

9 August 2023

# Replacement ballot instructions

How to request a replacement ballot email or paper and when you'll receive it.

Balloting emails have now been sent out to all members who have a personal email address registered with us.

If you haven't had the email with voting instructions but your personal email address is registered with us and [your employer is part of the ballot](#), please check your spam/junk folders before requesting a replacement. The email comes from [pcs@cesvotes.com](mailto:pcs@cesvotes.com).

## Replacement ballot papers/lost emails

If you accidentally delete the email or lose your paper ballot paper, you can request a replacement online by logging in to [PCS Digital](#). The **deadline for requesting a replacement is 5pm on Sunday 20 August**.

## How long does it take?

When requests are made on PCS Digital, they are sent over in batches to Civica, the independent scrutineer, for processing. Civica will make a series of checks before sending out a replacement email or ballot paper.

This means that depending on the volume of requests we receive and Civica's workload, it can take **up to 8 working days** for a replacement email/ballot paper to be sent out.

However, as long as you request it by our deadline of **20 August** you will receive a replacement.

[Read our FAQs about the ballot.](#)

Not yet a PCS member? [Join online](#) before 5pm on 15 August to take part in the ballot.