

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

Sponsored by MAPFRE Insurance

RMV What's New 2024



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

1

RMV What's New 2024

- **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 "RTA Form Instruction Guide." All RTAs MUST be filled out completely, whether by the dealer, the insurance agent or carrier, the customer or a combination of them.



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RMV What's New 2024

• 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.



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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.



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RMV What's New 2024

- **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 st . Owner's Name	• D11. 2 nd . Owner's Name
• D5. Residential Address	• D14. Residential Address
• D7. Mailing Address	• D16. Mailing Address
Section E – Lessee Information	
• E2. 1 st . Lessee or Corp/Co/Organizations Name	• E5. 2 nd . Lessee or Corp/Co/Organizations Name
• E3. 1 st . Lessee Address	• E6. 2 nd . Lessee Address



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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 F – Business Owner Information	
F2. EIN/FID	• F8. Physical Address
• F3. Corp/Co/Organization/Lessor Name	• F9. Mailing Address
Section H – Lienholder Information	
• Can be handwritten as long as you're adding a lien	
*Section K – Insurance Information	
• K1. Insurance Company	• K3. Effective Date of Insurance
• K2. Insurance Code	• K5. Policy Change Date (not required if effective date (K3) is within 30 days.
*This section can be completed by hand only if the insurance company is using a rubber stamp and wet signature. NOTE: Handwritten Fields can be in different colors.	



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RMV What's New 2024

- **RTA Acceptance Requirements – 8/24**
- **Scanned or Faxed Copies of the RTA**
- During Covid, the RMV amended the proof of insurance policy with the understanding that insurance companies and agents may select to work remotely or stop in-person visits to their offices. This policy change has been extended indefinitely.
 1. For insurance companies and agents that currently use a rubber insurance stamp, the RMV will accept a scanned or faxed copy of the RTA or RMV-2 form. The copy must be legible, and the form filled out properly in order to be accepted.



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RMV What's New 2024

- **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.



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RMV What's New 2024

- **RTA Acceptance Requirements – 8/24**
- **Scanned or Faxed Copies of the RTA**
 - If two forms are submitted, both must be complete; however, one form may have the customer signature and one form may have the insurance stamp. Both forms together are considered a complete form. One or both may be faxed or scanned versions. These may be accepted both when dropped at a B2B counter or processed as a walk-in registration.
 - If one form is submitted, all the components must be on one form (completed, application, customer signature, and insurance stamp) but it may be a faxed or scanned version. The form must be legible, on 8.5 x 11 white paper, and have no ink smears, faded print, or low toner marks.



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RMV What's New 2024

- **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**
 - Physical rubber stamp
 - Electronic “stamp”



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RMV What's New 2024

- **RTA Acceptance Requirements – 8/24**
- **Insurance Certification Reminder**
 - **Option 1, Insurance Stamp**
 - If the electronic option is used, the field for the insurance stamp must meet the following criteria:
 1. Insurance company name printed on the stamp horizontally
 2. Include the agency name, company representative's name, location, or producer code printed horizontally (when applicable)
 3. Include the three-digit insurance company code printed on the stamp vertically
 4. Include the authorized representative's signature line. The authorized representative's name may either be printed or manually signed.
 5. Must fit withing the space provided on the RTA form.



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RMV What's New 2024

- **RTA Acceptance Requirements – 8/24**
- **Insurance Certification Reminder**
- **Option 1, Insurance Stamp**
- **Samples of Acceptable Insurance Stamps**

THE COMMERCE INSURANCE COMPANY
DOWLING & O'NEIL
INSURANCE AGENCY INC # J45
BY Adam Smith 279

Mal P&C
CORIE BRZEZINSKI SPA 9347
Corie Brzezinski 514

Safeco Insurance Company of America
Eastern States Ins Agency Inc
By: Jana Roberts 770

LIBERTY MUTUAL INSURANCE CO.

Daniel J. Zinn II 514



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RMV What's New 2024

- **RTA Acceptance Requirements – 8/24**
- **Insurance Certification Reminder**
- **Option 2, Standalone Certification**
- A Standalone Insurance Certification can be combined with the RTYA Form to serve as the certification from Section K of the RTA. A standalone Certification must contain the Vehicle Identification Number (VIN) of the insured vehicle and the name and driver's license number or Federal Identification (FID) Number of the primary owner.



