

RMV Insurance Partner Webinar, March 26, 2020

Webinar Question	Response
If a client has to get plates on their own instead of a dealership how can someone get plates and registrations?	They would need to schedule an appointment at one of the operating RMV Service Centers. Currently eight centers are open by appointment. Info updated regularly on the RMV COVID-19 webpages. RMV COVID-19 Info Mass.Gov/myRMV
What if a client makes a reservation and their is an error with the paperwork. Do they need to make another reservation online to go back into the registry?	No, they can return with the application status letter and will be admitted and serviced.
If your license is suspended, lets say for any reason, are you able to go to any registry and get this situated?	It depends, if the issue is the person just needs to pay the reinstatement fee, they can actually do that on line. If they need to have a hearing, they will need to follow the process outlined online: https://www.mass.gov/info-details/rmv-covid-19-information#suspension-hearings
Will insureds still be going to fight their appeal if a court date is with in this time?	Insureds that have a court date will need to check with the specific court to determine what their process is; our understanding is most of these have been postponed. If what your asking about is a Board Of Appeals hearing, they have all been postponed through at least May 18. https://www.mass.gov/service-details/board-of-appeal-postponements
Can we submit a Dealer RTA form along with a stamped RTA form that the agent creates for a new registration?	Yes.
Lost damaged plate request online is currently unavailable online, do you know when this will become available again?	The lost/damaged plate transaction is now available online.
Will there be any exceptions or extensions for dealer renewals that require stamps and signatures?	None are planned at this time. The RMV is up to date with processing all of the applications we have received.
As an Insurance Agent that does RMV runs for all clients, are we still limited to certain branches that we can process B2B transactions?	Yes. The service centers available for drop-off B2B transactions are currently Chicopee, Milford, and Wilmington; information on locations is regularly updated. RMV COVID-19 Info
Since most agents are working remotely, has there been any consideration given to having insurance agents complete the insurance section of the RTA and signing the RTA WITHOUT applying the physical insurance stamp, since the insurance stamps are in the agent's office?	For insurance companies and agents that currently use a rubber insurance stamp, the RMV will accept a scanned or faxed copy of the Registration and Title Application (RTA) or RMV-2 form. The copy must be legible and the form filled out properly in order to be accepted. For agents that use the Boston Software application to create the RTA form, they already have that option. This software is also being made available free of charge. We encourage you to explore this option by emailing Michele Gillen: Michele@bostonsoftware.com.
Our staff is working remotely. We cannot stamp the RTA faxed to us from dealerships. Do we create a duplicate RTA and then stamp it electronically? Then fax back to the dealership?	Yes, that will work fine.
We insured several rental car companies. They cannot rent vehicles for the time being. Any way to suspend coverage without turning in plates as would normally be required.	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. The RMV no does not require you to return plates when you cancel your registration. If you keep you plates, you may be able to use the same plates if you reactivate your registration.
Are all RMVs open for walk-ins?	No. Service centers are not accepting walk-ins at this time. Appointments can be made for one of the eight open service centers at the RMV's Online Service Center. www.Mass.Gov/myRMV
If we are preparing and estamping forms is docusign going to be accepted as well	This is something we are actively exploring. Currently, we cannot accept an eSignature on an RTA form.
If you shut a branch early like for example Fall River today can you send an email Blast ?	We post alerts on our website and on social media when any service times need to be adjusted. We will consider sending email blasts as well.
Are there any inspection centers open in the state?	Due to the state of emergency, the RMV has suspended the requirement that inspection stations must be open and available for inspections. We have also extended vehicle inspection expiration dates by 60 days. Stations can currently decide whether to remain open.

