



PARTICIPANT RESPONSIBILITIES

Program enrollment includes understanding and agreeing to certain program provisions. The provisions listed below are also listed on the program application and should be discussed during program enrollment. Participants can find additional information and best practices in the participant handbook.

Updating ACP information

Participants receive a updated information form in their welcome packet for updating and changing their ACP records. participants should contact the ACP for replacement forms as needed.

Address and Phone Number Changes

Participants must provide the ACP with a new address or telephone number within 7 days of the change. (Statute). Filing a change of address with the United States Postal Service does not satisfy this requirement and will result in undelivered mail.

Name Changes

Participants must provide the ACP with Change Form and a copy of the court order reflecting the change

Interacting with Government Agencies

It is the ACP participant's responsibility to notify government agencies about their ACP participation. Participants must present their ACP authorization card when requesting use of the substitute address and agencies are authorized to make a copy of the authorization card. Participants may also need to present other ACP provided documentation. Participants should refer to Participant Handbook for additional information and guidance for interacting with specific agencies.

Using the Substitute address

ACP participants are responsible for ensuring that their mail is sent to their assigned substitute address. According to (statute/ AC) a participant substitute address is their legal address for home, work and school. The substitute address should be used whenever possible. Participants should refer to the Participant Handbook or contact the ACP if in doubt about providing an actual address to any person or agency.

Renewing ACP enrollment

Participant who wish to continue their enrollment after the initial four-year term must submit renewal paperwork prior to their expiration date. The appropriate form and instructions will be sent to the participant buy mail four to six weeks before their expiration date.

Service of Process and Legal Mail

The ACP is participant's legal agent for the purpose of accepting legal mail and subpoenas as long as the service is in the participant's legal name. When the ACP accepts service on behalf of a participant, the participant is legally responsible for complying with the requirements contacted in the legal documents. ACP staff will notify participants about the service and forward the served documents by mail.



Cancellation of ACP enrollment.

Pursuant to N.J.R.S.47:4-5 et seq. the ACP must cancel a participant's program certification for the following reasons:

- The program participant obtains a name change through an order of the court;
- The program participant changes the participant's residential address and does not provide seven days' advance notice to the ACP;
- Mail forwarded to the address or addresses provided by the program participant is returned as undeliverable; or
- Any information on the application is false.

The ACP will send a "Notice of Cancellation" form to the address on file with the ACP, Participant will have 30 days from the cancellation date to appeal the cancellation.

Voluntarily Withdrawing from ACP

Participants who wish to voluntarily withdraw from the program must submit a request in writing.

Discontinuing Use of the Substitute Address

Once program enrollment ends, it is the participants responsibility to provide all necessary parties or agencies with their new address and remove the substitute address from their records. Mail addressed to closed participants is returned to sender

Mail Delays and Returns.

Participants should expect a delay of 3 to 5 business days. Incorrectly addressed mail may be delayed further or returned to the sender. The ACP cannot forward packages, periodicals, or marketing mail. These items will be returned to sender. Participants should refer to the participant handbook for more information on these polices.