

RMV Commercial Business Partners Webinar, March 26, 2020

Webinar Question	Response
We want to pause our insurance to save money but the pool/CAR says we need to carry min liability. Can you remove that requirement?	The RMV can't offer an opinion about insurance. Massachusetts law requires that a vehicle have active insurance to be registered. When insurance is cancelled, the vehicle registration needs to cease. The RMV suggests you discuss with your insurance agent/provider.
Are school bus certificates and 7D certificates that will be expiring in the next month be extended?	Yes, 7D and school bus certificate expirations have been extended. Those expiring between March 10 and May 31 will be extended for 90 days after the state of emergency is lifted.
Are MA RMV employees working in their offices or are they working from home?	All social distancing recommendations have been implemented. Currently, eight service centers and two commercial service centers are open. Staff is being rotated as appropriate. This is subject to change and updated regularly on the RMV's COVID-19 page. RMV COVID-19 Info
If mail is sent to the PO Box in Boston - will this mail actually be processed?	Yes, all mail is being received and processed as quickly as possible; commercial transactions are being prioritized.
Are we able to set up appointments to register new commercial vehicles?	Yes, appointments are available to Register and Title a commercial vehicle at the RMVs eight open service centers. "Runners" must visit a B2B center, and IRP transactions must be brought to a B2B/IRP Center. Appointments for open service centers: www.Mass.Gov/myRMV
Can you send direct links to forms that are mentioned in this webinar?	Yes, links for the Registration and Title Application, instructions, as well as the IRP New and Supplemental Account Applications are below. Registration and Title Application Registration and Title Application Instructions IRP New Account Application IRP Supplemental Application
What is status of reducible load permits?	MassDOT is processing reducible load permits, as well as oversized and overweight permits. The RMV recommends submitting applications online: https://oasis.massdot.state.ma.us/
Could you review IRP status again? Will the IRP renewals be on time and be out in the next week or two as usual?	Due to the current pandemic and to manage volume, all IRP renewals have been divided into two groups that the RMV prefers to renew in May and June. The expiration month you have been assigned is your group designation. May expirations are for Fleets 288770002 to 351880001 and have been mailed; June registrations are for Fleets 20001 to 288760001, and will mail in mid-May. The RMV will give priority service to those who return their IRP renewals in their designated month. The goal is to avoid receiving the bulk of renewals in late June. The RMV is only allowing mail-in and online IRP renewals.
Can the IRP form be electronically completed?	Yes, the IRP new account application and supplemental form are available as fillable forms on the RMV website. IRP New Account Application
Are RMV-2 forms being mailed to owners now?	Registrations have been extended for 60 days, as follows: March expirations are now due in May, April expirations are due in June, and May expirations are due in July. All RMV-2 forms are still being mailed as scheduled and renewals can still be processed online before the extended expiration date.
Based on earlier communications, I believe RMV-2 can be scanned and electronically completed, is this accurate?	Yes, for proof of insurance. The RMV has temporarily amended the current proof of insurance policy, and fax/scans of insurance stamps to customers for the RMV-2 Form are currently acceptable.
With regards to toll payment of past due State agency invoices, does the process still remain?	There are people who may have outstanding Massachusetts tolls, and even if you changed vehicles and cancelled plates, those tolls are still owed to the Commonwealth.
Will you be offering other webinars with updates?	Possibly, depending on the nature of the updates. The best way to keep up to date is by checking the RMV's COVID-19 web page which is updated regularly. RMV COVID-19 Info
Are all vehicle registration transfers being done on line? Does the person need to go to an open DMV?	Not all. If there is a vehicle currently registered in Massachusetts, and customer would like to take the plate off that vehicle and put plate on another vehicle that is registered in Massachusetts, (with same ownership) those transactions currently can only be completed via an appointment at an open service center or through an insurance carrier/agent with EVR.
What about plates/reg for apportionments trucks?	At this time, the RMV is not extending the IRP deadline.
If we have access to the Driver Verification system, will this be updated to reflect the 60 day extensions?	Yes - Class D passenger driver's licenses are extended and reflected in the system. Commercial driver's licenses are extended and reflected in the system. While Medical Certifications have been extended, the original expiration date will show in the MVR. CDL Medical Certificates (Med Certs) that have expired or will expire after March 1st through May 31 have been extended until June 30. Email the RMV if you need clarification: RMVATLASSupport@dot.state.ma.us