Does a person seeking a hardship license reinstatement (private passenger) still need to visit an open branch?	Yes. Customers must come to one of the eight open service centers with required documents. There are a limited number of hearings per day. The service center manager will provide a suspension hearing application to those in line for a hearing, based on first-come, first-served basis. Customers must fill out application and provide the necessary documents, and will then be given a timeframe during that day in which they will be contacted by a hearings officer and interaction will be done by phone. You can not enter the service center. More info here: Suspension Hearings
Can we e-stamp a faxed RTA from a dealer (if we don't have access to print and ink stamp), or do we have to create a new one with an e-stamp?	If you can apply your electronic stamp to the forms then yes. If not, you can create a new RTA and send that back to the dealer.
Is there any other way for a customer to make an appointment at a Service Center branch other than the MyRMV site? (for anyone who may not have internet access)	Yes, you can also call the RMV Contact Center at 857.368.8000.
If someone's license is non-renewable, will they be able to transfer their plates to a newly purchase vehicle and/or get new plates?	Yes.
Will you accept an estamp for a DRIVE dealers?	Yes. We now call this Electronic Vehicle Registration (EVR). You can receive a fax or email RTA form from a dealer and if you can, apply an electronic stamp.
When you make an appointment to visit the RMV, will you be given a specific time for your appointment?	Yes. You will need to select a specific time when booking an appointment.
Our agency has EVR. Can we accept fax or email signatures from our insureds.	It depends upon the type of transaction/form. For RTA yes; for title and Certificates of Origin, no because they require an original document with physical signature on back of form.
Are private sales out of the question right now, or they can be done and can only be processed in Springfield?	Registration and title transactions based on private sales can be processed by the vehicle owner making an appointment for one of the RMV open service centers. Or runners can go to one of the RMV's open B2B centers.
For Milford and Wilmington Locations I understand no walk-in transactions for personal clients, but runners can drop personal (non-commercial) transactions off in the bulk correct?	Yes, that is correct. In addition to Milford and Wilmington, commercial transactions for CDLs and permits can be dropped off at the Chicopee service center.
I saw today where Springfield was open for B2B. What are the start times end times for appts? Is there some there policing the possible walk in possibility?	The Milford and Wilmington RMV Service Centers currently remain open to exclusively perform walk-in commercial transactions for CDLs and permits (CLPs), and CDL road tests continue to be administered. Drop-off only services for B2B transactions will continue to be accepted at the Chicopee, Milford, and Wilmington RMV service centers on weekdays from 9-5. IRP transactions can be dropped off at Milford and/or Wilmington service centers.
Is the RMV still not going to accept blank checks dropped off with the B2B starting 4-1-2020 with all this going on?	The RMV is still accepting blank checks at the B2B Service Centers. The blank check policy will not go into effect until further notice. We will provide further information on the policy once a revised date is determined.
Please explain dealer process for RTA's dealer sends copy to agent. Agent can retype form and send back to dealer. What do you mean by stamping or e stamping?	If the agent is working at a location and does not have a rubber stamp, they can utilize what is referred to as the eStamp process. In this case, the agent has the ability to generate the RTA form with their "stamp" electronically applied to the form.
I work in an agency at Chicopee MA. Currently we have clients in Worcester MA that need RTA's stamped for either new plates or transfers. Our agency does not have electronic stamps. The client lives about 1 hour away and could not drive up to the Chicopee office for me to stamp the RTA. Am I now able to stamp it if she emails it or faxes it and if I email it back will she be able to go to the registry and have this transaction processed even though it's not electronically stamped?	Yes, the RMV will accept a copy of the stamp. You should also check into using the Boston Software application that allows you to generate the RTA form with a stamp on it; they are offering this free of charge for the time being. Contact Michele Gillen via email: Michele@bostonsoftware.com .
My client purchased new veh from dealer on 3/20. There was a trade in so they are transferring plates. The dealer has not sent us an RTA yet and insured is driving veh. We have no paperwork at all. Insd said the dealer is closed. I'M THE INSURANCE AGENT	You should contact us directly via email regarding these types of situations. Atlas.IPM@dot.state.ma.us
Will driver permits for auto and motorcycles that expire in March, April, and May also being extended?	Yes. Updated information here: RMV COVID-19 Info
How about people not able to visit the RMV including people in Nantucket, Martha's vineyard?	Many transactions can be conducted online via the RMV's Online Service Center.

