

Registry News

MAIA Bulletin #2009-8

March 2009

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- **New Title Format**



RMV Revises Title Paper

Effective March 4, 2009, the RMV began issuing a revised Certificate of Title. This revised title has two changes:

1. The pink thermochromatic seal of the Commonwealth of Massachusetts that is at the bottom center on the front side of the title is now larger. When heat is applied by rubbing a finger over the seal, the image will disappear. Once the area cools, the image will reappear.
2. On the back of the title, the old RMV seal in the upper left corner has been replaced with the new RMV logo.

Please note the following:

- All of the other security features remain present and unchanged.
- The Revised Certificates of Titles will have a Control Number beginning with F5500001.
- All previously issued Certificates of Title are still valid.

RMV Announces Registration Hold for Military Personnel

Effective March 19, 2009, members of the military will be allowed to retain one or more sets of registration plates for the duration of their deployment if they meet both of the following conditions:

- He/she is being deployed to, or is present in, a theater of combat operations.
- He/she is a member of one of the following:
 - The United States military
 - The United States military reserves
 - The Massachusetts National Guard
 - The United States Department of Defense or one of its agencies (as a civilian employee)

If an applicant meets the eligibility requirements above, his/her plates will be cancelled and put in hold status. They will be reactivated for no fee when the customer returns from his/her deployment.

APPLICATION FOR REGISTRATION HOLD BY A MEMBER OF THE MILITARY

A new application, the *Application for Registration Hold by a Member of the Military* (T21836-0309), has been created. The new application will be available on the Internet and Print on Demand on March 19th.

An applicant must either bring the completed application, along with photocopies of his/her deployment papers, to an RMV branch or he/she can mail them to the Special Plates Department.

RMV Announces Registration Hold for Military Personnel

BRANCH PROCEDURE

This transaction can only be processed by a manager or supervisor (Clerk IV or above). To process a registration hold, the manager or supervisor must do the following:

1. Verify the customer's information.
2. Process a plate return (CAPR).
3. Tell the customer that he/she must retain possession of the plates.
4. Complete the RMV Use Only section at the bottom of the application and stamp it with a Registrar's Stamp.
5. Photocopy the form (and the deployment papers, if the customer presented the originals)
6. Forward the photocopied form and deployment papers to the Special Plates Department and give the originals back to the customer.
7. Tell the customer that, when his/her deployment is over, he/she must present the original stamped application, as well as an RMV-3 form stamped by an insurance company, in order to reactivate the plates.

To reactivate the plates, the manager or supervisor must do the following:

1. Verify the information on the stamped original application. If the customer doesn't have the application, contact the Special Plates Department to verify.
2. Collect an RMV-3 form from the customer that has been stamped by an insurance company.
3. Process a renew-swap, override the fees, and record the override on your log.
4. Notify the Special Plates Department via e-mail (RMV – Special Plates) that the plates have been reactivated.
5. Batch the *Application for Registration Hold by a Member of the Military* (if the customer has it), as well as the RMV-3 form.

Expanded Gold Star Family Plate Eligibility

On March 19, 2009, the following changes will take effect relating to Gold Star Family Plates.

SIBLINGS AND GRANDCHILDREN

Siblings (brothers and sisters) and grandchildren of soldiers who have been killed in action while serving in the Armed Forces of the United States will now be eligible to obtain Gold Star Family Plates without charge. The family members who are eligible to obtain these plates will include:

| | |
|---------------|----------|
| Spouses | Parents |
| Children | Siblings |
| Grandchildren | |

Note: Step-parents, step-children, step-siblings, and step-grandchildren are not eligible unless a legal adoption occurred prior to the time of death. Grandparents and ex-spouses are not eligible.

MOTORCYCLE GOLD STAR FAMILY PLATES

Gold Star Family Plates will now be available for both passenger vehicles and motorcycles.

APPLICATION FOR GOLD STAR FAMILY PLATES

The *Application for Gold Star Family Plates* (T21625-0309) has been revised to reflect the changes above. In addition, new text was added to the application to indicate that, if the applicant's surname is different than that of the deceased soldier, the Registrar may require additional proof of relationship.

