#### September 26-29, 2024 | Sheraton Boston Hotel



#### 09/28/2024 What's New at the Registry 2024 2:30 PM - 3:30 PM Kathy Cormier 1 CEU

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Kathy S. Cormier, CPPL MAIA's Member Relation Advocate



#### • RTA Acceptance Requirements – 8/24

- To ensure that Registration and Title Applications (RTAs) are completed properly and that vehicles are lawfully registered and titled, the RMV and its business partners responsible for registration and title transaction processing:
- 1. May reject any RTA that is not completed fully and is not in adherence to the RMV's <u>"*RTA Form Instruction Guide.*"</u> All RTAs MUST be filled out completely, whether by the dealer, the insurance agent or carrier, the customer or a combination of them.



#### • RTA Acceptance Requirements – 8/24

- 2. Must ensure that all information on the RTA matches the information on the Certificate of Title or Certificate of Origin. If any information does not match, the RTA is not acceptable, and a new application is required.
- 3. Must no, under any circumstances, complete or edit any field on the RTA on behalf of the applicant. Employees (RMV) may ask the applicant to complete any missing information.



#### RMV What's New 2024

- RTA Acceptance Requirements 8/24
- NOTE:
- If it is a runner, it should be the decision of the runner and the submitting business partner whether they add in missing information to complete an RTA. That is acceptable, as long as it is not the employee completing it.



• If an RTA is typed and then handwritten to include a second owner, it should not be accepted.

- RTA Acceptance Requirements 8/24
- Handwritten Fields
- It is preferable for RTAs to be completed either entirely electronically or entirely by hand. However, one CAN be accepted if a customer fills certain fields in by hand while the rest is completed electronically.



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RMV What's New 2024					
• RTA Acceptance Requirements – 8/24 • Handwritten Fields					
Below are the Fields that CANNOT be completed by Hand if the rest is completed Electronically:					
Section B – Vehicle Information					
• B1. Vehicle Identification Number (VIN)	B5. Year/Make/Model				
Section D – Owner Information					
• D2. 1 <sup>st</sup> . Owner's Name	• D11. 2 <sup>nd</sup> . Owner's Name				
D5. Residential Address	D14. Residential Address				
D7. Mailing Address	D16. Mailing Address				
Section E – Lessee Information					
• E2. 1 <sup>st</sup> . Lessee or Corp/Co/Organizations Nam	e • E5. 2 <sup>nd</sup> . Lessee or Corp/Co/Organizations Name				
• E3. 1 <sup>st</sup> . Lessee Address	• E6. 2 <sup>nd</sup> . Lessee Address				
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ements – 8/24						
• Handwritten Fields						
Below are the Fields that CANNOT be completed by Hand if the rest is completed Electronically						
F8. Physical Address						
F9. Mailing Address						
Can be handwritten as long as you're adding a lien						
K3. Effective Date of Insurance						
<ul> <li>K5. Policy Change Date (not required if effective date (K3) is within 30 days.</li> </ul>						

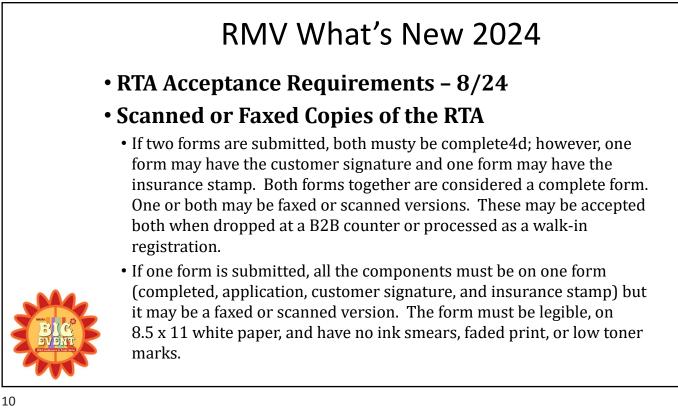


#### • RTA Acceptance Requirements – 8/24

#### Scanned or Faxed Copies of the RTA

2. For both Electronic Vehicle Registration (EVR) program and non-EVR program dealer sales, a new RTA may need to be completed by the insurance company or agency if they lack the ability to physically receive a fax or stamp the RTA. In this case, both the dealer completed, and insurance completed RTAs will need to be submitted as part of the transaction.



