

## RMV Insurance Industry Webinar

June 18, 2020

Question	Answer
<p>Lost/Stolen plates. Have had 1 lost, 2 stolen plates since you shut down to walk in appointments. What should a customer do - especially if stolen? They cannot go online and just cancel the plate as that cancels the insurance. However, if you go online to make an appointment, SWAP plate is not an option. What should they select to get an appointment so they are not turned away and what if it takes 7-10 days to get the plate? That stolen one would still be ACTIVE.</p>	<p>For lost/stolen plates, please call the RMV's Special Plates Department at 857-368-7515 and we can do a plate swap. We will need an RTA form from the insurance company and a credit card for payment.</p>
<p>In regards to the question about AAA being able to do a registration transfer we were notified that they would only if the new vehicle has a Mass title</p>	<p>AAA offices can do registration swaps from Mass Dealer's only. If it was a private sale (non-dealer) the title can be from out of state</p>
<p>What is the turnaround time at the B2B's?</p>	<p>The average turnaround time as of July 17 is approximately four days, depending upon the volume at the particular B2B center.</p>
<p>Regarding the B2B, when do you anticipate the Worcester registry to be able to be open for transactions? It is not feasible for Worcester domiciled agents to provide services if they are unable to access the registry B2B nearest facility in Milford.</p>	<p>There is no plan to re-open the B2B in Worcester at this time. B2Bs are currently open in Attleboro, Boston (Haymarket), Braintree, Chicopee, Haverhill, Milford, and Wilmington</p>
<p>Trailer registrations as of September of 2019 did not need to be renewed per the Registry with an insurance stamp if previous insurance stamp was provided. I have a customer with an instance where they are needing an insurance stamp and though they have a stamp and RMV-3 form, they are unable to obtain an appointment until December, at which time the trailer will need to be renewed again. What is the appropriate way to get this taken care of as it is a boat trailer that will only be used for the summer months.</p>	<p>Please contact the RMV's Insurance Policy Management Group directly at <a href="mailto:Atlas.IPM@dot.state.ma.us">Atlas.IPM@dot.state.ma.us</a> with the specifics and we will take care of it.</p>
<p>If an insured returns to MA (prev Ma resident) from FL with a FL Real ID, can they just get a MA Real ID or do they have to bring all paperwork</p>	<p>Out-of-state customers that move to Massachusetts and want to obtain a REAL ID must make an appointment to apply in person at an RMV Service Center. The process should be</p>

<p>again? Also, can this be done at a AAA location? Thank You.</p>	<p>started online. They will need to provide two documents showing proof of residency in Massachusetts, and establish lawful presence and show proof of social security number, in person. For those who previously had a Massachusetts driver's license, they can get a REAL ID at a AAA location, by appointment only. If this is their first Massachusetts credential, it cannot be issued at a AAA office.</p>
<p>Is there a maximum number of transactions that can be brought to the B2B Center by an agent?</p>	<p>No.</p>
<p>Can we drop title only transactions at the B2B Service Centers?</p>	<p>Yes.</p>
<p>Can we send blank checks to B2B service centers, or do the customers need to use the e-mail/link to make payments?</p>	<p>The RMV is phasing out acceptance of blank checks, but currently will accept blank checks. It's preferable and more efficient to use the new email-initiated payment process.</p>
<p>New to the B2B service center. For drop off. do we put all transactions in one envelope, how do we indicate what number is called when the transactions are ready to pick up?</p>	<p>B2B should have a sign in sheet to gather this info. The RMV also recommends putting agency/dealer/runner contact info on the actual envelope.</p>
<p>RMV locations are running out of certain types of plates. When will this be rectified?</p>	<p>There was an issue with production from MassCOR (Massachusetts Department of Corrections) on Camper Plates that has been rectified. Please remember that the RMV is now centrally distributing charity plates as service centers use up their inventory on hand. This is a new, planned business process, and service centers will no longer have these in stock.</p>
<p>We've had numerous calls from clients in the past 2 weeks, unhappy that all registry appointments are booked. What is the registry doing to help clients who are stuck?</p>	<p>Appointments are now opening up hourly during weekdays which should allow more people to find appointments at locations closer to home. We have expanded capacity at all service centers, while keeping social distancing practices in place to ensure the safety of customers and staff. We are also running extended hours in most locations and have opened additional B2B drop-off centers.</p>
<p>Will SDR be available for teens turning 16 AFTER June 30?</p>	<p>No, SDRs are only available for teens turning 16 between March 1 and June 30, 2020.</p>
<p>Just to clarify, if someone needs to renew their license and they don't yet have a REAL ID, can they get it upon renewal?</p>	<p>No, currently, the RMV is not issuing REAL IDs for renewals. However, those who renew a standard credential from now until August 12 are eligible for a free upgrade to REAL ID in 2021. Additionally, AAA members can get a REAL ID at a</p>

