



# Sex Change Processing

Driver License – Other Transactions

3-17-2025



## Revision History

<b>Effective Date of SOP:</b> 3/17/2025	<b>SOP Number:</b> SOP C.07
<b>Functional Area Name:</b> Driver License	<b>Division Name:</b> Other Transactions
<b>Last Review Date:</b> 2/21/2025	<b>Last Reviewer:</b> Jaclyn McDuffey, Chief Product & Experience Officer
<b>Next Review Date:</b> 2/21/2026	<b>Next Reviewer:</b> Regional Managers
<b>Executive Approval Date:</b> 3/17/2025	<b>Approved By:</b> April Kelso, General Counsel

## Overview

These Standard Operating Procedures (SOP) outlines how to process a transaction involving changing of sex (and name, if applicable) on a credential either for a physical sex change operation or due to a gender dysphoria diagnosis.

## Purpose

This SOP provides guidance for Service Oklahoma (SOK) employees processing changes to the sex on a credential, and the documentation required based on whether the customer has undergone a sex change operation or has been diagnosed with gender dysphoria.

## Policy Statement

The described procedures apply to individuals who have either undergone a sex change or suffer from gender dysphoria and have obtained the relevant documentation from a medical professional.

## Compliance

[OAC 670:15-1-10\(c\)](#) – Required identification to change information and replace a license  
[OAC 670:15-1-14\(c\)](#) – Required identification to change information and replace a state ID

## Systems

D360 – System of record used for issuing credentials.

## Roles

*List the roles and functions of anyone involved in the operations described within this document.*

Role	Responsibilities
Driver License Examiner	Processes the transaction.



## Procedures

Customers that have undergone a sex change operation or been diagnosed with gender dysphoria may have their sex and name changed on their SOK credential **if they have the correct documentation**. This is processed the same way as all other changes to personal information (such as name change, address change), through the “Application” tab on D360.

The required documentation for processing sex change depends on whether the customer has undergone a sex change operation or if they have been diagnosed with gender dysphoria.

### Physical Sex Change - Required Documentation

As outlined by [OAC 670:15-1-10\(c\)](#) and [OAC 670:15-1-14\(c\)](#), those who have undergone a sex change operation must provide ALL of the following documents:

- An original or certified court order for name change (if applicable)
- A **notarized** statement on letterhead from the physician who performed the sex change operation, indicating the customer has undergone a complete physical sex change. The letter must state that the sex change is “**irreversible and permanent**”
- Proof of former legal name (if applicable)

### Psychological Sex Change (Gender Dysphoria) - Required Documentation

As outlined by [OAC 670:15-1-10\(c\)](#) and [OAC 670:15-1-14\(c\)](#), those who have been diagnosed with gender dysphoria and have undergone a psychological sex change must provide ALL of the following documents:

- An original or certified court order, OR a birth certificate
- A **notarized** statement on letterhead from a mental health professional who has diagnosed this condition
- Proof of former legal name

## Processing Name Change

In both cases (physical or psychological), the customer's former name must be entered into the "Alias" field in D360 to provide historical information.

### Steps

1. On the "Application" tab, scroll down to the "Names and ID Numbers" section. Click the "+" button to add the former name.

#### Names and ID Numbers

**Names**

**Names**

Status	Last Name	First Name	Middle N...	Suffi...	Name Type	Use Override...
Active	test r3cord	new	frank		Display Name	No
Active	test r3cord	new	frank		Legal	No

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2. A new window will appear to add the former name. For the Name Type, select "Alias". Fill in the customer's former name, and make sure that "Use Override for SSN" is set to **NO**.

**Dynamics 365**

SAVE SAVE & CLOSE + NEW SHOW HELP PAGE ID ? HELP X CLOSE FORM

**New Name**

Name Type: Alias (selected)

Last Name: [text input]

First Name: [text input]

No First Name: ☐

Middle Name: [text input]

No Middle Name: ☐

Suffix Name: [text input]

Use Override For SSN: No

Click "Save & Close".