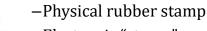


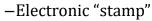
• RTA Acceptance Requirements – 8/24

#### • Insurance Certification Reminder

- Insurers must require that the RTA is completed fully, accurately, and in adherence to the RTA Form Instruction Guide before certifying insurance in Section K of the RTA.
- Either of the following two options are acceptable for applying the Insurance Certification.

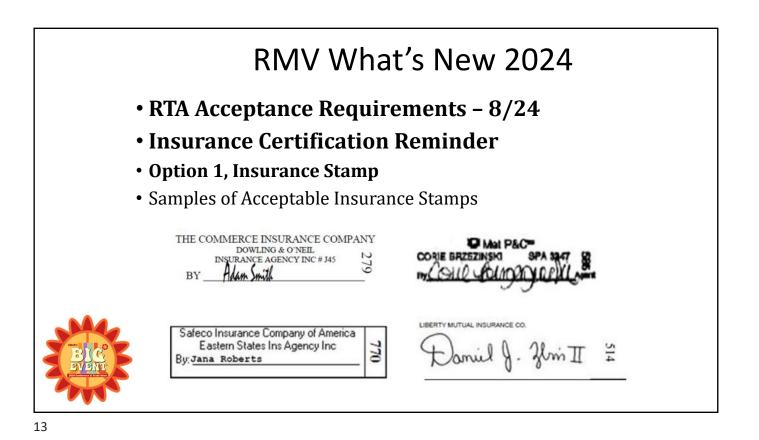
#### • Option 1, Insurance Stamp





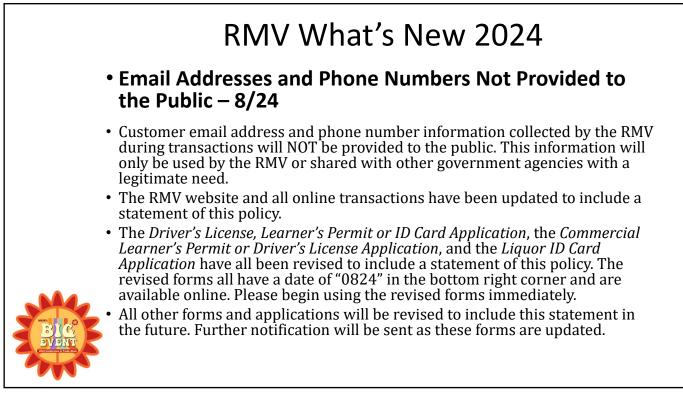












#### • RMV Business Partner Website -04/24

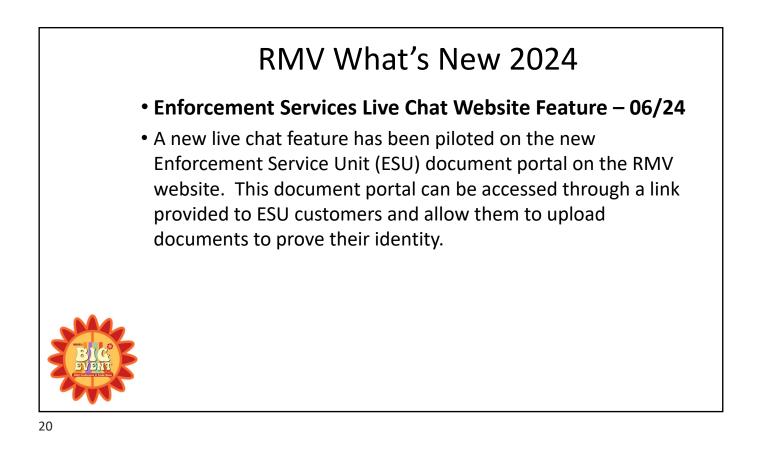
- The RMV Business Partner Communication website that resided on massrmv.com has been redirected to Mass.Gov/RMV. The new website URL is <u>https://www.mass.gov/rmv-business-partners</u>.
- The website pages have been updated and moved to a central location which provides improved access.





