A)?

You received a DL 209A because the identity/residency document(s) you submitted during your visit to the Department of Motor Vehicles (DMV) field office needs further review. To initiate the driver's license (DL) secondary review referral process, you **must** visit dmv.ca.gov/SRA or call (855) 421-1001. The DL application process cannot continue until the applicant contacts DMV using either method.

Helpful Tips—Things to Know When You Contact DMV

- Wait 5 business days after receiving the DL 209A before contacting DMV and asking for a secondary review.
- Have your DL application receipt available for reference.
- Language assistance is available. When you call, please state, "I need language assistance in _____."

After you call DMV, you will receive a letter by mail, within 30 days, that includes the date, time, and location of the office where your interview will be held.

NOTE: If you misplace the DL 209A, please contact DMV at 1-800-777-0133 for further assistance.

What Can I Expect at the Interview?

At the time of the interview, your identity/residency documents will be reviewed, you will be asked a series of questions, and the photograph that was taken at the field office will be verified. The interview process may take up to 1 hour.

If your identity/residency documents can be verified, you will receive a follow-up letter in the mail providing further instructions on how to continue the DL process.

What Documents Will I Need?

Your documentation will be used to determine who you are and where you live. You will need to bring documents that will prove your identity/residency. Requiring these documents helps safeguard the accuracy and integrity of the DL issued by DMV and may prevent someone else from using your information and/or identity. Bring as many of the documents, listed in this brochure to your scheduled interview. All documents provided will be returned to you after the interview.

- School document(s) including:
 - Public or private
 - Primary, secondary, or post-secondary institution
 - College or university

School documents must include your date of birth, or if a foreign school document, must be sealed by the school and include a photograph of the applicant at the age the record was issued.

- Documents issued by or filed with the United States (U.S.) government or a government within the U.S. including:
 - Application for Asylum and for Withholding of Removal form (I-589)
 - Certificate of Eligibility for Non-immigrant Student Status (F-1 or M-1)
 - Certificate of Eligibility for Exchange Visitor Status (J-1)
 - Court documents where you are named as a party to the court proceeding
 - Income tax returns
 - DL (valid or expired)

- Marital status including:
 - Marriage license
 - Domestic partner registrations

Language on a marriage license (other than English) needs to include a certified translation or an affidavit of translation into English.

- Divorce decrees

Language on a divorce decree (other than English) needs to include a certified translation or an affidavit of translation into English.

- Foreign document(s) including:
 - Foreign passport
 - Foreign national identification (ID) card
 - Consular ID card
 - Foreign DL

Language on a foreign DL (other than English) needs to include a certified translation or an affidavit of translation into English.

- ID card.

ID card(s) must include a photograph of the applicant issued by the U.S. government or a government within the U.S.

- Birth document including:
 - Birth certificate
 - Adoption record(s)

Any document(s) presented from the list above that lists your spouse, domestic partner, child, parent, or legal guardian, provided the applicant **also** provides a birth certificate, adoption record, marriage license, or domestic partnership registration to trace the relationship.

How Do I Obtain Foreign Documents?

If you need to replace or obtain your foreign documents, you may contact your country's consulate. A consulate office acts on behalf of a foreign nation to aid and assist their citizens residing abroad.

Consulate locations and contact information can change daily. To ensure that you receive the most current consulate information, please visit **state.gov** for a full listing of the consulates within the U.S.

What if My Identity/Residency Cannot Be Verified?

DMV will make every effort to verify your identity/residency. If DMV is unable to do so, a letter will be mailed to you stating your DL secondary review referral process has ended. You have a right to request a hearing if DMV is unable to verify your identity/residency. If fraudulent documents are presented, DMV may take further action.

Information About the DMV INV Division

DMV's INV staff conducts the secondary review process. INV is a leader in law enforcement, with a skilled team of approximately 220 peace officers and more than 130 support staff. INV conducts investigations related to: identity theft, financial crimes, employee misconduct, counterfeit/altered documents, and consumer complaints against DMV and occupational licensees. INV staff demonstrates extraordinary customer service by providing quality services with integrity, professionalism, and respect for all employees and consumers.