	www.Mass.Gov/myRMV
To confirm, a faxed copy of an RTA is now acceptable at the RMV?	Yes.
If we drop off an RTA can that be processed to be effective on that same day?	If this is for a new registration it would become effective on the following day after being processed.
If a check is over what the maximum amount of rebate to be issued via check back to a customer?	Yes, the rebate will be sent to the customer.
Will the branches that are open for IRP pieces be counter service , where questions can be asked and answered or is it a lobby drop and pick up later?	Drop-off only services for IRP transactions, with the exception of IRP renewals which must be done online or by mail, will continue to be accepted at the Milford, and Wilmington RMV Service Centers.
Are the 8 service centers that are taking reservations the only service centers that are remaining open?	Yes, currently the RMV has eight open service centers. Please visit the RMV's COVID-19 for online updates on open locations.
It seems when we ask a question to email support we receive keyword based answer. We find a human is not answering these. This is before corona virus. Can this be remedied?	The RMV email boxes are monitored daily and answered by RMV employees. We often get similar questions, and reply with the same answer.
If we look up a license and the person received a new SA # there is no history on the old license. This makes it difficult for Companies and agents. Any reason the old License does not show up?	Yes, these generally reflect cases where the person has been a victim of identity fraud.
Traveling to Milford is an hour drive for me. As an agent wouldn't it be better to allow a runner with 4 items than 4 individuals to do a transaction into a local RMV?	The RMV has taken measures to reduce customer visits in service centers, and has transitioned to an appointment-only reservation system for certain necessary and required in-person transactions. The RMV is operational based on the model of the current state of emergency. We have open locations based on the status of our employees, locations, and size/ability of service center to serve what we see are the masses in a smaller number of locations. The new policies are in effect to allow the RMV to continue to assist the most customers while reducing facility volume. Runners must come to one of the designated B2B centers to process commercial transactions. There are three locations (Chicopee, Milford, and Wilmington) open exclusively for commercial transactions. The RMV is planning on opening additional locations when possible and according to guidelines from the governor's office.
CAN YOU UPLOAD YOUR MOST CURRENT MED CERT FOR CDL ON THE RMV WEBSITE LOGGING INTO YOUR ACCT W/O PHYSICALLY GOING TO LOCATION & BE OK ?	Yes, the CDL self-certification transaction allows you to upload that documentation as long as you've authenticated when logging in to the RMV Online Service Center.
Do we still need a stamp on RTA form?	Yes, we still require proof of insurance to complete the majority of our registration transactions.
Are plate renewal forms (RMV-2) still being sent for renewals?	Yes.
If someone wants to register a new vehicle and we as the insurance company are able to provide them with a stamped RTA who do they contact to set up when they can go to the registry to get plates?	They will need to make an appointment at the RMV's Online Service Center, under "Make or Cancel a Reservation." Customers who make an appointment will be sent a confirmation email that they should be prepared to show on arrival at their designated time at a specific service center. www.Mass.Gov/myRMV
Is Pittsfield MA RMV location still open for customers as it previously was, or only the three indicated as of now?	There are currently eight service centers open, and Pittsfield is one of them. Note that we are not currently accepting any walk-in customers - everyone must make a reservation.
Are licenses that were issued in the beginning of March (13th-15th) being added into the registry still, or will they have to wait until certain branches open again?	Assuming this is asking about driver's licenses; any license that is "issued" in a service center is automatically posted to the RMV system as part of the issuance process and the license holder should be "active" in the RMV system. If this is not what you were asking about, feel free to send us an email: Atlas.IPM@dot.state.ma.us
Will there be any way to email an RTA to renew a registration?	Although we currently do not accept emails for renewals, if no insurance stamp is required renewals can be processed online, or via phone or mail. When we send out the RMV-2 Form, we indicate whether we need an insurance stamp or not.