- RMV Business Partner Website 04/24
- Once users access the RMV Business Partner Communication website, they should:
  - -Select the program they use
  - -Update their bookmarks
  - -Share this information with their end users



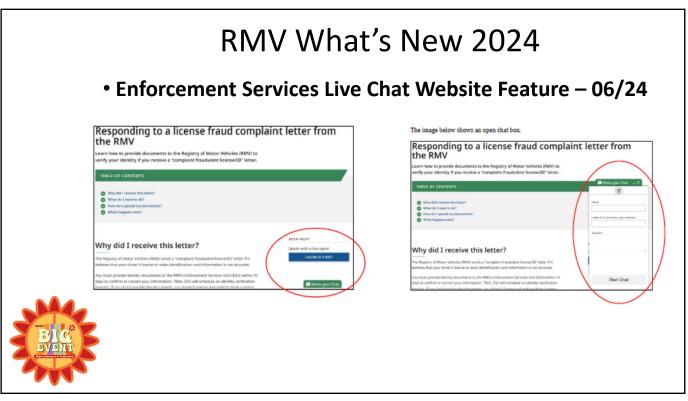


- Enforcement Services Live Chat Website Feature 06/24
- Customers can use the new live chat button to interact with a live ESU agent to receive help with uploading documents or with scheduling a hearing. The live chat will be available Monday through Friday from 9 5. If customers have questions about their specific case, they will be instructed to call an agent.
- NOTE: Any personal identifiable information (PII) will be masked if customers enter it in the chat.

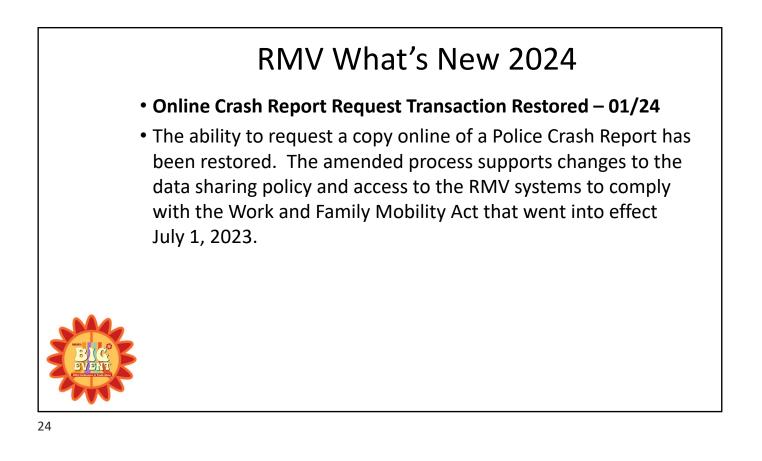


- Enforcement Services Live Chat Website Feature 06/24
- The following image shows the new ESU webpage with the live chat buttons circled. The blue "Launch Chat" button is located directly under the "Need Help?" section. The green "Mass.gov Chat" button will always be located on the bottom right corner of the page and will remain in the same location even while scrolling through the page. Both of these buttons will open the same chat box.