	AAA location upon renewal. Appointment is necessary.
How long are rejection stickers good for?	If you are referring to rejected inspection stickers, it depends upon the reason for the failed inspection. If vehicle failed for safety reasons (indicated by a red "R", it's illegal to drive that vehicle until the safety issue has been fixed and the vehicle passes inspection. For other failed inspections (indicated by a black "R") you have 60 days to repair and get re-inspected.
In B2B transactions as of 6/22, if our runner drops an item, and then the customer receives a link to pay, does the paperwork get released to the runner immediately, or only after the payment is confirmed?	The payment must be confirmed before the runner can pick up paperwork.
Can you explain B2B. Anyone with stamped RTA can drop off all paperwork to be processed at anytime without an appointment?	B2B drop-off service is only for dealers, insurance agents, and their runners. The general public must make a reservation to conduct any in-person transactions at the RMV.
Are B2Bs "runners" not individual customers?	No, "runners" work for dealers and insurance agents to drop off transactions for clients.
Is the RMV holding hearings to reinstate licenses yet?	Yes. Please visit <a href="https://www.mass.gov/rmv">Mass.GOV/RMV</a> for more info.
Currently only one B2B RMV location in Worcester County. When will more locations be added?	There are no current plans for additional RMV B2B Centers to open. B2Bs are currently open in Attleboro, Boston (Haymarket), Braintree, Chicopee, Haverhill, Milford, and Wilmington.
Can the online payment option notify either the agent or customer and how will that work?	The RMV will email payment link to the person's email that is given at the B2B drop-off location. That person must be able to process payment to the RMV.
What is the time from if a customer mails in the RTA for and receive the payment link?	The emailed-initiated payment process is only for B2B drop-off services; it's not available through the mail.
Will you be sending an update out on the no blank checks policy?	The RMV sent an update on June 19 regarding the <a href="#">new B2B email-initiated payment process</a> . An update will be provided prior to enforcement of the no blank check policy.
How does the RMV site update for booking appointments? I have customers who check daily and have been waiting nearly 1 month, but others find an appointment within days. What's the process and when is it updated? When should people look?	Currently new appointments open at the top of each hour, every hour that we are open, for the upcoming two weeks. The original system of opening up all appointments for the next available day at midnight was changed on June 23.
Can people register a motorcycle if it is their only (essential) vehicle?	Yes, motorcycles can be registered, even when they are not essential.

