



NOTICE TO OUR CUSTOMERS

Pursuant to City of Los Angeles Ordinance No. 187219, beginning Monday, November 8, 2021, PROOF OF COVID-19 VACCINATION or PROOF OF NEGATIVE COVID-19 TEST (conducted within the last 72 hours) will be required to enter this City building and visit the Office of Finance's Public Counter in person. This applies to people that appear to be 18 years of age or older.

Customers that visit the public counter (indoor) will need to do the following prior to being allowed inside:

- 1) Show proof of full vaccination and photo identification (Driver's license; Government issued identification card; School or work identification; or Passport)

One of the following options will demonstrate proof of vaccination:

- A vaccination card issued by the U.S. Centers for Disease Control and Prevention (CDC), or similar documentation issued by another foreign governmental agency, such as the World Health Organization.
- A photocopy of a vaccination card or a photograph stored on a phone or electronic device.
- A personal digital COVID-19 vaccine record issued by the State of California, or similar documentation issued by another state, local, or foreign governmental jurisdiction, or by a private company.
- Documentation of a COVID-19 vaccination from a healthcare provider.

- 2) Show proof of negative COVID-19 test (from a healthcare provider) taken within the last 72 hours

If you cannot show proof of full vaccination and photo identification or proof of a negative COVID-19 test we also offer you the option to receive our services in the following ways:

- Visit our website anytime at finance.lacity.org
- Set up a virtual public counter session (by appointment up to one week in advance). Visit our website at finance.lacity.org and follow the instructions.
- Call the Customer Service Center at (844) 663-4411. Normal hours of operation are: M, T & TH: 8:00 a.m. to 4:30 p.m., W: 9:00 a.m. to 4:30 p.m.
- Email customer support for assistance at Finance.CustomerService@lacity.org ● Mail can be sent to the Office of Finance Special Desk Unit at 200 North Spring Street, Room 101, Los Angeles, CA 90012



3) Reasonable accommodation for customers due to a medical condition, restriction, or a sincerely held religious belief exemption:

- A customer may be exempt from demonstrating proof of COVID-19 vaccination prior to entering an indoor portion of a covered location if they are entitled to reasonable accommodation due to a medical condition, restriction, or a sincerely held religious belief. To be eligible for an exemption due to a medical condition or restriction, or a sincerely held religious belief, a customer must provide the covered location with a verbal self-attestation to qualify for the exemption.
- Services provided outdoors may be limited.
- If the covered location determines that the customer has met the exemption requirements, the customer will be directed to use an outdoor area. If an outdoor area is not available, the customer may be permitted to use an indoor area by providing proof of a negative COVID-19 test taken within 72 hours before entry and photo identification. Examples of a negative COVID-19 test result can be found in the [L.A. County Visual Guidance Form for Negative COVID-19 Tests](#).

You may also visit SAFEPASS L.A. vaccination guidelines for L.A. Businesses at <https://ewddlacity.com/index.php/recovery/safepassla>