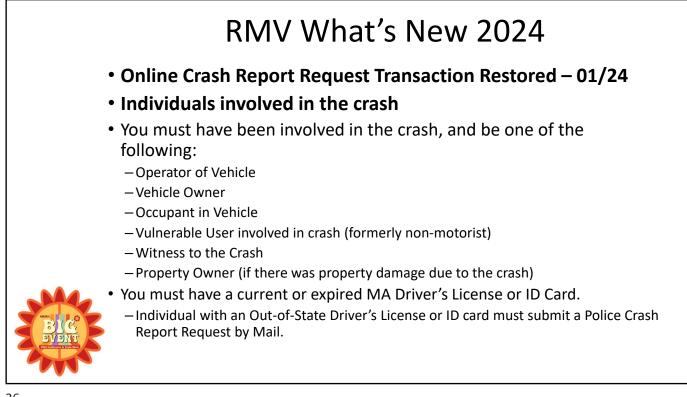


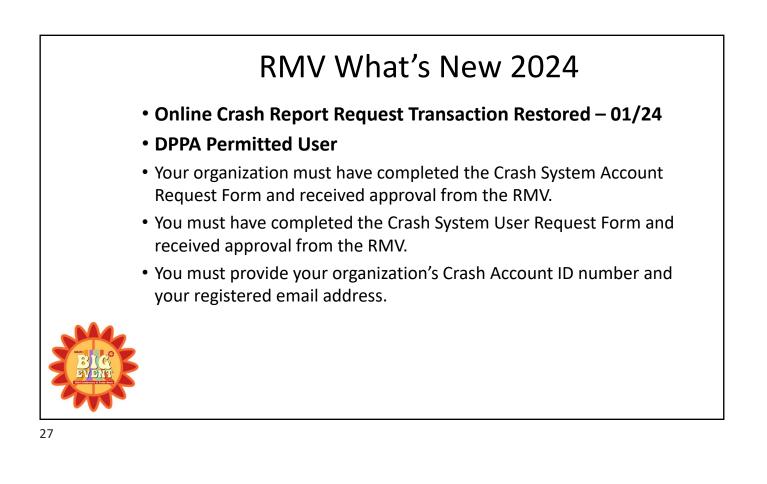




- Online Crash Report Request Transaction Restored 01/24
- Standard or Certified copies of a motor vehicle police crash report can be requested by an <u>individual involved in the crash</u> or by a <u>permitted user under the Federal Driver Privacy</u> <u>Protection Act (DPPA)</u>. The search fee is \$20 for both versions.
- All customers with a Massachusetts issued credential must request a copy of the police crash report online.







- Online Crash Report Request Transaction Restored 01/24
- Paper Form for Mail-In Requests
- The mail-in paper form "Request for Copy of Police Crash Report" (CRASH101) is still available for individuals with an outof-state driver's license or ID card. This form has been revised to instruct individuals with a Massachusetts issued credential to request the report online and to add an option for vulnerable users to request a police crash report. The revised version (with a date of "0124" in the bottom right corner) is available online.



- Revised Motor Vehicle Crash Operator Report 01/24
- The Commonwealth of Massachusetts Motor vehicle Crash Operator Report (Form number CRASH102) has been revised. The areas in section A where customers enter details of the route/roadway/address where the crash occurred have been renumbers to A6 and A7 to make this section, and the instructions on the first page, clearer.



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RMV What's New 2024
 First Time School Bus and School Pupil Plate Issuance
 Effective January 2024, in addition to the existing locations, first time school bus plates and school pupil plates are now available for initial issuance at the Brockton, North Adams, Taunton and Worcester RMV Service Centers.
 With these new locations, first time school bus plates and school pupil plates are available in 10 RMV Service Centers for initial Issuance.

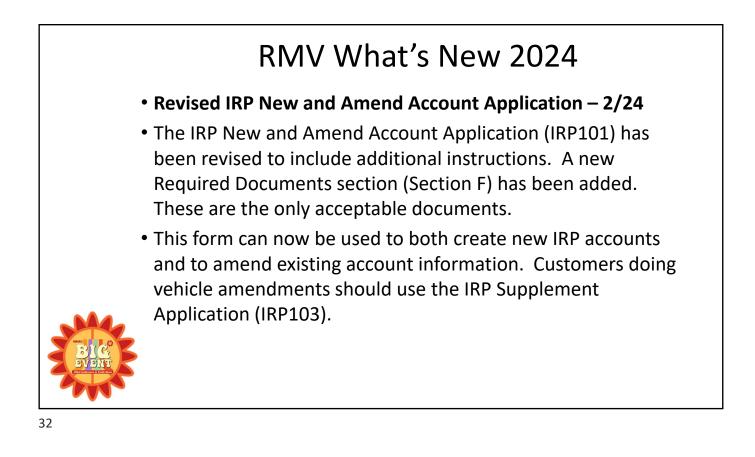
#### • First Time School Bus and School Pupil Plate Issuance