Are you waiving 147C letter requirements and accepting info on Mass corp sites?	When a customer wants to register a vehicle in the name of a business entity, RMV policy requires them to provide proof of their Federal Identification Number (FID), which is also known as the Employer Identification Number (EIN). The RMV is aware that the IRS is not currently issuing these documents. Customers with questions relating to Form 147C or other documents acceptable for business entity vehicle purchases and or registrations can contact the FID department at 857-368-8055. Some temporary exceptions are being made as to documentation required at this time.
Are you waiving DOT#'s?	No, currently USDOT number requirements have not been waived.
Is there a way on the Atlas system we can get a more detail Driving record as we need it for new underwriting such things as Cargo policy and Commil Auto?	We are not sure to which driving record in which you are referring. Generally speaking, the RMV has one driving record per license holder, and it has all the offenses associated with the individual we have on file. The SDIP record does have a set of filters applied to it that will exclude some offenses.
Could you explain the process of people going to the branch for say getting new plates? Is it first come first served or can they get an appointment?	Everyone coming to a service center needs to make an appointment. Appointment reservations can be made at the RMVs Online Service Center, under "Make or Cancel a Reservation." Customers who make an appointment will be sent a confirmation email that they should be prepared to show on arrival at their designated time at a specific service center. www.Mass.Gov/myRMV
Will an emailed RTA be accepted on a cellphone? Or does it still need to be printed?	Carriers/agents may email or fax stamped RTA forms to their customers, but the customer is then required to print and present the stamped RTA form to a service center.
We are connected to the EVR program can we still process Np, renewals etc. here at our agency and they have to be one our clients correct. Not just anyone	Yes, current policy only allows EVR participants to process work for their own customers. However, the RMV is researching the possibility of expanding EVR processing to non-clients.
What about paperwork needing affidavits? Are we able to process at the agency as well.	If you are referring to the EVR process, paperwork requirements, including affidavits, have not changed.
Worry what about Pupil plates? What should they do? My insureds are out of work	If you are asking if the insureds should be cancelling the plates and removing them from their policies for the timeframe in which they are out of work, 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. For those that do cancel plates and plan to reactive, they should NOT turn in or destroy plates. At reactivation time, once confirmation of insurance is provided, we can reactive the same plates.
If a registration expired February also have 60 days extension??	No. Registrations that expire in March, April, and May are being given a 60-day extension. Registrations that expired before March are not valid, and must be renewed before legally driving.
Hi, how will insurance companies will be notified of the surcharge hearing? Currently we are sent a paper copy, but if we are to go complete remote, we are wondering how we would receive these.	The Board of Appeals is not holding or scheduling in-person hearings (including those involving at-fault motor vehicle accidents, license suspensions and insurance cancellations) until at least May 18. For updates, please refer to link provided below. www.mass.gov/service-details/board-of-appeal-postponements
When making an appointment online, under the dropdown list of transaction types I do not see "Transfer a plate to a new vehicle". This is typically the transaction I use in a private sale when taking plates from the old vehicle and registering/titling the new/used car. Is this still available at the active service centers or am I using the wrong transaction type for this?	Yes, this is still available. Please select "Register and Title My Vehicle" on the myRMV website.
Will there be any opening of a service center in Western Mass besides Springfield?	Yes, Pittsfield is currently open.
Are you allowing more agents to be set up as EVR sites?	Yes.
Is there any chance any more RMV offices will be re-opened? and also can agents make appointment's for clients to go to the RMV that don't have access to a computer?	In an ever-changing situation, it really depends on how the emergency situation evolves. If we are able to open more service centers, we certainly will. You can make an appointment on your clients' behalf. Visit the RMV's COVID-19 information page for up-to-date info and current open service centers. RMV COVID-19 Info
Is the Federal ID Department still operational?	The FID department at the RMV is still open. If this is in reference to REAL ID, the federal government has extended the REAL ID compliance deadline until October 1, 2021. The RMV has temporarily suspending the issuance of new REAL IDs during the State of Emergency.

