

EXHIBIT 9



Arizona Department of Health Services
Division of Public Health Services



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Birth Certificates

Applying for a Certified Copy of a Birth Certificate in Person:

Each request for a certified copy of a birth certificate must be in writing. The request must contain the applicant's mailing address and signature and must establish the applicant's eligibility to receive a certified copy of the certificate. This may mean you will be required to provide certified copies of documents which establish the appropriate relationship to the registrant.

An incomplete application will delay the processing of your request. A complete application must include the following:

- The full name of the registrant (person named on the birth certificate).
- The registrant's date of birth.
- The registrant's place of birth (city and county).
- The registrant's mother's full maiden name.
- The registrant's father's full name.
- Your relationship to the registrant, and the reason you are requesting a copy.
- Your signature.
- Your telephone number.
- If you are not the registrant or the registrant's parent you must provide proof of your relationship, such as a birth certificate.
- If you are applying for your spouse's birth certificate you must also provide written notarized permission from your spouse and a copy of your spouse's valid government issued picture identification. (We will not accept a copy of a marriage license/certificate as sole evidence.)

If you need assistance or have questions about eligibility, call (602) 364-1300 or, within Arizona, (888) 816-5907 to listen to a recorded message with this information. This can save you time and frustration.

Applying in person:

Same day service is only available for applicants requesting certified copies of birth certificates for births occurring from 1990 to present. All others will be mailed. There is no pick-up service.

Our lobby is open from 8:00 AM until 5:00 PM. However, only customers who arrive before 4:00 PM will be served.

- Bring the information listed above for the birth record.
- Bring both your payment and a valid government-issued picture identification which bears your signature. If you are not the registrant or the parent named

on the certificate, you must provide proof of eligibility.

- We accept cash, traveler's checks, cashier's checks, and money orders made payable to the Office of Vital Records.
- Traveler's checks, cashier's checks, and money orders must be for the exact amount.
- We also accept Visa and MasterCard credit cards at the customer service counter.
- Certified copies of birth certificates for births occurring 1990 to present are \$10.00 each. All others are \$15.00 each.

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General comments, questions, or concerns: [ADHS Webmaster](#)



Arizona Department of Transportation
Motor Vehicle Division



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Driver License

Frequently Asked Questions

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1) How do I change my name on my driver license?

You are required by law to notify MVD of a name or address change within 10 days. We are required to verify your Social Security Number before your record can be updated, therefore you must first contact the Social Security Administration at 800-772-1213 for information on how to change your name on their records. After you have changed your name with SSA, wait **two days** for their computer system to be updated. You should then visit an MVD office to present identification in both your new and previous names. This must be an original or certified copy (must be certified by the issuing agency) of one of the following: Marriage Certificate/License, Divorce Decree, Certificate of Citizenship/Naturalization or a court order.

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2) What hours are the MVD Driver License offices open?

Office hours and availability may vary by location and/or day. Saturday services are also available in some locations. See the Office Hours and Locations listing for the office nearest you.

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3) How do I apply for a driver license?

If you are currently licensed in another state, you must bring in your out-of-state driver license and one other form of identification, take the vision test, and pay the appropriate fee. A written test will not be required.

If you are between the ages of 16 and 18, a parent or legal guardian must sign the legal guardian section on the driver license application. The legal guardian's identification may serve as one form of identification, but you will still need two additional documents, such as an original birth certificate and Social Security card. You will be subject to the written, vision and road skills test as well as the appropriate application fee.

See Identification Requirements for a listing of acceptable proof of identification. One proof must be listed under Primary.

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4) How much will my driver license cost?

The fees are based on age, as follows:

- 16-39 \$25.00
- 40-44 \$20.00
- 45-49 \$15.00
- 50-above \$10.00

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5) How can I replace a lost or stolen license, and how much will it cost?

To replace a lost or stolen driver license or identification card, visit www.servicearizona.com or call toll free 877-301-8093, or visit any MVD or Authorized Third Party office. The fee for a duplicate license is \$4.00. If you visit an office you must have two forms of identification, one of which contains your photo (or three forms of identification, if no photo). Management approval may be required. If your license has been lost or stolen and you have reason to believe someone else is using it, the incident should be reported to your local police department as an identity theft.

See Identification Requirements for a listing of acceptable proof of identification. One proof must be listed under Primary.

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6) How do I remove my Social Security Number from my driver license?

To remove your Social Security Number from your driver license or identification card, and have it replaced by a system generated number, visit www.servicearizona.com or call toll free 877-301-8093, or visit any MVD or Authorized Third Party office. The fee for a duplicate license is \$4.00.