<p>if a person is doing a transfer of plates and they don't go to the RMV for 25 days, does that paperwork need to be re-done? Some are under the understanding that if the transfer paperwork is not done within the normal 7 days (now 21 for COVID-19) that the paperwork expires and needs to be re-done.</p>	<p>A transfer of plates is done through an RTA application, which is valid for 30 days from the date of the insurance stamp.</p>
<p>My son just got a motorcycle and needs a motorcycle permit/license. How can he obtain this? The motorcycle is his only means of transportation.</p>	<p>Motorcycle permits are issued after passing an online permit test (or in certain cases, test can be taken at an RMV Service Center) and for Class M (motorcycle) permits the recipient must be at least 16 years old and also have a Class D (passenger) permit or license. More information on Class M permits and licensing can be found on the <a href="#">RMV's website</a>.</p>
<p>I'm confused about renewing REAL ID for Mass IDs. If the ID is up for renewal, they need to renew with a standard ID then they can convert to a REAL ID once the registries are up and running?</p>	<p>Currently, the RMV is not issuing REAL IDs for renewals, so credential holders that are up for renewal cannot get a REAL ID through the RMV. Those who renew a standard credential from now until August 12 are eligible for a free upgrade to REAL ID in 2021. Additionally, AAA members can get a REAL ID at a AAA location upon renewal. Appointment is necessary.</p>
<p>What happens if someone has a license renewal and it's not accepted online? Are they able to make an appointment to go into the Registry for the renewal?</p>	<p>When license renewals and other online transactions are not successfully processed, the customer will receive a message letting them know someone from the RMV team will look into this and contact them, with the goal of being able to help them complete the transaction online.</p>
<p>Are there any credit cards that will not be acceptable on the B2B? like Amex??</p>	<p>The RMV accepts VISA, MasterCard, Discover, and American Express.</p>
<p>Registry B2B: does the Registry call the agent or client to pick up their registration after they pay? And is there a form to use to tell B2B who to email on the payment of the transaction when dropped off</p>	<p>The RMV contacts whomever is listed on the envelope/bundle that is dropped off. If using an email payment option, that email information should be attached to the specific transaction using that method. There is currently no form.</p>
<p>Are the AAA offices now open?</p>	<p>Many AAA offices are now open. Please visit <a href="#">AAA website</a> for current list. Appointments must be made for any Registry transactions.</p>
<p>Is there a drop off at B2B in Attleboro?</p>	<p>Yes</p>
<p>The administrator in the office gets the RMV emails however I don't get them. Who do I contact to receive these emails?</p>	<p>Please send an email to <a href="mailto:RMVSupport@dot.state.ma.us">RMVSupport@dot.state.ma.us</a>.</p>
<p>Can an individual use the B2B for something like getting a new plate on a newly acquired vehicle or a registration transfer?</p>	<p>No, B2B centers are only for dealers, agents, and runners. Individual customers must do transactions online or, for transactions that need to be completed in person, make an appointment</p>

	for acceptable transactions at an RMV Service Center.
What will show up at the Registry if an IRP registration holder is stopped by law enforcement outside of Massachusetts after 6/30 and their plates have not been renewed.	Law enforcement will not be able to see IRP inspections in the RMV system; however, most law enforcement jurisdictions, including Massachusetts, have been informed of IRP plate extensions. While the RMV has extended IRP renewals until September 30, 2020 we are currently still processing renewals and encourage you to renew early.
If students were able to take a classroom course, but due to COVID did not have driving hours and parents did driving hours with student, when the student does get their actual license will the student get "driver course=yes"?	Yes. Governor Baker's Executive Order No. 39 allows Junior Operators to have up to six hours of supervised driving in lieu of observation hours during the state of emergency.
Can a family member or friend drop off RMV paperwork to a B2B office so a transaction can be processed or does the person who needs the change, have to drop off paperwork?	B2B centers are only for dealers, agents, and runners. Individual customers must do transactions online or, for transactions that need to be completed in person, make an appointment for acceptable transactions at an RMV Service Center.
Does the supervised driving time count towards the permit time? Can they still get their license 6 months later?	If you are asking about the new Supervised Driving Receipt, no, those driving hours do not count toward the six-month incident-free driving required for road tests.
If a registration is extended, but marked non-renewal, are the customers able to transfer plates?	Yes, they can transfer the registration. They cannot renew it however until marks are cleared.
Online Payments for B2B: Can insurance agent receive the email rather than customer?	Yes, if the insurance agent is going to do the online payment.
Does reinstating a registration cost \$50 or \$100? Have customers been overcharged for years?	The reinstatement fee was changed to \$50 with the implementation of ATLAS.
Where do you list the agent's or customer's email to receive the link to pay for B2B transactions?	Please include the email address on the outside of envelope you drop off.
Notice to Carrier is currently an available functionality on the website. The July changes are just enhancements and improvements, correct?	The reference in the webinar was to changes to the Notice to Carrier that the RMV may undertake in the future. There are no planned changes for July. When we do determine the changes we would like to make, they will be shared with the industry for comments and feedback.
If there are a few transactions in the B2B bundle will they send emails to each individual for payment?	No, each bundle will receive only one email. You can drop off multiple bundles, each with different email addresses.
Is the SDR available online at this time and once the driver starts the application is the exam	Yes, the SDR is available online and eligible applicants can take the exam immediately. To