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RMV What's New 2024

- **RTA Acceptance Requirements – 8/24**
- **Insurance Certification Reminder**
- **Option 2, Standalone Certification**
- **Sample Standalone Insurance Certification**



Registration and Title Application Insurance Verification Supplement

Insurance Information		The company signatory hereto hereby certifies that it has or will insure or guarantee performance by the applicant herein before named with respect to the motor vehicle herein before described for a period at least coterminous with that of such registration under a motor vehicle liability policy, binder or bond which conforms to the provisions of general laws, Chapter 175, Section 113A, and that the premium charge and classification on the effective date of registration are as established by the commissioner of insurance under Chapter 175, Section 113B, 113H and Chapter 175E.						
K1. Insurance Company THE COMMERCE INSURANCE COMPANY	K3. Effective Date of Insurance 09/01/2020		<table border="1"> <tr> <td>THE COMMERCE INSURANCE COMPANY CVB AGENCY INS.</td> <td>279</td> </tr> <tr> <td>By: AGENT NAME</td> <td></td> </tr> <tr> <td colspan="2">Insurance Company's Authorized Representative's Signature</td> </tr> </table>	THE COMMERCE INSURANCE COMPANY CVB AGENCY INS.	279	By: AGENT NAME		Insurance Company's Authorized Representative's Signature
THE COMMERCE INSURANCE COMPANY CVB AGENCY INS.	279							
By: AGENT NAME								
Insurance Company's Authorized Representative's Signature								
K2. Insurance Code 279	K4. Self Insured? <input type="checkbox"/> Yes <input type="checkbox"/> No							
K5. Policy Change Date								

This page serves as a supplement to the Registration and Title (RTA) Application, Section K. Insurance Verification for the below:

Vehicle Identification Number (VIN) from B1:15UZZR0C50F092790

1st Owner's Name (Last, First, Middle) from D2: Doe, John, James

Driver's License Number / ID# / SSN from D4: S1234567



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RMV What's New 2024

- **Email Addresses and Phone Numbers Not Provided to the Public – 8/24**
- Customer email address and phone number information collected by the RMV during transactions will NOT be provided to the public. This information will only be used by the RMV or shared with other government agencies with a legitimate need.
- The RMV website and all online transactions have been updated to include a statement of this policy.
- The *Driver's License, Learner's Permit or ID Card Application, the Commercial Learner's Permit or Driver's License Application, and the Liquor ID Card Application* have all been revised to include a statement of this policy. The revised forms all have a date of "0824" in the bottom right corner and are available online. Please begin using the revised forms immediately.
- All other forms and applications will be revised to include this statement in the future. Further notification will be sent as these forms are updated.



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RMV What's New 2024

- **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 <https://www.mass.gov/rmv-business-partners> .
- The website pages have been updated and moved to a central location which provides improved access.



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RMV What's New 2024

- **RMV Business Partner Website – 04/24**
- Information has been transferred to the new website and users can continue to find information such as:
 - Request for RMV system access
 - Program policies and procedures
 - Business partner forms and applications



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RMV What's New 2024

- **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



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RMV What's New 2024

- **Enforcement Services Live Chat Website Feature – 06/24**
- A new live chat feature has been piloted on the new Enforcement Service Unit (ESU) document portal on the RMV website. This document portal can be accessed through a link provided to ESU customers and allow them to upload documents to prove their identity.



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RMV What's New 2024

- **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.



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RMV What's New 2024

- **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.



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RMV What's New 2024

• Enforcement Services Live Chat Website Feature – 06/24

Responding to a license fraud complaint letter from the RMV

Learn how to provide documents to the Registry of Motor Vehicles (RMV) to verify your identity if you receive a "complaint fraudulent license/ID" letter.

TABLE OF CONTENTS

- Why did I receive this letter?
- What do I need to do?
- How do I upload my documents?
- What happens next?

Why did I receive this letter?

The Registry of Motor Vehicles (RMV) sends a "complaint fraudulent license/ID" letter if it believes that your driver's license or state identification card information is not accurate. You must provide identity documents to the RMV's Enforcement Services Unit (ESU) within 10 days to confirm or correct your information. Then, ESU will schedule an identity verification session. If you do not provide the documents, your driver's license will expire in 6 months.

