



Charles D. Baker, Governor
Karyn E. Polito, Lieutenant Governor
Stephanie Pollack, Secretary & CEO
Jamey Tesler, Acting Registrar



To: RMV Business Partners

Date: March 19, 2020

RE: Temporary Policy Change for Registration Forms

In light of the recent coronavirus pandemic the RMV is temporarily amending the current proof of insurance policy with the understanding that insurance companies and agents may select to work remotely. An insurance stamp is required for the majority of transactions on the Registration and Title Application (RTA), and on the Application for Renewal (RMV-2 form) when the RMV does not have an active insurance policy on record. The RMV-2 form is printed to indicate whether an insurance stamp is required or not.

Following are changes that will be allowed:

- 1) For insurance companies and agents that use a rubber insurance stamp, the RMV will accept a scanned or faxed copy of the RTA, RMV-2 form or the Section 5 registration application. The copy must be legible and the form filled out properly in order to be accepted. The acceptance of a scanned or faxed copy of these forms is the only change to current policy.
- 2) For both Electronic Vehicle Registration (EVR) program and non-EVR program dealer sales, a new RTA form may need to be completed by the company or agency if they lack the ability to physically receive a fax or stamp the RTA. In these cases the dealer will need to provide the customer and vehicle information to the insurance agent/company. The agent/company will then complete a RTA and apply either an electronic or rubber stamp. The exchange of customer information should be Personally Identifiable Information (PII) compliant. Also, as with the faxed copy, both the dealer completed and insurance completed RTA forms will need to be submitted as part of the transaction. The insurance RTA will have the insurance stamp and no signatures, the dealer RTA will have the dealer section completed, and customer and dealer signatures, without an insurance stamp.

If a customer has mailed their RMV-2 form to a company or agent office that is temporarily closed, you can produce an electronic or rubber stamped RTA form for customers needing to renew.

If the RMV-2 form indicates that insurance is required it is because a policy was not on record at the time the form was generated. However, the RMV may have since received the policy electronically which would allow the customer to renew online at mass.gov/rmv