EVR users were always told if we can do something in the office do not send them to the Registry. Can we now send them to the Registry since we are not in the office itself?	If you do not have access to EVR because your location is closed, your customer can make an appointment at an open service center to complete the registration transaction.
On eServices portal: To complete the RTA, we need the color of the vehicle. Is it there?	The vehicle color is listed under the "title tab" on the eServices portal.
How many tickets are given out each day at the branches that are still open?	We have suspended walk-in service, and anyone who needs to visit the RMV for a required transaction must make an appointment. Tickets are not currently being issued.
Are there still issues with fake Registry websites scamming people for money ?	There are websites that provide services related to motor vehicle transactions for a fee. We encourage Massachusetts residents and businesses to be sure that they use Mass.Gov/RMV, the official RMV website. The RMV doesn't charge fees for forms or extra fees for completing transactions. Link to press release below, please share with customers: Be Aware Of Unofficial Websites
Can we process registration renewals via the RMV website for clients that do not have a computer using our office emails for verification?	The RMV website allows you to do a registration renewal as a "guest" where you can enter in customer's plate number and plate type. You cannot make any changes during that transaction, but can renew that registration.
Does the 60 day extension for registrations expiring in March or April apply to Section 5 also?	No
For those of us who do not access to our rubber stamps and are not set up for electronic stamps, will the RMV accept RTAs with an insurance signature but no stamp?	No. However, agents in this situation should pursue implementing the electronic stamp process. The temporary policy for accepting electronic (fax or scanned) insurance stamps is in effect throughout the state of emergency. Insurance companies should contact Boston Software for information on continuing using electronic stamps. Email Michele Gillen: Michele@bostonsoftware.com.
Are there any plans to develop a temporary suspension for registrations? We represent a number of school bus companies. Obviously, you don't want thousands of plates returned and don't have the inventory to issue new pupil/ bus plates when schools start again.	Not currently. Massachusetts law requires that a vehicle have active insurance to be registered. Additionally, school buses must have active registration in order to be inspected. When insurance is cancelled, the vehicle registration needs to cease. For those that do cancel plates and plan to reactive, they should NOT turn in or destroy plates. At reactivation time, once confirmation of insurance is provided, we can reactive the same plates and keep the plate(s) associated with the same vehicle(s).
Are you accepting Electronic signed Gift Forms/ MVU - 29 forms, from customers?	This is a DOR Form, MVU-24 - Affidavit in Support of a Claim for Exemption from Sales or Use Tax for a Motor Vehicle Transferred as a Gift. The DOR accepts these forms electronically; the RMV is currently working on operationalizing eSignatures and hopes to accept these forms soon.
There is an extension on inspections of newly purchased vehicles. Will there any extension on registration of newly purchased vehicles?	The RMV extended the time during which newly registered vehicles must be inspected, which is typically within 7 days of the date of registration. Newly registered commercial and non-commercial vehicles purchased between March 1, 2020 and March 31, 2020 must be inspected by July 31; newly registered commercial and non-commercial vehicle purchased between April 1, 2020 and April 31, 2020 must be inspected by June 30; and newly registered commercial and non-commercial vehicles purchased between May 1, 2020 and May 31, 2020 must be inspected by July 31.
Can we do eSign for the RTA forms?	This is something we are actively exploring. Currently, we cannot accept an eSignature on an RTA form.
I had emailed a question about tax penalties being charged for not paying tax on vehicles within 20 days- once was rejected yesterday over \$5. In lite of RMV offices closing and long lines and inability to service everyone that shows up each day, are there going to be waivers for these "late tax/registering" fees?	There are currently no sales tax waivers. In order to avoid any penalties, you can pay sale tax directly online through the DOR website, MassTaxConnect. Additionally the RMV currently has eight open service centers by appointment only for essential services, including registering newly purchased vehicles and paying the sales tax. MassTaxConnect
Can an agent bring a transaction on behalf of ONE client to the Plymouth registry or is it considered B2B and have to go to Milford?	For a "Runner" to complete a transaction, it must be done at one of the B2B locations in Chicopee, Milford, or Wilmington. If your client wants to register vehicle directly, they can make an appointment at one of the RMV's open locations, of which Plymouth is one.