Braintree	Greenfield	Milford	Springfield	Wilmington
Brockton	Haverhill	North	Taunton	Worcester
DISCREDIT		Adams	launton	Woreester

- First time school bus and school pupil plates cannot be registered in other service centers and temporary plates cannot be issued.
- School transportation companies have been notified of this change.



• NOTE: All policies for issuing school bus and school pupil plates will remain the same. No appointments are needed.



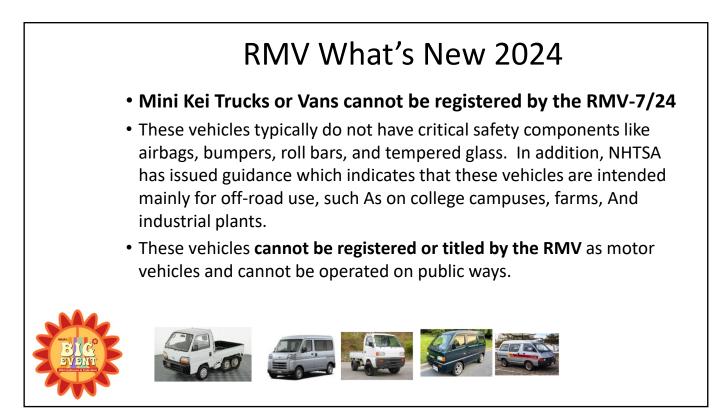
- Lease Buyout Dealer Advisory 3/24
- The RMV has received questions from dealerships about the process of purchasing a vehicle at the conclusion of a lease agreement, commonly known as a lease buyout. The questions are about instances where the buyout has taken an extended amount of time (more than 20 business days) and the purchaser/lessee had to rent a vehicle between the lease ending and when the dealer obtained the proper documentation to process a new registration and title transaction in the new owner's (former lessee's) name.

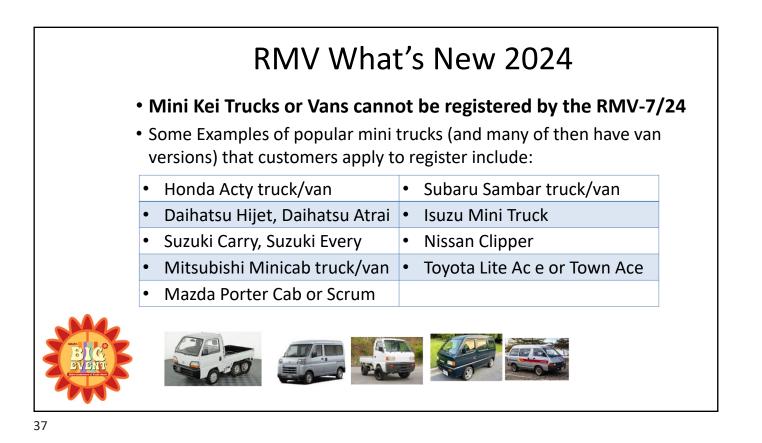


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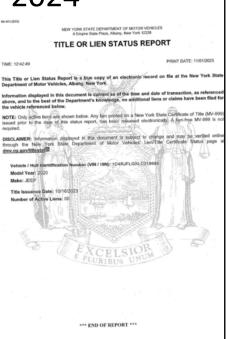








- New York Title or Lien Status Report Form – 12/23
- The New York State Department of Motor Vehicles (DMV) has recently implemented a new Title or Lien Status Report (Form MV-913). This form can be presented to prove that a lien has been satisfied. The original New York title must also be presented. The title issuance date on the MV-913 must matc the issuance dote on the title.