immediately available or can they complete at a later date?	apply online, visit <a href="#">myRMV</a> and select "Apply for a Learner's Permit."
My daughter turns 16 on 6/26. Am I correct she cannot begin the application process to apply for SDR or permit until that actual date? Maybe I mis-heard but I thought the online exam was required unless the exam was not in one of the 4 languages mentioned.	Eligible teenagers turning 16 between March 1 and June 30, 2020, may be able to apply for a new "Supervised Driving Receipt" (or SDR) prior to their ability to obtain an appointment for their Learner's Permit. In most instances, the exam must be taken online, with some exceptions, including ADA, learning disabilities, and language requirements.
Will other Registry branches be opening up for appointments?	We are consistently evaluating options to service customers at RMV Service Centers, and regularly update the list of open service center on <a href="#">our website</a> . Note that reservations are required for all in-person transactions.
While insureds are waiting for the agent to go to the registry for them how can they drive a vehicle that may not have plates yet. Can they drive that has a transfer of plates but has not sold or got rid of prior vehicle?	Vehicles that do not have active plates tied to the vehicle cannot be driven.
Does the registry take RTA that have been signed by DocuSign?	Yes, but we cannot currently accept esigned titles.
If we have a bundle of several transactions would the agent picking up the bundle have to wait for all insured to pay for the transaction or will the agent be called to pick up one transaction at a time?	Yes, they will need to wait until all the work in the bundle is complete, including payment. We are signing in the bundle with total pieces, so they can't be separated and picked up one at time.
When can new drivers take a road test?	Appointments for road tests can be scheduled now at the <a href="#">RMV's Online Service Center</a> .
You mentioned "ramping up" appointments, is there a plan for opening more branches and increasing appointments? Very very hard to get one now ...	Additional appointments are added to each location regularly. We are in a constant state of self-evaluation to get as many customers and transactions processed as possible, and new appointments are opening up hourly for schedule two weeks out during weekdays.
1. It will help if Automobile Insurance Companies ATTACH the Active Policy or Binder number to the Vehicles Plate  2. It will also help if the Massachusetts Registry of Motor Vehicles  a. If plate has no obligations and there is an	Generally speaking, when an insurer posts a policy, they do associate it with all of the vehicles that policy insures. The RMV has implemented a process where insurance agents can process an insurance update and then the customer can pay the reinstatement fee. This replaces the RMV-3/RTA process where the registrant would have to come to the Service Center to file the insurance update and then pay the reinstatement fee. The registrant has, for many years, been able to pay the reinstatement fee online. What has inhibited this is there wasn't any way until

<p>active policy or binder number on the plate,</p> <p>Allow the Insured or Agent pay with a credit card or Check on line in MyRMV or over the phone to reactivate the plate amended, revoked or renewed.</p>	<p>recently for an agent to update the insurance record to indicate there was insurance coverage. Without this update/proof of insurance, the registration was not eligible for reinstatement.</p>
<p>There is a 30 transactions a month requirement for agency issued plates. Will this rule be relaxed or done away with? With the requirement of making appointments online for RMV service my insureds are having to wait weeks to get an appointment to register and get plates for their vehicles.</p>	<p>The RMV is looking into way of expanding our current EVR program in a manner that would allow lower-volume agents and carriers to process registration transactions. We should have something to announce by the end of the summer.</p>
<p>When someone gets new plates, do they still need to do on inspection within 7 days?</p>	<p>During the state of emergency, the required inspection timing for newly registered vehicles has been extended to 21 days.</p>
<p>Are there credit card fees charged when you use a credit card?</p>	<p>No credit card fees are charged to the customer.</p>
<p>Does the SDR include older (25 yrs old) for motorcycle permit?</p>	<p>No. SDR is limited to those turning 16 between March 1 and June 30, 2020.</p>
<p>Regarding sales tax for a private vehicle sale if the NADA value doesn't pull up in the registry and the NADA vehicle value from the NADA website is more than the sales price on title, what NADA value do we go by to base the sales tax off? We've been getting different answers</p>	<p>In the instance of a casual sale where the NADA value is not found on the ATLAS version of NADA (typically older vehicles) and the RMV clerk uses the online NADA and finds a value, they will use the online NADA value for tax basis.</p>
<p>Will folks be able to renew trailer registrations online?</p>	<p>Yes</p>
<p>Can a client mail in RTA, title and bill of sale to register a new car (this would be for a commercial auto for a business)</p>	<p>Yes, if the title has an original signature and is not a copy.</p>
<p>What is the address where the RTA, title and bill of sale to be mailed to?</p>	<p>Registry of Motor Vehicles Attention: Mail-In Registration Department PO Box 55891 Boston, MA 02205-5891</p>
<p>For those with an SDR, will this be displayed in the eServices Portal stating they have the SDR?</p>	<p>Yes</p>
<p>Will the payment link be available for EVR agents?</p>	<p>No, this service is not available to EVR agents.</p>
<p>I am a new agent and new to the B2B when we drop-off the paper work do we also drop off the customers driver's license or is a copy sufficient especially when registering a vehicle.</p>	<p>A color copy of a license is only required if they do not have a Massachusetts license or ID. The color copy should be of the front and back of the license.</p>
<p>When does the 21 day transfer rule end? At the end of the state of emergency or in August?</p>	<p>The Executive Order states that the extension of the grace period to 21 calendar days shall be effective for vehicle and trailers acquired between June 12, 2020 and the earlier of August</p>