The revised application will be available on the Internet and Print on Demand on March 19th. An applicant must either bring the following documents to an RMV branch or mail them to the Special Plates Department:

- The completed *Application for Gold Star Family Plates*
- An RMV-1 or RMV-3 form (stamped by an insurance company), depending on the type of transaction
- Evidence of the required family relationship
- Evidence that the deceased was killed in action while serving in the Armed Forces (either a casualty report or an overseas death certificate issued by the US military)

Surviving Spouse Now Eligible for Veterans' Plates

Effective March 19, 2009, a surviving spouse of a veteran will be eligible to obtain Veterans' Plates even if his/her spouse either never obtained Veterans' Plates **or** if the spouse's Veterans' Plates were previously cancelled. In order to be eligible, the surviving spouse must not have remarried.

APPLICATION FOR VETERANS' PLATES FOR A SURVIVING SPOUSE

A new application, the *Application for Veterans' Plates for a Surviving Spouse* (T21835-0309), has been created. The new application will be available on the Internet and Print on Demand on March 19th.

An applicant must bring the following to an RMV branch:

- A completed application
- A photocopy of his/her spouse's death certificate
- His/her spouse's "Honorable Discharge," "DD-214," or "Release from Active Duty"

Please follow the same procedures for this application that you do for the existing *Application for Veterans' Plates with Branch of Service Decal or Flag Image*.

MAIA Requests Meeting with Registrar Regarding RMV/AAA Alliance

Immediately upon hearing news reports that the RMV had finalized plans for a pilot program with AAA to perform registration and license renewal functions at AAA's Newton and Worcester locations, MAIA requested a formal meeting with Registrar Kaprielian and other top RMV officials to discuss the arrangement. MAIA officials had previously questioned the Registrar about an outside item in the state budget authorizing "the registrar to enter into contracts, in the interests of efficiency and avoiding service disruptions, only with an existing entity that provides automobile-related services to the general public, or to its own members if an automobile-related association, and that maintains business offices that are open to the public during hours and at locations believed to be convenient for registry customers and in areas where a continuing need exists to provide registry services."

In the RMV's formal statement about the alliance with AAA, an RMV spokesperson explained that "the partnership is not evolving from legislation but rather a streamlined procurement process since there are not three or more vendors who cater to the motoring public."

We ask you ... what are WE (the independent agency system)??? Chopped liver??? If an independent agent is not a "vendor who caters to the motoring public," we don't know who is. And there are certainly many more than THREE of you!!!

We are concerned about the strong and very negative message being sent by the Registry ... namely, that they don't see any problem with forging exclusive contracts or arrangements with the private business sector to the detriment of other private businesses. The fact that the RMV has chosen to ignore "private businesses" that cater to over 75% of the motoring public is frustrating and disturbing.

Keep your eyes open for the next issue of Registry News. We'll have an update on this issue and (hopefully) news of the outcome of our meeting with Registry officials.

Coming Your Way In May and June

We've been receiving a number of questions from members about when the next Registry Update is scheduled. Unfortunately, there are no formal update classes scheduled until October ... BUT we can offer you something even better.

In the Spring, Irene Morrill, our VP of Technical Affairs, and Donna McKenna, our VP of Communications and Registry Liaison, will team teach Personal Auto Soup to Nuts I in May (Personal Auto Soup to Nuts II is in November) and Commercial Auto Soup to Nuts in June. These classes use examples received from MAIA members to exam the insurance and registration issues of your clients.

If you like these instructors alone ... you'll LOVE them teaching together. You'll have fun, the day will fly by, and you'll earn CE to boot!

Questions??

As always, if you have questions about this edition of Registry News, feel free to contact Donna McKenna or Kathy Cormier by phone at 800.972.9312 or 508.634.2900 or by email at dmckenna@massagent.com or kcormier@massagent.com.