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7) Do I have to take a test?

If you have a current out-of-state driver license in your possession, you will normally not have to take a written or road test. However, you may be required to take a written or road test any time that you apply for a license.

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8) What if my current state is asking for a clearance letter from Arizona?

Clearance letters are no longer issued to individuals. Your state driver licensing jurisdiction must request clearance information directly for us.

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9) How do I change my address on my driver license?

You are required by law to notify MVD within 10 days of any change of

address. When you submit a change of address, we will update your driver license or identification card record and each vehicle record where you are listed as the registration recipient.

You may change your address at www.servicearizona.com or submit the information by telephone, mail, or by completing a change of address card at any MVD or Authorized Third Party office. You will be required to provide your full name, date of birth, driver license number, old address and new address. There is no fee for a change of address.

If you want a license with your new address, you may apply for a duplicate license at www.servicearizona.com, or by calling 877-301-8093, or visit any MVD or Authorized Third Party office. The fee for a duplicate license is \$4.00. The record will be updated at the time the new credential is issued.

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10) How can I get a Motor Vehicle (Driver or Vehicle) Record?

A Motor Vehicle Record (MVR) is the computer printout of a driving or vehicle record. The manner in which driver license or motor vehicle record information may be released is regulated by the Federal Driver's Privacy Protection Act (or DPPA), 18 USC 2721-2725 and Title 28, Chapter 2, Article 5 of the Arizona Revised Statutes.

The DPPA requires you to have a "permissible use" for requesting and receiving an MVD record which contains personal identifying information (e.g., a person's driver license photograph/image, social security number, driver license number, name, address and medical/disability information). The Motor Vehicle Record Request form lists those permissible uses.

If eligible, you can obtain a copy of a record by completing a Motor Vehicle Record Request and submitting \$3.00 for an uncertified record (3-year for driving record) or \$5.00 for a certified record (5-year for driving record). Your signature on the form must be notarized, or witnessed by an MVD agent.

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11) What traffic convictions will show if an insurance company runs my MVR?

Any convictions received and showing on your driving record within the past 39 months will be provided to an insurance company.

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12) How many points do I have on my driving record?

The amount of points depends on the violations. A Customer Service

Representative can give you this information by telephone when you provide your full name, date of birth and driver license number.

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13) How long does a conviction stay on my record?

Five years from the date of conviction.

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14) Why do I have to attend Traffic Survival School?

You may be required to attend a Traffic Survival School for one of the following:

- For convictions causing the accumulation of at least 8 points, but not more than 12 points, within a 12-month period, with no Traffic Survival School completed in the previous 24 months.
- For a conviction of one of the following violations: Aggressive Driving, Moving Violation Resulting In An Accident Causing Serious Physical Injury, Moving Violation Resulting In An Accident Causing Death.
- For the first moving violation of a driver under 18 years of age
- For a conviction for Red Light Running

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15) What tickets do I have on my driving record?

A Customer Service Representative can give you this information by telephone when you provide your full name, date of birth and driver license number, or you may purchase a Motor Vehicle Record (see #10).

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16) Why is my driver license suspended/revoked?

It depends on the violation. A Customer Service Representative can give you this information by telephone when you provide your full name, date of birth and driver license number, or you may purchase a Motor Vehicle Record (see #10).

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17) What is the difference between a suspension and a revocation?

A suspension has a specific start and end date; when the suspension period ends, the licensee pays the reinstatement fee and any reapplication fees to restore their driving privilege. Revocations are indefinite; there is a minimum length of time, usually one to three years, but the action does not automatically end on that date. The individual must go through an investigation process to determine whether it would be safe to restore their driving privilege. If approved for reinstatement, there would be reinstatement and reapplication fees.

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18) How can I reinstate a suspension?

This can vary, depending on the reason for the suspension. Court ordered suspensions require a clearance from the court. Other suspensions may require an SR-22. Once any required documentation is obtained, take the documents to your local driver license facility and pay the appropriate reinstatement and reapplication fees. A vision screening will be required, and you may be asked to take a written and/or road skills test. (See Question #24 for information on clearing a revocation.)

For reinstatement fees: Payment may be made by cash, cashier's check or money order. Some offices accept credit cards. Cash and credit card not accepted by mail. No personal checks accepted.

If you have met all the requirements to reinstate except for paying the fees, then you may be able to reinstate online at www.servicearizona.com.

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19) What do I need to do if I have moved out of state and just now received a suspension notice?

