

REGISTRY OF MOTOR VEHICLES BUSINESS UPDATE



Insurance Community
March 26, 2020

RMV POLICY ACCOMMODATIONS

- RMV is extending March and April expiring registrations for 60 days
 - System changes will be implemented the week of March 30
- RMV has NOT implemented the **new** registration revocations previously discussed
- RMV continues to revoke registrations for insurance cancelations
- Faxed or scanned copies of RTA, RMV-2 or Section 5 registration application accepted in lieu of rubber stamp
- Dealer sales - a new RTA Form may need to be completed by the company or agency if they lack the ability to receive a fax or stamp the RTA. Both dealer-completed and insurance-completed RTA forms need to be submitted
- If RMV-2 was mailed to a location that is temporarily closed, an electronic or rubber-stamped RTA form for customers can be produced for those needing to renew
- Dedicated, B2B/IRP Centers at the **Milford, Wilmington, and Springfield**** Service Centers
 - **drop-off transactions / bundles only**
 - Runners will not be able to wait
 - ** Springfield process is different
- **Milford & Wilmington** reopened to *exclusively* perform commercial license/permit transactions on a **walk-in basis**

RMV POLICY ACCOMMODATIONS

VEHICLE INSPECTIONS

- Extension of time for newly registered vehicles:
 - Any newly registered non-commercial vehicle purchased between March 1, 2020 and March 31, 2020 must be inspected by May 31
 - Any newly registered non-commercial vehicle purchased between April 1, 2020 and April 31, 2020 must be inspected by June 30
- 60-day extension for March and April Vehicle Inspections
 - Inspection stickers expiring on March 31, 2020 must be inspected by May 31, 2020
 - Inspection stickers expiring on April 30 must be inspected by June 30
- Motorcycle sticker expiration extended to June 30

RMV POLICY ACCOMMODATIONS

LICENSE/IDENTIFICATION CARDS

- 60-day extension to Driver Licenses /Identification cards expired or expiring in March and April
- 60-day extension to Commercial Driver's Licenses (CDLs) and Commercial Learner's Permits (CLPs) expired or expiring in March and April
 - RMV is in the process of extending until June 30 based on FMCSA Emergency Waiver issued on March 24
 - Any medical certification due to expire between March 23 and September 23 has been extended 60 days
 - Certificates expired between March 1-22 are being extended 60 days
 - RMV is in process of restoring CDLs downgraded between March 1 -22 due to expired medical certificate
 - Call **857-368-8110** if immediate assistance is needed
- Federal Motor Carrier Safety Administration Emergency Waiver issued on March 23 does not apply to any commercial driver or permit holder whose privileges were suspended or revoked for traffic offenses

RMV RESOURCES

Business Partner Website:

[https://atlas.massrmv.com/
IPMProgram.aspx](https://atlas.massrmv.com/IPMProgram.aspx)

Email Support:

Atlas.IPM@dot.state.ma.us

RMV Coronavirus Updates:

[https://www.mass.gov/info-
details/rmv-covid-19-information](https://www.mass.gov/info-details/rmv-covid-19-information)

Twitter for real-time updates:

[@MassRMV](https://twitter.com/MassRMV)

RMV Website:

[Mass.Gov/RMV](https://www.mass.gov/RMV)

RMV Contact Center:

800-368-8000

MassDOT press releases:

[blog.mass.gov/transportation/](https://www.mass.gov/blog/transportation/)

RMV RESOURCES

Business Partner Website:

<https://atlas.massrmv.com/>

Email Support:

- RMVAtlasSupport@dot.state.ma.us
- Atlas.IPM@dot.state.ma.us

RMV Website:

[Mass.Gov/RMV](https://www.mass.gov/RMV)

Massachusetts Coronavirus Updates:

[Mass.Gov/Coronavirus](https://www.mass.gov/Coronavirus)

How can we be of assistance?

Submit Questions using Chat Function

RMV RESERVATIONS

Service Centers with reservations include:

- Boston
 - Brockton
 - Fall River
 - Lawrence
 - Pittsfield
 - Plymouth
 - Springfield
 - Worcester
- Reservations are not available for all transactions. Many can be conducted online or via mail.
 - Schedule online at the online service center on [Mass.Gov/RMV](https://www.mass.gov/RMV) (Make or Cancel a Reservation)
or
by calling the Contact Center at 857-368-8000
 - RMV **is not** offering Class D and M permits tests at this time