Ability for agent to email paperwork to RMV and provide form of electronic payment (card/echeck) for RMV to mail plates to client?	We are working on alternate ways to process registration At this time, there is no option to register a vehicle in this manner.

Given current circumstances, has RMV IRP Division authorized leasing companies to register long-term lease vehicles for business (Mass. physical locations only) in another state, specifically Indiana, either on a temporary or long-term basis?	No.
When a customer applies for a handicap plate, they are issued a temporary plate. In the RMV system it shows TP and then numbers and a letter. What is the new plate number and how soon does the insured get the plate. We need to notify the carrier of the new plate number.	Once customer applies and gets approved for a disability plate, the RMV Medical Affairs Bureau mails an approval letter to customer, advising them of what paperwork/documents need to be submitted. Once customer submits required documentation, the transaction is processed and a disability plate is mailed to customer within one business day. You can log-in to the RMV business portal to look up plate number once it's processed.
Does the same extension on registrations apply to trailers?	No, trailers all expire in November.
When we receive a RTA from a dealer do we still have to stamp the form or just send it back with an indication that coverage is in place?	You need to either eStamp it or rubber stamp it and return it to the dealer.
Why don't you temporarily suspend the requirement for a rubber or electronic stamp if the agent can provide in writing the name of the insurance company, effective date of the policy, change date, insurance company code in writing, its basically the same thing	Agents in this situation should pursue implementing the electronic stamp process. The temporary policy for accepting electronic (fax or scanned) insurance stamps is in effect throughout the state of emergency. Insurance companies should contact Boston Software for information on continuing using electronic stamps. Email Michele Gillen: Michele@bostonsoftware.com.
When will the new reg revocations be implemented by RMV?	We have not implemented the new revocations, and due to the the current state of emergency we do not have a new date planned yet.
When might new (Class D) drivers be able to take driving tests again?	We are monitoring the situation and don't currently have a start date identified right now. All road tests have been cancelled through May 18.
Not a question but I hope this situation helps the powers that be realize this stamping system needs to come into the 21st century. Every other state only requires Auto ID card as proof of insurance. It's time to update the system.	Massachusetts insurance is based on the registration/vehicle; it would be a significant statutory change to move to insurance that is based on the individual. This is something you should consider reaching out to your state representative and/or senator to discuss.
From a carrier stand point, why are we suddenly seeing such an increase with Section 5 policies on the carrier report and is there a way to tell exactly why they're listed on that report?	As part of ATLAS R2, we incorporated Section 5 as part of our core registration system, which is why you are seeing them on the report. If they are on the report, it's because they are active registrations without a policy record.
I have an insured whose license will be revoked over a ticket payment problem. He can't get to the RMV due to recent operation. Can he call a certain# to speak to someone on this?	Please call the RMV Contact Center at 857-368-8000. You can also pay citations online at the RMV's Online Service Center. www.Mass.Gov/myRMV
An insured's vehicle was totaled and ins co titled in their name. This makes the registration inactive. The insured no longer has the option to transfer the plate to another vehicle?	This was an issue at one point, but a fix was implemented in December 2019 to resolve this. Plates from a previously totaled vehicle that were once marked with an Inactive Registration Status may now be transferred to a new vehicle.
What if someone is late for their reservation by a few minutes? Will they be rejected?	We will do our best to assist all customers. Please advise customers to arrive approximately five minutes early. This will allow us to maintain appropriate social distancing.
