

## Frequently Asked Questions (FAQs)

### What does it mean if I am not verified and my card is not issued?

DPS will place your driver license or identification card application **on hold** until SAVE can verify your lawful presence. Your application has **not** necessarily been rejected. DPS may need to resubmit your verification up to two times and request additional documentation from you. When we receive a response from USCIS about your verification, we will tell you what to do next.

### If I am a US citizen, do I need to go through the SAVE process?

You must provide documents to prove your US citizenship. Certain documents, such as naturalization certificates, require SAVE verification.

### Why doesn't the expiration date on my card match the lawful presence date on my document?

DPS sets the expiration date of your card based on the information provided by USCIS through SAVE. If you have had a recent change to your status or your duration of lawful presence, it may take up to 15 days for SAVE to recognize.

### Can I get my SAVE case number?

Yes. You will receive a SAVE case number at the time of your transaction.

### Why must I still complete verification if other people have told me that SAVE cannot verify my documents?

DPS will attempt to verify any status (for example: U-Visa, older Certificate of Naturalization). Even if SAVE cannot automatically verify your status, USCIS will manually process the 2<sup>nd</sup> and 3<sup>rd</sup> document reviews.

### Why did my spouse receive an approval letter first if we began the SAVE process at the same time?

SAVE reviews each verification case separately. Some documents may also take longer to verify.

### Is it possible to request a "rush" on a SAVE verification?

No. We do not have the ability to rush the SAVE verification process.

### Since my license is expired, can I get a Temporary Driving Permit while I wait for my SAVE verification?

No. You must wait until we receive verification through SAVE.

### What should I do if I lost my approval letter?

DPS sends the approval letter as a courtesy. You do not need it to complete your transaction. You will still need to return to the driver license office with any other documents required to complete your driver license or identification card application.

## Helpful Tips

- If possible, visit a driver license office at least 30 days before your driver license or limited term status expires to allow enough time if a 3<sup>rd</sup> verification of your documents is necessary.
- If your lawful presence has changed or your period of lawful presence has been extended, it may take up to 15 business days for USCIS to update your information in its database, which means your status may not be verified the first time.
- Once you submit your driver license or identification card application, you have 90 days to complete all of the requirements, such as SAVE verification and any written or driving tests. After 90 days, we may require you to resubmit your application and pay an additional fee.

## Texas Driver License (DL) Verification

## How to Complete Lawful Presence Verification



### DRIVER LICENSE DIVISION

*Creating a faster, easier, friendlier driver license experience and a safer Texas*



Scan for online services

The mission of the Texas Department of Public Safety (DPS) is to protect and serve Texas. Driver licenses and identification cards issued by DPS Driver License Division (DLD) are a key link to public safety, privacy, and national security.

For the safety, security, and peace of mind of Texas residents, DPS must produce a recognizably reliable source of identification and also reduce exposure to identity theft and fraud. A driver license or identification card is often used by financial institutions, retailers, law enforcement, and other organizations to establish the cardholder's identity.

As a result, DPS has established several application requirements meant to address issues of fraud and to protect the integrity of a driver license or identification card issued by DPS. These involve verifying your identity and residency\* and US citizenship or lawful presence (the legal authorization to reside in this country).

## Verifying Lawful Presence

\* For more information on verifying your identity and residency, please read the pamphlet "What it takes to Apply for a DL or ID card" available at your local driver license office or online at [www.dps.texas.gov/internetforms/Forms/DL-57.pdf](http://www.dps.texas.gov/internetforms/Forms/DL-57.pdf)

When you apply for a Texas driver license<sup>†</sup> or identification card, state law requires that DPS confirm your citizenship or lawful presence. You must provide proof of your US citizenship or your status as a lawful permanent resident (immigrant), refugee, asylee, or nonimmigrant.

This is only one of several requirements in the driver license or identification card application process. You must also meet other requirements to obtain your card.

<sup>†</sup>This also applies to commercial driver license applicants; however, the documents required for identification and lawful presence differ from those required for a non-commercial driver license. A person who is a US citizen, US national, lawful permanent resident, refugee, or asylee may apply for a commercial driver license. All others may apply for a non-resident commercial driver license. Refer to [www.dps.texas.gov/DriverLicense/CommercialLicense.htm](http://www.dps.texas.gov/DriverLicense/CommercialLicense.htm) or Chapter 522 of the Texas Transportation Code for application and eligibility requirements.

## SAVE Verification

The Systematic Alien Verification for Entitlements (SAVE) program is a service provided by the US Citizenship and Immigration Services (USCIS) that allows DPS to verify the immigration status and in some cases, the US citizenship of applicants for a driver license or identification card.

Although DPS has required confirmation of US citizenship and lawful presence since 2008, DPS began using SAVE in 2012. SAVE allows DPS to verify the information on the documents you provide as proof of US citizenship or lawful presence with the federal agency that issued the documents.

SAVE can verify a variety of documents. Most of the documents you present to prove your status as a lawful permanent resident, refugee, asylee, nonimmigrant, or in some cases, as a US citizen, must include these three pieces of information:

1. First and last name
2. Date of birth
3. Alien number or I-94 number

View a list of acceptable documents and required information at [www.dps.texas.gov/DriverLicense/documents/VerifyingLawfulPresence.pdf](http://www.dps.texas.gov/DriverLicense/documents/VerifyingLawfulPresence.pdf). This is not a complete list and we may accept documents containing other verifiable information.

Any documents you bring to prove citizenship or lawful presence must show the same name and date of birth. If not, you must present supporting documents—a marriage certificate, divorce decree, or court-ordered name change—to confirm a name change, inconsistent information, or incomplete names and/or dates of birth.

## Verification Stages

SAVE verification usually takes a few seconds. If SAVE cannot verify your status the first time, SAVE allows two additional stages of verification. During this process, DPS will need to delay your application for a few days, weeks, or even up to one month.

SAVE's response determines the expiration date that we will assign to your driver license or identification card.

Stages	SAVE Response to DPS	DPS Response to Customer
1 <sup>st</sup>	Within a few seconds	If verified, the application process continues. After you have satisfied other eligibility requirements and paid related fees, DPS issues your card.
2 <sup>nd</sup>	3 to 5 business days after DPS submits 2 <sup>nd</sup> stage request	DPS issues you an instruction letter within 48 hours after receiving SAVE response.
3 <sup>rd</sup>	Up to 20 additional business days after DPS submits 3 <sup>rd</sup> stage request	DPS issues you an instruction letter within 48 hours after receiving SAVE response.

If SAVE verifies you as a US citizen, lawful permanent resident, refugee, or asylee, we will issue you a full-term (six-year) driver license or identification card. If SAVE verifies you as a nonimmigrant, we will issue you a limited term driver license or identification card with an expiration date that matches the end date of your lawful presence period provided by USCIS through SAVE.

## During Your Office Visit

At the driver license office, a DPS customer service representative (CSR) will review your citizenship or immigration documents. If your documents require verification, the CSR will scan them and electronically submit the information to USCIS.

If we cannot immediately verify your citizenship or lawful presence, the CSR will tell you what to do next. At each verification stage, DPS will notify you either verbally or by mail whether your lawful presence has been verified or if you will need to provide additional documents for verification.

During the verification process, your driver license or identification card application will be on hold. To prevent further delays in processing your driver license or identification card application, follow all instructions and requests from DPS as soon as possible.