Depending on the violation, you may be eligible for a phone hearing, or may send the necessary reinstatement requirements by mail. Contact a Customer Service Representative by telephone to review your record and determine what action is necessary.

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20) When can I apply for a restricted driving permit?

Provided you meet the necessary requirements, a restricted driving permit can be issued to you either by mail or in any Driver License office. "Necessary requirements" would be when a breath, blood or urine test has been submitted to MVD indicating a blood alcohol level of .08 or more and: it is the first DUI within five years, and the DUI did not result in serious

physical injury. when found guilty of driving without insurance. when otherwise directed by the court, if permitted by law.

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21) What is an SR22?

Failure to maintain proper insurance could lead to the suspension of your vehicle registration and/or driver license. To reinstate these privileges, fees and future proof of financial responsibility must be filed with MVD. The future proof requirement is most commonly an SR22 from an insurance company licensed to conduct business in the state of Arizona.

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22) How long am I required to have an SR22?

You must maintain an SR22 for three years from the date of suspension, unless it is a judgment suspension. Because judgment suspension requirements can vary from case to case, contact a Customer Service Representative by telephone to review your record and determine the length of time you need to maintain the SR22 for a judgment suspension.

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23) What is a judgment suspension?

A judgment is generally a court order issued when someone has had an accident and was not insured. The judgment suspension is placed on the driving record in accordance with the court order.

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24) How can I reinstate a revocation?

If the license is revoked, you must request an investigation packet. Once the packet is completed, submit it to the Division. The investigation process takes approximately 7-10 days. If your reinstatement request is approved, you will pay the necessary reinstatement and reapplication fees and your privileges will be restored. If your request is denied, however, you must wait one year before you are eligible to reapply, although you are eligible to request an Administrative Hearing.

For reinstatement fees: Payment may be made by cash, cashier's check or money order. Some offices accept credit cards. Cash and credit card not accepted by mail. No personal checks accepted.

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25) How do I obtain an Investigation Packet?

You may request an investigation packet by telephone. The Customer Service Representative may require your full name, date of birth and driver license number at the time of the call, to verify your eligibility to apply for reinstatement. The packet will be mailed to you.

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26) When am I going to hear about my investigation?

You will receive a written response within approximately 7-10 days from the date the packet was submitted.

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27) How do I schedule a hearing?

Your request must be made in writing to: Mail Drop 507M, Executive Hearing Office, Motor Vehicle Division, PO Box 2100, Phoenix, AZ 85001-2100, and must include your first, middle and last name, date of birth, license number, mailing address, home and business phones, and Case Number. Upon receipt of your written request, a hearing may be scheduled and you will be notified by mail as to the date, time and location.

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28) What is a Graduated driver license (class G) and what are some of the facts about its origin and use?

A number of documented driving studies have indicated that youthful drivers could benefit from the education and experience required by a graduated driver licensing program. While the laws vary from state to state the intent of the class G license contains three basic stages:

1. Instructional permit stage
2. Restricted or probationary stage (the class G in Arizona)
3. Full license stage (class D in Arizona).

A class G driver is not required to have an adult driver in the vehicle. There are no passenger restrictions on class G drivers. It is not necessary to graduate from high school before obtaining a class G license.

A graduated driver license is issued to an applicant who is at least 16, but less than 18 years of age and is valid to operate any vehicle that does not require a motorcycle or commercial license.

An applicant for a class G license must have held an Arizona instruction permit for at least 5 months, or have a driver license from another state. The permit must be valid at the time of application. An applicant must also have satisfactorily completed a driver education program that is approved by MVD **or** the parent or guardian must certify in writing that the applicant has completed at least 25 hours of supervised driving practice, including at least 5 hours at night.

An applicant for a motorcycle license or endorsement who is under 18 must have held an Arizona instructional permit for at least 5 months, or have a motorcycle license from another state. The permit must be valid at the time of application. An applicant must also have satisfactorily completed a motorcycle driver education program that is approved by MVD **or** the parent or guardian must certify in writing that the applicant has completed at least 25 hours of motorcycle driving practice.

The holder of a class G license is not required to obtain an operator (class D) license at age 18, but may choose to obtain one.

One of the biggest misconceptions about the new graduated driver license has been that you will not be able to get your license until age 18. With a class G driver license, you are able to drive anywhere, with anyone in the car, at anytime of the day or night, provided you adhere to any curfew restrictions defined by city codes. The class G license also allows you to drive without a licensed driver in the vehicle.

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29) What are the new penalties for moving violations while under the age of 18?

1st Violation - If you attend Defensive Driving School your record will remain clean.