	12, 2020 or the date on which the emergency is terminated.
Is registering Motorcycles and Trailers still not being considered essential. what if the MTCY is the only Vehicle they have?	You can register motorcycles and trailers.
Will there be a way to renew expired trailer plates online that have no insurance currently on file in the RMV system?	No. Insurance stamp is required, and the RMV suggests using the mail-in process to show proof of insurance.
When we send a bundle of work to the B2B location is there a form to provide for each customer if they are going to pay via the payment link? Also, what happens if they are delayed in replying to the payment link? Will it hold up the entire bundle of work our agency drops off?	Currently we do not have a form. If there is a delay in any payment it could hold up the remainder of the work. The B2B would not want to return partial bundles to the runner/agent
Is it true there is an issue with Camper plates - not available/limited supply	Yes, there was a production issue with Camper Plates that has been corrected.
When will road tests resume?	Road tests resumed on June 10 (confirm date)
Is the IRP extension official? we can advise commercial clients of such?	Yes, IRP registration expirations are extended to September 30, 2020.
when will Singlepoint start processing plate reinstatements	This online service became available on June 24, 2020.
PLATE Reinstatements are being charged at both \$50 and \$100 ,..... which is correct?	The reinstatement fee was changed with the implementation of ATLAS from \$100 to \$50.
With regards to plate reactivations, I had asked if this would apply to IRP plates and was told that ALL plate types could be reactivated as long as the request was within a year.	Yes, all plates can be reactivated with a year from deactivation.
we had a client who was told by IRP that IRP plates can not be reactivated and new plates need to be issued.	No, that is not correct. IRP plates can be reactivated
Does an 18,000lb GVW pickup truck need commercial plates even if it's used only in a personal capacity?	Yes.
Are the June state inspection stickers extended?	No.
For the insurance agencies that provide registration services to their clients, it is possible to drop off the registration docs at the B2B centers? How long does it take for transactions to be completed?	Yes. Currently there is a four-day turnaround.
If credentials are mailed to Insured per new link, Agents are now just dropping off, not picking up? Even plates?	Credentials are not mailed after dropping off. Email-initiated payment must be processed prior to pick up.
Can the payment receipts be emailed rather than picked up at the B2B locations?	The emailed-initiated payment receipt will be emailed; the other paperwork must be picked up.
Is this new 21 day transfer rule permanent or only while we are in a state of emergency?	Currently only during state of emergency.
Will B2B still accept blank checks after 6.22	B2B will accept blank checks until further notice.