Title Paper - Back

New RMV logo

 **WARNING:** Federal and Massachusetts laws require that you state the mileage in connection with the transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

ANY ERASURES, WHITE-OUTS OR CROSS-OUTS WILL VOID THE ASSIGNMENT AND ALL ASSIGNMENTS THAT FOLLOW

ASSIGNMENT OF CERTIFICATE OF TITLE BY OWNER

THIS IS TO BE COMPLETED BY THE SELLER and delivered to the Purchaser with the vehicle. If a Non-Dealer sale, purchaser must make application for a new Certificate of Title on MA form RMV-1, and file it immediately with the Massachusetts RMV and surrender the assigned Title.

I/We hereby assign, transfer, and convey the motor vehicle described on the reverse side of this certificate, for the sale price herein stated, to the following named purchaser, and I/we hereby warrant the Title to said motor vehicle and that same is free of all liens and encumbrances.

| | | | |
|----------------|-----------------------------|--------------|------|
| SALE PRICE: \$ | PRINT NAME OF PURCHASER(S): | DATE OF SALE | |
| STREET: | CITY: | STATE: | ZIP: |

ODOMETER DISCLOSURE STATEMENT CAUTION: ONLY CHECK A BOX IF THE ODOMETER READING DIFFERS FROM ACTUAL MILEAGE

"I certify to the best of my knowledge the odometer reading specified here is the actual mileage of the vehicle, unless one of the following statements is checked:"

| | | |
|-----------------------------|---|--|
| <input type="checkbox"/> No | <input type="checkbox"/> 1. I hereby certify to the best of my knowledge the odometer reading stated is in excess of its mechanical limits. (The odometer started at zero again.) | <input type="checkbox"/> 2. I hereby state the odometer reading is not the actual mileage. WARNING - ODOMETER DISCREPANCY |
|-----------------------------|---|--|

| | | |
|--|----------------------------------|-------|
| SIGNATURE OF SELLER(S): | PRINTED NAME(S) OF SELLER(S): | DATE: |
| PURCHASER(S) DO NOT SIGN UNTIL ALL SECTIONS ABOVE HAVE BEEN COMPLETED AND SIGNED. SIGNING BELOW INDICATES YOU ARE AWARE OF THE ODOMETER DISCREPANCY STATEMENT MADE BY THE SELLER(S): | PRINTED NAME(S) OF PURCHASER(S): | DATE: |

2nd RE-ASSIGNMENT BY LICENSED DEALER ONLY

The undersigned licensed Dealer hereby certifies that the Title to the motor vehicle described on the face of this Certificate of Title was transferred to:

| | | |
|-------------------------------|----------------------------------|-------|
| PRINT NAME OF PURCHASER(S): | PRINT ADDRESS: | |
| SIGNATURE(S) OF PURCHASER(S): | PRINTED NAME(S) OF PURCHASER(S): | DATE: |

ODOMETER DISCLOSURE STATEMENT CAUTION: ONLY CHECK A BOX IF THE ODOMETER READING DIFFERS FROM ACTUAL MILEAGE

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|-----------------------------|---|--|

| | | |
|-------------------------------|------------------------------|-------|
| DEALER'S LICENSE NUMBER: | DEALERSHIP NAME AND ADDRESS: | |
| SIGNATURE OF LICENSED DEALER: | PRINT NAME: | DATE: |

3rd RE-ASSIGNMENT BY LICENSED DEALER ONLY

The undersigned licensed Dealer hereby certifies that the Title to the motor vehicle described on the face of this Certificate of Title was transferred to:

| | | |
|-------------------------------|----------------------------------|-------|
| PRINT NAME OF PURCHASER(S): | PRINT ADDRESS: | |
| SIGNATURE(S) OF PURCHASER(S): | PRINTED NAME(S) OF PURCHASER(S): | DATE: |

ODOMETER DISCLOSURE STATEMENT CAUTION: ONLY CHECK A BOX IF THE ODOMETER READING DIFFERS FROM ACTUAL MILEAGE

"I certify to the best of my knowledge the odometer reading specified here is the actual mileage of the vehicle, unless one of the following statements is checked:"

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|-----------------------------|---|--|

| | | |
|-------------------------------|------------------------------|-------|
| DEALER'S LICENSE NUMBER: | DEALERSHIP NAME AND ADDRESS: | |
| SIGNATURE OF LICENSED DEALER: | PRINT NAME: | DATE: |