NEED HELP?
Speak with a live agent

LAUNCH CHAT

Message your Chat

The image below shows an open chat box.

Responding to a license fraud complaint letter from the RMV

Learn how to provide documents to the Registry of Motor Vehicles (RMV) to verify your identity if you receive a "complaint fraudulent license/ID" letter.

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Why did I receive this letter?

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Message your Chat

Name

License ID (if not driver, type address)

Question

Start Chat



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RMV What's New 2024

- **Online Crash Report Request Transaction Restored – 01/24**
- The ability to request a copy online of a Police Crash Report has been restored. The amended process supports changes to the data sharing policy and access to the RMV systems to comply with the Work and Family Mobility Act that went into effect July 1, 2023.



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RMV What's New 2024

- **Online Crash Report Request Transaction Restored – 01/24**
- Standard or Certified copies of a motor vehicle police crash report can be requested by an individual involved in the crash or by a permitted user under the Federal Driver Privacy Protection Act (DPPA). 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.



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RMV What's New 2024

- **Online Crash Report Request Transaction Restored – 01/24**
- **Individuals involved in the crash**
- You must have been involved in the crash, and be one of the following:
 - Operator of Vehicle
 - Vehicle Owner
 - Occupant in Vehicle
 - Vulnerable User involved in crash (formerly non-motorist)
 - Witness to the Crash
 - Property Owner (if there was property damage due to the crash)
- You must have a current or expired MA Driver's License or ID Card.
 - Individual with an Out-of-State Driver's License or ID card must submit a Police Crash Report Request by Mail.



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RMV What's New 2024

- **Online Crash Report Request Transaction Restored – 01/24**
- **DPPA Permitted User**
- Your organization must have completed the Crash System Account Request Form and received approval from the RMV.
- You must have completed the Crash System User Request Form and received approval from the RMV.
- You must provide your organization's Crash Account ID number and your registered email address.



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RMV What's New 2024

- **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 out-of-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.



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RMV What's New 2024

- **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.



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RMV What's New 2024

• First Time School Bus and School Pupil Plate Issuance

Braintree	Greenfield	Milford	Springfield	Wilmington
Brockton	Haverhill	North Adams	Taunton	Worcester

- 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.



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RMV What's New 2024

- **Revised IRP New and Amend Account Application – 2/24**
- The IRP New and Amend Account Application (IRP101) has been revised to include additional instructions. A new Required Documents section (Section F) has been added. These are the only acceptable documents.
- This form can now be used to both create new IRP accounts and to amend existing account information. Customers doing vehicle amendments should use the IRP Supplement Application (IRP103).



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RMV What's New 2024

- **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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RMV What's New 2024

- **Lease Buyout Dealer Advisory – 3/24**
- To address these questions, an advisory has been posted to the RMV website and will be sent via email to dealers and agents. This advisory will remind dealerships that the law requires a dealer to have the title in hand before they can sell and deliver the vehicle to a customer.



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RMV What's New 2024

- **Mini Kei Trucks or Vans cannot be registered by the RMV-7/24**
- Kei-class mini trucks and vans are smaller versions of standard vehicles that are imported from abroad and are more than 25 years old.
- The National Highway Traffic and Safety Administration (NHTSA) does **not** endorse the use of these vehicles on public highways because **they do not meet** federal motor vehicle safety standards (FMVSS), which require minimum levels of safety performance for motor vehicles and motor vehicle equipment.



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RMV What's New 2024

- **Mini Kei Trucks or Vans cannot be registered by the RMV-7/24**
- These vehicles typically do not have critical safety components like airbags, bumpers, roll bars, and tempered glass. In addition, NHTSA has issued guidance which indicates that these vehicles are intended mainly for off-road use, such as on college campuses, farms, and industrial plants.
- These vehicles **cannot be registered or titled by the RMV** as motor vehicles and cannot be operated on public ways.