After the client is notified that payment has been accepted will the agent that dropped the work be notified also	The RMV will email payment link to the person's email that is given at the B2B drop-off location. That person must be able to process payment to the RMV.
Why has the Registry gone back to requiring wet signatures and original stamped registry documents?	We have not changed any requirements regarding "wet" signatures. If there is a specific issue, please contact us directly at <a href="mailto:Atlas.IPM@dot.state.ma.us">Atlas.IPM@dot.state.ma.us</a> .
Are AHN plates going to be available soon? Chicopee has none.	Auto Home Normal, also known as Camper Plates, are now available at all service centers handling camper registrations.
is there anything coming for those of us on the islands for registering vehicles not purchased at a dealership with a drive program	The Martha's Vineyard Service Center recently opened. We are looking into options for Nantucket, as the current RMV space does not allow for social distancing.
Why are we unable to drop envelopes in the drop boxes after 4:00	To ensure all work is accounted for, we want the bundles to be signed in and receipt acknowledged by the service center.
Will the Haverhill Registry be opening? We have clients that are having difficulty getting appointments in our area.	The dedicated B2B center in Haverhill was opened on June 29.
Will EVR agents get more capabilities in Future?	If you are currently an EVR agent through one of the Service Providers, there are changes that are coming with the implementation of "EVR Version 2." At the same time, the RMV is also looking at the next version and expanding that to allow additional lower volume agents to participate.
Will a person with a permit now, have to fill out the application and road test information sheet before making the appointment for road test?	No, it is not required to be completed before scheduling a road test. The Road Test application is only needed on the day of the road test.
Will Pittsfield RMV become a B2B Center?	There are no plans for that at the moment. Pittsfield is open to for all transactions by appointment.
Is there a better way for customers to contact you with questions without having to call? We've had several people mention they're either being told RMV is closed (when it's not) or put on hold for over an hour and being disconnected with no callback.	Yes, you can email us at <a href="mailto:Atlas.IPM@dot.state.ma.us">Atlas.IPM@dot.state.ma.us</a> .
How do we make appointment for AAA offices or does the insured have to make appointment?	The insured must make an appointment, and they must be a AAA member. Also, AAA does not process new registrations. <a href="https://northeast.aaa.com/automotive/registry-services/schedule-rmv.html">https://northeast.aaa.com/automotive/registry-services/schedule-rmv.html</a>
My son turned 16 on 2/7/20, is he able to take online test?	Yes, those who turned 16 this year (2020) are eligible to take online permit test.

What documentation should 16 year old bring to registry appointment prior to obtaining the Supervised Driving Receipt?	The Supervised Driving Permit is completely online process. However, a learner's permit will still be required, which is by reservation. Anyone applying for learner's permit online will receive instruction on required documentation to bring to service center appointment.
Can clients register trailers, RVs, motorcycles now?	Yes
My son turned 16 in November 2019. completed drivers ed in April 2020 can he apply for permit online	Yes, via reservation at the <a href="#">RMV Online Service Center</a> .
Are people still required to update registrations when switching insurance carriers	No, the registration will be automatically updated when the new carrier files the electronic policy record.
Can you register a moped?	Yes, via reservation at the <a href="#">RMV Online Service Center</a> .
Can upgrade to REAL ID from the standard driver license between 6/12-8/12. Can one still upgrade when the renewal was done before 6/12 although the expiration date was 6/13?	Anyone with a standard credential can update to a REAL ID when the RMV begins issuing REAL IDs again. We will let you know when that will be. AAA members can upgrade to REAL ID by scheduling an in-person appointment on the <a href="#">AAA website</a> .
How do we access all the table like the extension date for dateline, the service center...	This information is available on the <a href="#">RMV's COVID-19 info page</a> .
We have some insureds going to get plates for motorcycles or campers and the RMV telling them they can't process as it is a nonessential transaction, but some are able to get plates. What is the current stance on plates/registrations for these types of vehicles?	At the beginning of the state of emergency, only transactions involving essential vehicles were being handled at service centers. These plates are all being registered now.
Do we know when the reinstatement transaction thru singlepoint will be available. And will there be a webinar. Thanks	Reinstatements through Singlepoint are available now. The RMV is not currently planning on offering a webinar as it is a straightforward transaction without many RMV policy issues. <a href="#">Boston Software</a> has offered a couple of webinars discussing the processing of this transaction.
What is the plan for driving tests going forward?	Both public and alternative road tests are available and can be scheduled. <a href="#">More info</a> .
does the driving school apply for the alternative road test or does the new driver?	The driving school applies for alternative road tests.
Reinstating a plate using Singlepoint only applies to plates that were revoked, correct? If a client has their plate and just wants to "Reactivate it" to ride their motorcycle, we are not able to do that correct?	Yes, you can reinstate revoked plates using Singlepoint. Right now, that is the only transaction that can be processed using Singlepoint. Plates that need to be reactivated require a new RTA, which must be "stamped" by insurance company and mailed to the RMV.

Any idea when Livery Plates will be available again?	The RMV is working on all restocking all specialty plates and expects Livery Plates will be available in mid-to-end of August.
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