

## ***FREQUENTLY ASKED QUESTIONS RELATED TO HILLSBORO'S 20132 ZIP CODE DESIGNATION CHANGE***

<b>ADDRESS LINE INFORMATION</b>	
<ul style="list-style-type: none"> <li>Does the Hillsboro Area have a new, unique zip code?</li> </ul>	No, the Hillsboro area does not have a unique Zip Code however, as of April 2018, the U.S Postal Service has designated the Hillsboro area (see attached map) with its own <b><i>Preferred Last Line (PLL)</i></b> . This designates residences and businesses in the Hillsboro area—which encompasses the Hillsboro (303) and Between the Hills (421) voting precincts—as <b><i>Hillsboro</i></b> rather than <b><i>Purcellville</i></b> .
<ul style="list-style-type: none"> <li>May I still use my current mailing address name with ZIP Code 20132?</li> </ul>	Yes you can use either the Preferred Last Line mailing address (Hillsboro) or the alternate (Purcellville) in mail correspondence.
<ul style="list-style-type: none"> <li>When will this change be fully in effect?</li> </ul>	Although this change will allow residents to use the <b>Hillsboro</b> PLL now, the alternate name of Purcellville may override when commercial mailings are prepared (e.g. bank statements, utility bills, catalogs, etc.) until these databases are updated. USPS has no control over how external companies maintain their internal databases or online ordering systems.
<b>OUTREACH TO AFFECTED AREA</b>	
<ul style="list-style-type: none"> <li>What outreach will the USPS do to advise residents in the Hillsboro area of the change?</li> </ul>	<b><i>USPS does not do outreach for a change of Preferred Last Line.</i></b> To notify area residents, the Town of Hillsboro has taken the lead to alert residences and businesses in the affected area through print and social media.
<b>ADDRESS NOTIFICATIONS</b>	
<ul style="list-style-type: none"> <li>Can I tell my homeowner's insurance company that my new address is "Hillsboro, 20132"?</li> </ul>	Yes
<ul style="list-style-type: none"> <li>Will I be able to change my driver's license address to "Hillsboro, 20132"?</li> </ul>	Yes
<ul style="list-style-type: none"> <li>If my home is for sale, can it be listed on the MLS as "Hillsboro, 20132"?</li> </ul>	Yes

<ul style="list-style-type: none"> <li>• How long will I have to let family, customers and billers know my new town name?</li> </ul>	<p>It's advised to let correspondents know within 12 months, however, your mail will still be delivered. USPS will recognize both town names to minimize any customer inconvenience. This one-year period allows customers time to notify regular correspondents and make changes to stationery and address labels.</p>
<ul style="list-style-type: none"> <li>• What happens if someone uses the old Town name—will mail still be delivered?</li> </ul>	<p>Yes. Mail addressed to the alternate name of Purcellville will continue to be delivered.</p>
<ul style="list-style-type: none"> <li>• If I don't want my mailing address Town name to change, can I continue using my current mailing address Town name?</li> </ul>	<p>Yes, postal customers can continue to permanently use "Purcellville" as their current mailing address Town name if they so choose, as it will be recognized by USPS as an acceptable mailing address name.</p>
<ul style="list-style-type: none"> <li>• Will the USPS coordinate with utilities, cable companies and others to ensure their databases change to reflect the new Town name?</li> </ul>	<p>Yes. Major mailers, such as magazine publishers, financial institutions, insurance companies and utilities, typically use USPS address information to ensure the accuracy of their customer mailing lists. These databases update address and ZIP Code data (including Town name) on a regular basis.</p>
<b>MAIL &amp; PACKAGE DELIVERY</b>	
<ul style="list-style-type: none"> <li>• Will this change affect my mail delivery and will I have to pick up my mail at a different Post Office?</li> </ul>	<p>No. Mail delivery service will not change. Retail Post Office services will still be provided by the 220 N. Hatcher Ave. facility in Purcellville.</p>
<ul style="list-style-type: none"> <li>• Will USPS be opening a new Post Office in the Hillsboro area?</li> </ul>	<p>No. In the future, the Town of Hillsboro may pursue opening a Contract Postal Unit (CPU) if there is sufficient interest and demand.</p>
<ul style="list-style-type: none"> <li>• Will FedEx, UPS, and other delivery services be affected?</li> </ul>	<p>The USPS ZIP Code database is updated weekly for all external services updates. This change should not affect non-USPS delivery services.</p>
<ul style="list-style-type: none"> <li>• What about our mail carrier?</li> </ul>	<p>Postal carrier operations will not be affected by this PLL change.</p>
<b>COSTS OF ADDRESS CHANGE</b>	
<ul style="list-style-type: none"> <li>• Are there any costs residents may incur related to this change?</li> </ul>	<p>Costs may include postage or other means to notify family, customers or billers of new PLL Town name.</p>
<ul style="list-style-type: none"> <li>• Are there any costs businesses may incur?</li> </ul>	<p>Costs may include printing of collateral material (letterheads, business cards, brochures, etc.) to reflect the new Town name.</p>
<ul style="list-style-type: none"> <li>• I have stationery with the current name of Purcellville. What should I do?</li> </ul>	<p>Use it up. You may choose to add a note or sticker indicating the town name is changing, but this will not be required.</p>