In that an agent or runner can limit the number of people showing up to RMV locations by processing multiple items, why are you limiting the B2B transaction locations; this is counter-intuitive and will cause more people to show up for transactions - instead of 1 agent or runner for multiple items	The RMV has taken measures to reduce customer visits in Service Centers, and has transitioned to an appointment-only reservation system for certain necessary and required in-person transactions. The RMV is operational based on the model of the current state of emergency. We have open locations based on the status of our employees, locations, and size/ability of service center to serve what we see are the greatest number of people in a smaller number of locations. The new policies are in effect to allow the RMV to continue to assist the most customers while reducing facility volume. Runners must come to one of the designated B2B centers to process commercial transactions. There are three locations (Chicopee, Milford, and Wilmington) open exclusively for commercial transactions.
Is the Mass Pike office going to open soon?	As of today, no.
Is there any impact on the MRB driver inquiry or claims submissions processes?	No.
The 7 day reg transfer rule is NOT WORKING for private sales. what are you going to do about that?	The 7-day transfer law is largely geared to the case where a person has traded in their previous vehicle. It is quite specific, the person has to have purchased a new vehicle and lost possession of the previous vehicle. This is rarely the case in a private sale.
At this time, is there any change to the required auto liability reporting to the state?	No. Note that the RMV is only doing insurance-related revocations for cancelled policies.

I have a client that needs to get a Semi registered in order to get water to the stores- so they could walk in to Wilmington?	No, the RMV is not accepting walk-in customers. They need to make an appointment at one of the RMV's open service centers. Alternatively, their insurance agent (if they have EVR) or their runner can process the transaction for them. Runners have to drop off at an open B2B centers, of which Wilmington is one.
If April reg renewals are extended until June. What about May renewals ?	May registration renewals have been extended to end of July.
Can you confirm the only way for a person to register a new vehicle, purchased from a private party, is to send it with our runner who would then need to go to one of the three locations opened up for bundles?	If they wanted to do this using a runner, yes. If owner wants to do it themselves, they can make an appointment at one of the open RMV service centers.
Are we still able to drop off BATCH folders in Quincy?	www.Mass.Gov/myRMV
Can a RTA be completed in the portal or must the form be downloaded and completed?	Yes
Can a RTA be completed in the portal or must the form be downloaded and completed?	It has to be downloaded and completed.
What is the process If a customer wanted to register a newly purchased vehicle?	Assuming the vehicle wasn't purchased from a dealer, they would need to go to an agent who would generate an RTA form and if they are part of the EVR system, complete the registration for the customer. If not an EVR participant, the agent can send a runner to one of the three open B2B centers, or the customer can make an appointment at one of the eight open service centers.
Are drivers able to fax/email RTA forms to RMV for new car purchases	Yes, the RTA form can be emailed or faxed. Note that the title or Certificate of Origin has to be an original document.
Can the RMV make an exception temporarily for new registrations for Fire-Police & EMS new vehicles, accepting copies of certificate of origin and odometer forms via a fax or drop off submission to expedite ?	No. Because a Certificate of Origin (and vehicle title) is a negotiable document, the RMV requires original for registration processing. You can drop off these forms at one of the RMV's open B2B centers (Chicopee, Milford, Wilmington). In emergency situations, the RMV will do our best to accommodate, and in these instances, you should email us:
	Atlas.IPM@dot.state.ma.us
Is anything being done to require ALL Massachusetts Insurance carriers to upload insurance policies AND in a timely manner? I notice carriers like Geico and others are not and it is difficult to verify coverage.	All carrier are required to report insurance within 23 days of writing a policy. Once this crisis is behind us, we will monitoring this much more closely.
COULD THE EXTENSION DATES BE EXTENDED EVEN FURTHER DEPENDING ON THE SITUATION IN MAY AND JUNE	We are assessing the current evolving situation on a daily basis, and will make adjustments/extensions if and when necessary. Updates are posted regularly:
	RMV COVID-19 Info
With Worcester being the 2nd largest city in MA, why is it not operational for agents to process work?	The RMV is operational based on the model of the current state of emergency. We have open locations based on the status of our employees, locations, and size/ability of service center to service what we see are the largest number of residents in a smaller number of locations. The Worcester Service Center (and seven others) is open to the public; B2B open locations are in Chicopee, Milford, and Wilmington.