2nd Violation (first conviction) - You must attend Traffic Survival School.

3rd Violation (second conviction) - 3 month suspension.

4th Violation (third conviction) - 6 month suspension.

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30) When will I need to update my photo?

You are required to update your photo every 12 years. At the end of 12 years, a notice will be sent to you requesting that you visit a driver license facility for a new photo and replacement driver license.

Failure to comply with this request may result in disqualification for certain driver license services, including online services, such as duplicate

replacements for lost or damaged licenses.

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31) Can I renew my license by Internet or telephone?

No. You must visit a driver license office in person to complete the application process and have a new photo taken.

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32) Does my driver license expire at age 60?

No. At one time driver licenses were issued with an expiration date on the driver's 60th birthday. Then the law changed to extend the expiration date an additional five years to age 65. The computer record for those licenses was automatically updated to reflect the new expiration date.

If you have a license that indicates that it expires at age 60, you may continue to use the license you have. No action on your part is required. However, because it has the old expiration date, it may no longer be viewed as a valid document when you present it as a means of identification.

If you have a digital photo on file, you may obtain a replacement (duplicate) license showing the new expiration date. To obtain a duplicate license you have three options:

- Internet - www.servicearizona.com (\$4.00, MC\Visa\AmEx\Discover credit cards only)
- Phone - toll free 877-301-8093 (\$4.00, MC\Visa credit cards only)
- Mail - Send a letter requesting a duplicate license to the address below; include your name, address, driver license number and date of birth. (Make check for \$4.00 payable to Motor Vehicle Division) Please allow 4 weeks processing time.

MAIL DROP 510
MOTOR VEHICLE DIVISION
PO BOX 2100
PHOENIX AZ 85001-2100

If you do not have a digital photo on file, you must visit a driver license office in person to complete the application process and have a new photo taken.

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33) What Instruction Permits are available?

If you are at least 15 years and 7 months of age you may be issued a graduated and/or a motorcycle instruction permit. You must be at least 18

for an operator permit.

With a graduated or operator permit you must be accompanied by a class A, B, C or D licensed driver, who occupies the seat beside you.

These permits are valid for 12 months.

With a motorcycle permit you are prohibited from operating a motorcycle on freeways or interstate highways, or between sunset and sunrise, or at any time when there is not enough light to clearly see persons or vehicles at a distance of 500 feet.

The motorcycle instruction permit is valid for 6 months and can be renewed one time within a 24-month period.

The commercial instruction permit is valid for a 6-month period. You must be at least 18 to apply. For additional information, see the Commercial Driver License Manual, available by calling the Customer Service Call Center.

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Monday May 8, 106

Passport Fees

March 8, 2005

Routine Services (Form DS-11)

Non-Refundable

Age 16 and older: The passport application fee is \$55. The security surcharge is \$12. The execution fee is \$30. The total is \$97.

Under Age 16: The passport application fee is \$40. The security surcharge is \$12. The execution fee is \$30. The total is \$82.

Methods of Payment -

At Our 14 Passport Agencies -

Both fees and the surcharge are combined into one payment to the "U.S. Department of State":

Credit Cards – VISA, MasterCard, American Express, Discover

Debit/Check cards (not ATM cards)

Checks (personal, certified, cashiers', travelers'), money orders (U.S. Postal, international, currency exchange), bank drafts

Note: If abroad, U.S. Embassies and Consulates accept the foreign currency equivalent, or a check drawn on a U.S. bank.

At our over 7,000 Passport Acceptance Facilities -

You pay the passport application fee and the security surcharge to the "U.S. Department of State" and the execution fee to the facility where you are applying.

For Passport Application Fee:

Personal checks, money orders, and bank drafts at all locations

Exact cash at some locations (verify with the Acceptance Facility)

For Execution Fee:

Money orders and bank drafts at all locations

Personal checks and exact cash at some locations (verify with the Acceptance Facility)

Credit cards at U.S. Postal Facilities and some other locations (verify with the Acceptance Facility)

Passport Renewal (Form DS-82)

Non-Refundable

You may use this form if your previous passport:

1. Was issued when you were 16 or older.
2. Was issued in the last 15 years.
3. Is not damaged.
4. Is submitted with your application.

The Passport fee is \$55. The Security Surcharge is \$12. The total fee is \$67.

Expedited Service - Add \$60 for each application

For any service - e.g., first-time application, renewal, additional pages, name change

Additionally, to receive your passport as soon as possible, we strongly suggest that you arrange **overnight delivery service** for:

1. **Sending your passport application**

AND

2. **Returning your passport to you.**



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