<b>VOTER REGISTRATION</b>	
<ul style="list-style-type: none"> <li>• Will this change mean I need to change where I am registered to vote?</li> </ul>	No. This change will not affect your election precinct boundary or your polling place location.
<ul style="list-style-type: none"> <li>• Will I need a new voter registration card and how do I do that?</li> </ul>	The Election Board has been notified of this change. You can update your voter registration address information online at <a href="http://www.vote.virginia.gov">www.vote.virginia.gov</a> ; by mailing or faxing in a new <a href="#">Voter Registration Application</a> to the office; or by updating your information on the back of your voter card and mailing that to the Election Board office. Changes are typically processed within 10 business days and you will receive a new voter card in the mail.
<b>IMPACT ON TAX BILLING</b>	
<ul style="list-style-type: none"> <li>• Will the Town of Hillsboro charge me taxes as a result of this change?</li> </ul>	No, only residents of Hillsboro and property and businesses within the town limits of the Town of Hillsboro are subjected to town taxes. All residents and property outside of a Town are taxed by Loudoun County.
<ul style="list-style-type: none"> <li>• How will the mailing address on my County real property and tax bills be changed?</li> </ul>	<p>According to the Loudoun County Commissioner of the Revenue (COR) the change will be transparent to property owners.</p> <ul style="list-style-type: none"> <li>• The Office of Mapping &amp; Geographic Information will update its physical property address records and will be merged into their real estate assessment system.</li> <li>• Prior to assessment notice and tax bill mailing, COR will validate delivery addresses and update all records based on the USPS National Change of Address database.</li> </ul> <p>There should be no property owner effort required resulting from the PLL designation for the Hillsboro area, however, to manually change or confirm the mailing address on your real property, either call the Office of the Commissioner of Revenue, Real Estate Division at 703-777-0260 or email <a href="mailto:realestate@loudoun.gov">realestate@loudoun.gov</a>.</p>
<ul style="list-style-type: none"> <li>• Will the value of my property be affected by a town name change?</li> </ul>	No, property value is not determined by town name or ZIP code; it is determined by the real estate market and recent comparable sales. The real estate taxes you presently pay will not be affected by a mailing address adjustment.

<b>IMPACT ON INSURANCE POLICIES</b>	
<ul style="list-style-type: none"> <li>• How will this change impact my insurance (homeowners, vehicle, etc.)?</li> </ul>	<p>The following is typical of homeowner insurance companies, however it is recommended that <i>you contact YOUR insurance company to confirm</i>:</p> <ul style="list-style-type: none"> <li>• On homeowner's policies, with each renewal your property address is verified by using the USPS address verification program. When an address does not match, the agent may be asked to verify, submit the updated location address, and determine if the location is the same or different. With the location being the same, the underwriters will correct the location description/address and the policy is renewed. The policy number does not change. The premium remains based on the rates in the territory. Your history and tenure is unaffected.</li> <li>• Auto insurance is transferable to any address within the same state. The company may update the address at any time, at renewal or midterm, and the policy will be reissued.</li> </ul>
<b>OTHER IMPACTS</b>	
<ul style="list-style-type: none"> <li>• Will this Town name change affect my child's school zone?</li> </ul>	<p>No. School boundaries are not determined by ZIP Code or Town name.</p>
<ul style="list-style-type: none"> <li>• Will I need to change my driver's license and, if so, how do I do that?</li> </ul>	<p>Not necessarily, but it is recommended you do update your address because your Driver's License is used for many other identification purposes. Use one of the methods listed below to change your address:</p> <ul style="list-style-type: none"> <li>• Online at <a href="http://www.dmv.virginia.gov/dmvnet/address">www.dmv.virginia.gov/dmvnet/address</a></li> <li>• Call DMV at (804) 497-7100</li> <li>• Visit any DMV <a href="#">customer service center</a></li> <li>• Complete the Address Change Request Form (<a href="#">ISD-01</a>) and mail to: Virginia Dept. of Motor Vehicles PO Box 27412, Richmond, VA 23269</li> </ul> <p><b><i>When you change your address with DMV, you can also register to vote or change your voter registration address at the same time.</i></b></p>
<ul style="list-style-type: none"> <li>• Will homeowners be required to update the deed to their house?</li> </ul>	<p>No. Town names and ZIP Codes are not used to identify property ownership. Loudoun County properties are identified by Parcel ID, not by physical or mailing address.</p>

<ul style="list-style-type: none"> <li>• Will GPS devices and web-based mapping and address services be affected by this change?</li> </ul>	<p>GPS devices <i>may</i> update automatically over time, however, if the GPS app only pulls Zip Code data, a Town name change may not affect GPS navigation.</p> <ul style="list-style-type: none"> <li>• Mobile phone GPS will update automatically over time.</li> <li>• Existing GPS devices will work the same way they have been. Some devices can be updated manually, which is common practice because of the numerous changes that occur annually.</li> <li>• New car GPS will eventually update the new Town name depending on the amount of information they pull from the USPS database</li> </ul>
<ul style="list-style-type: none"> <li>• Is my address maintained by financial institutions using automated USPS updates?</li> </ul>	<p>Many financial institutions electronically interface with the USPS National Change of Address database to identify recent moves and information provided by customers to the Post Office. New address information received from USPS may be applied to your legal and/or mailing address of record at your institution.</p>
<b>WAYS TO CHANGE BILLING ADDRESS</b>	
<ul style="list-style-type: none"> <li>• What are the best ways to change my billing address?</li> </ul>	<ul style="list-style-type: none"> <li>• Write the new address on the back of your payment coupon, if it provides a space for address changes. The front of the coupon typically includes a box to check if you have address or phone number changes.</li> <li>• Call customer service. Calling your credit card customer service number—typically on the back of your credit card—will ensure your address is changed quickly.</li> <li>• If you’ve created an online account for your credit card you should be able to change your address there.</li> <li>• Change of address by USPS. Often, the postal service updates billers of your new address via regular database updates.</li> </ul>