## References

1. [Oklahoma Administrative Code](#)



## Appendix

### Appendix A: OAC 670:15-1-10(c)(1, 4-6) – Procedure for obtaining a replacement driver license

(1) **Name change.** Any person who requests a replacement driver license in order to make a name change shall comply with the primary and secondary identification requirements prescribed in OAC 670:15-1-3(b) for a Real ID Compliant license or OAC 670:15-1-3(c) for a Real ID Non-Compliant license in order to identify the person by his or her former name and with OAC 670:15-1-16 in order to identify the person by his or her new name. The former name shall be entered into the "Alias" field in the driver license database to provide historical information to Service Oklahoma. The person requesting the name change for a Real ID Non-compliant license may retain the old license, if it is available and is a Class D driver license, after the licensed operator has first punched a hole through the identification number of the license or has cut off the lower right corner of the license.

(4) **Sex change.** The licensee shall show an original or certified court order for name change, if applicable, and a notarized statement on letterhead from the physician who performed the sex change operation indicating the customer or licensee has undergone a complete physical sex change. The letter shall state the sex change is "irreversible and permanent". The licensee shall also show proof of former legal name. The former name shall be entered into the "Alias" field in the driver license database to provide historical information to Service Oklahoma. The person requesting the information change may retain the old Real ID Non-compliant license, if it is available, after the licensed operator has first punched a hole through the identification number of the license or cut off the lower right corner of the license.

(5) **Physical Sex change.** The licensee shall show an original or certified court order for name change, if applicable, and a notarized statement on letterhead from the physician who performed the sex change operation indicating the customer or licensee has undergone a complete physical sex change. The letter shall state the sex change is "irreversible and permanent". The licensee shall also show proof of former legal name. The former name shall be entered into the "Alias" field in the identification card database to provide historical information to Service Oklahoma. The person requesting the information change for a Real ID Non-compliant card may retain the old card, if it is available, after the motor license agent has first punched a hole through the identification number of the card or has cut the lower right corner of the card.

(6) **Psychological Sex Change Due to Gender Dysphoria.** The licensee shall show an original or certified court order or birth certificate for gender change and also for a name change, if applicable and a notarized statement on letterhead from a mental health professional who has diagnosed this condition. The licensee shall also show proof of former legal name. The former name shall be entered into the "Alias" field in the identification card database to provide historical information to Service Oklahoma. The person requesting the information change for a Real ID Non-compliant card may retain the old card, if it is available, after the licensed operator has first punched a hole through the identification number of the card or has cut the lower right corner of the card.



## Appendix B: OAC 670:15-1-14(c)(1, 3-6) - Procedure for obtaining a replacement identification card

(1) **Name change.** Any person who requests a replacement identification card in order to make a name change must comply with the identification requirements prescribed in OAC 670:15-1-3(b) for a REAL ID Compliant Identification card and OAC 670:15-1-3(c) for a REAL ID Non-Compliant identification card in order to identify the person by his or her former name and with OAC 670:15-1-16 in order to identify the person by his or her new name. The former name shall be entered into the "Alias" field in the identification card database to provide historical information to Service Oklahoma. The person requesting the name change for a REAL ID Non-Compliant card may retain the old card, if it is available, after a hole has been punched through the identification number of the card or the lower right corner of the card has been cut by a Licensed Operator or a Driver License Examiner.

(3) **Physical Sex change.** The cardholder shall show an original or certified court order for name change, if applicable, and a notarized statement on letterhead from the physician who performed the sex change operation indicating the customer or licensee has undergone a complete physical sex change. The letter shall state the sex change is "irreversible and permanent". The cardholder shall also show proof of former legal name, if applicable. The former name shall be entered into the "Alias" field in the identification card database to provide historical information to Service Oklahoma. The person requesting the information change for a REAL ID Non-Compliant identification card may retain the old card, if it is available, after a hole has been punched through the identification number or the lower right corner of the card has been cut by a Licensed Operator or Driver License Examiner.

(4) **Psychological Sex Change Due to Gender Dysphoria.** The cardholder shall show an original or certified court order or birth certificate for gender change and also for a name change, if applicable, and a notarized statement on letterhead from a mental health professional who has diagnosed this condition. The cardholder shall also show proof of former legal name, if applicable. The former name shall be entered into the "Alias" field in the identification card database to provide historical information to Service Oklahoma. The person requesting the information change for a REAL ID Non-Compliant identification card may retain the old card, if it is available, after a hole has been punched through the identification number or the lower right corner of the card has been cut by a Licensed Operator or Driver License Examiner.

[Source: [Added at 41 Ok Reg, Number 23, effective 8-25-24](#)]