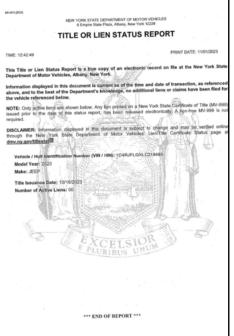




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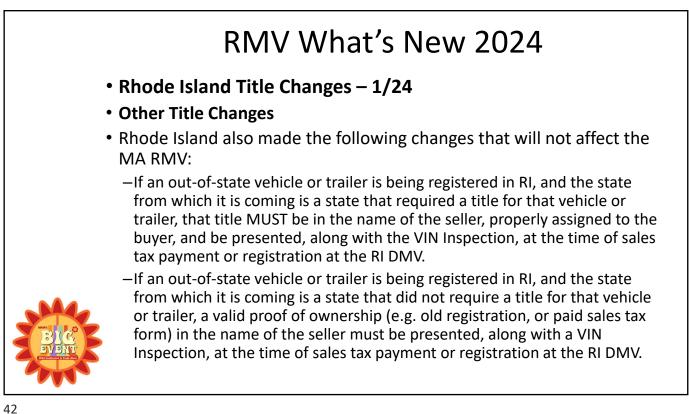
 RMV What's New 2024
 New York Title or Lien Status Report Form – 12/23
 The MV-913 is a true copy of an electronic record of a New York DMV file. It is date

- record of a New York DMV file. It is date stamped so users can confirm that the information on the form is current as of the time and date printed on the form.
- Only active liens are shown on the form. Any lien printed on a New York title issued prior to the print date on the MV-913 has been released electronically. A separate lien release is not required as evidence that a lien has been satisfied.,



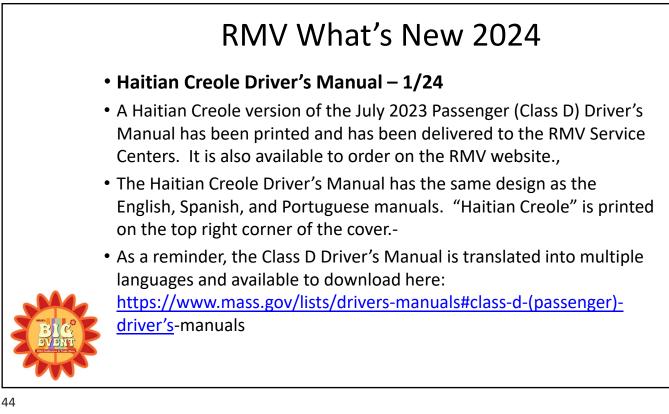
- Rhode Island Title Changes 1/24
- Rhode Island will title ALL Vehicles and All Trailers (with a GVWR of 3001 lbs. or more), regardless of model year, upon payment of sales tax and/or registration.
- Other Title Changes
- Rhode Island also made the following changes that will not affect the MA RMV:
  - -All Vehicles and All Trailers (with a GVWR of 3,001 lbs. or more) coming into Rhode Island from out-of-state, regardless of model year, require a VIN Inspection from a local municipal police department.





- Non-Resident Short-Term Registration Expiration 1/24
- Non-Resident Short-Term Registrations are available to out-of-state residents purchasing a motor vehicle (NOT including trailers or mopeds) from a dealer in Massachusetts. These registrations were originally valid for 9 days from the transaction date. Effective January 18, Non-Resident Short-Term Registrations issued January 18 or Later will be valid for 15 days from the transaction date. Non-Resident Short-Term Registrations issued January 17 or earlier will still be valid for 9 days from the transaction date.





- Fee Change for Bulk Purchase of Driver's Manuals-7/24
- Due to an increased price to publish the redesigned Driver's Manual, the RMV will no longer offer a bulk rate to business partners.
- Driver's Manuals will be available in bulk at \$5 per manual. The fee for a case of 50 Class D Manuals will be \$250. The fee for a case of 32 CDL Manuals will be \$160.
- The Class D & M Driver's Manual Request Form (PDS101) has been revised to reflect the new cost for cases of manuals.