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RMV What's New 2024

- **Mini Kei Trucks or Vans cannot be registered by the RMV-7/24**
- Some Examples of popular mini trucks (and many of them have van versions) that customers apply to register include:

• Honda Acty truck/van	• Subaru Sambar truck/van
• Daihatsu Hijet, Daihatsu Atrai	• Isuzu Mini Truck
• Suzuki Carry, Suzuki Every	• Nissan Clipper
• Mitsubishi Minicab truck/van	• Toyota Lite Ace or Town Ace
• Mazda Porter Cab or Scrum	



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RMV What's New 2024

- **Mini Kei Trucks or Vans cannot be registered by the RMV-7/24**
- How to identify these vehicles:
 - They will have a non-standard VI that is not 17 characters long, e.g. HA42035252
 - Model year will be at least 25 years old
 - First time registrants will have importation papers that will typically be in Japanese
 - The brands are classified as Kei vehicles, e.g. the ones listed above.



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RMV What's New 2024

- **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 match the issuance date on the title.



MV-913(023)

NEW YORK STATE DEPARTMENT OF MOTOR VEHICLES
6 Empire State Plaza, Albany, New York 12248

TITLE OR LIEN STATUS REPORT

TIME: 12:42:49 PRINT DATE: 11/01/2023

This Title or Lien Status Report is a true copy of an electronic record on file at the New York State Department of Motor Vehicles, Albany, New York.

Information displayed in this document is current as of the time and date of transaction, as referenced above, and to the best of the Department's knowledge, no additional liens or claims have been filed for the vehicle referenced below.

NOTE: Only active liens are shown below. Any lien printed on a New York State Certificate of Title (MV-999) issued prior to the date of this status report, has been released electronically. A lien-free MV-999 is not required.

DISCLAIMER: Information displayed in this document is subject to change and may be verified online through the New York State Department of Motor Vehicles' Lien/Title Certificate Status page at dmv.ny.gov/lienstatus

Vehicle / Hull Identification Number (VIN / HIN): 1C4RJFLGXLC218680
Model Year: 2020
Make: JEEP
Title Issuance Date: 10/16/2023
Number of Active Liens: 00

EXCELSIOR
E PLURIBUS UNUM

*** END OF REPORT ***

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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 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.,



MV-913(023)

NEW YORK STATE DEPARTMENT OF MOTOR VEHICLES
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Model Year: 2020
Make: JEEP
Title Issuance Date: 10/16/2023
Number of Active Liens: 00

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*** END OF REPORT ***

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RMV What's New 2024

- **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.



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RMV What's New 2024

- **Rhode Island Title Changes – 1/24**
- **Other Title Changes**
- Rhode Island also made the following changes that will not affect the MA RMV:
 - If an out-of-state vehicle or trailer is being registered in RI, and the state from which it is coming is a state that required a title for that vehicle or trailer, that title MUST be in the name of the seller, properly assigned to the buyer, and be presented, along with the VIN Inspection, at the time of sales tax payment or registration at the RI DMV.
 - If an out-of-state vehicle or trailer is being registered in RI, and the state from which it is coming is a state that did not require a title for that vehicle or trailer, a valid proof of ownership (e.g. old registration, or paid sales tax form) in the name of the seller must be presented, along with a VIN Inspection, at the time of sales tax payment or registration at the RI DMV.



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RMV What's New 2024

- **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.



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RMV What's New 2024

- **Haitian Creole Driver's Manual – 1/24**
- A Haitian Creole version of the July 2023 Passenger (Class D) Driver's Manual has been printed and has been delivered to the RMV Service Centers. It is also available to order on the RMV website.,
- The Haitian Creole Driver's Manual has the same design as the English, Spanish, and Portuguese manuals. "Haitian Creole" is printed on the top right corner of the cover.-
- As a reminder, the Class D Driver's Manual is translated into multiple languages and available to download here:
[https://www.mass.gov/lists/drivers-manuals#class-d-\(passenger\)-driver's-manuals](https://www.mass.gov/lists/drivers-manuals#class-d-(passenger)-driver's-manuals)



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RMV What's New 2024

- **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.



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RMV What's New 2024

- **DOR's Child Support Services Division – 4/24**
- The Department of Revenue (DOR) will change the name of its Child Support Enforcement Division to the Child Support Services Division.,
- ATLAS , RMV webpages, and all RMV letters that reference child support requirements will be updated to reflect the new name.



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- Thanks for attending!!
- Remember, I'm just a phone call or email away:
- Kathy S. Cormier, CPPL
MAIA Member Relations Advocate
kcormier@massagent.com
508-634-7353 (Direct)