On a dealer sale, and the agent can't stamp the RTA form, the agent will also complete the RTA form, but do we sign it anywhere or no?	Yes, RTA must be stamped, and you can submit two forms together. We have a temporary policy to accept electronic (scan/fax) insurance stamps throughout the state of emergency. If you want to continue using electronic stamps, please contact Michele Gillen at Boston Software: Michele@bostonsoftware.com .
Do we, as agents, still need original title to register a vehicle?	Yes.
For an agent to drop off at the appropriate 2 branches are there any requirements that have to be met to do this or can we just drop off the transaction.	No, just drop off the transactions as in the past. B2B open drop-off locations are in Chicopee, Milford, and Wilmington.
For drivers without a US license, are there extensions for services if offices are not open?	The RMV cannot extend any credential not issued by the Massachusetts RMV.
What is the time frame for allowing no wet stamps going to be allowed?	We have a temporary policy to accept electronic (scan/fax) insurance stamps throughout the state of emergency. If you want to continue using electronic stamps, please contact Michele Gillen at Boston Software: Michele@bostonsoftware.com .
Are we still going be able to send runners to the B2B locations with checks without the amount filled in?	Yes.

When will IRP application renewals be going out. Want to make sure that insureds have enough time to get these done.	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 currently accepting mail-in and online IRP renewals only.
Has an online transaction been considered for a new registration where the client can pay all fees and print out a temp plate and have real plate mailed directly	We are looking into this as a possibility in the future.
Due to the crisis, we have concerns with the RMV's decision to continue to revoke registrations due to insurance cancellation. Working remotely does have its challenges and impacts efficiencies to manual update the RMV records to reflect insurance is in place for a policyholder.	We have received feedback on this and are in discussion with legal counsel. We do not yet have a date as to when the new insurance cancellation revocations will be enforced. We also do have the portal available for remote locations.
Can we temp suspend the requirement to have an original title for registering a leased vehicle coming from another state?	No. Vehicle titles are negotiable documents and we need the original signed document.
Can you confirm if it is still acceptable for dealers to use the old RMV forms?	Yes, but only for dealers on the EVR program and for registrations they are processing electronically through the program.
When we rolled out the new RTA form we were given instructions. Can you confirm if dealers were given the same instructions for filling out the form? There seems to be inconsistent handling and that are not addressed in the rmv guide. Does dealer have a different instruction guide?	No, there is only one set of instructions for the RTA form; a link to the instructions is below: RTA Instructions
What about safety inspections are they also extended?	Yes, all commercial and non-commercial vehicle inspection stickers that expire on March 31, April 30, and May 31 have been extended for 60 days. Inspection stickers that expire in March 2020, were originally extended until May of 2020 have another 60 day extension applied and will now expire in July 2020. Inspection stickers that expire in April 2020, will now expire in June 2020. Inspection stickers that expire in May 2020, will now expire in July 2020. Regardless of the date of inspection, vehicles issued a failed inspection sticker due to a safety defect (indicated by a sticker with a red letter 'R') are prohibited from operating until appropriate repairs have been completed and a new inspection sticker has been obtained.
We can save an electronic stamp on our laptop and edit a drive that comes in via fax and add the electronic stamp correct? Everyone doesn't have printers at home.	Yes, for proof of insurance. The RMV has temporarily amended the current proof of insurance policy, and fax/scans of insurance stamps to customers are currently acceptable.
is there a time line for additional transaction types such as plate revocation reinstatements	The additional transactions for EVR participants (which include reinstatements) will (if all continues to go well) become available in June. Precisely when they will be available to the end users is, however, dependent on the EVR vendor's roll out schedule.
Can bundles be dropped at B2B locations?	Yes, drop-off only services for B2B transactions are accepted at the Milford, Chicopee, and Wilmington RMV Service Centers.