

Florida

Department of Highway Safety and Motor Vehicles

Division of Motorist Services

PROCEDURE	SUBJECT:
TL-40	CUSTOMER SERVICE CENTER
DESCRIPTION AND USE:	
<p>THIS PROCEDURE PROVIDES INFORMATION AND INSTRUCTIONS TO ASSIST TAX COLLECTOR EMPLOYEES, LICENSE PLATE AGENCY EMPLOYEES, AND THE DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES REGARDING CUSTOMER ACCESS TO INFORMATION AND STATUS OF MOTOR VEHICLE, MOBILE HOME, OR VESSEL TITLES, REGISTRATIONS, THE RECORDING OF LIENS, AND PROCEDURES.</p>	
<p>I. PROVISIONS OF LAW:</p> <p>Section 319.17(3), Florida Statutes, provides that the department shall maintain indexes of motor vehicles and mobile homes; shall keep records of notices of liens and satisfactions thereof, and that such indexes and records shall be open to the inspection of the public at all reasonable times.</p> <p>Section 328.40(2), Florida Statutes, provides that the department shall keep records of vessel titles, registrations and notices of liens and satisfactions thereof, and that such records shall be open to the inspection of the public.</p>	
<p>II. GENERAL INFORMATION:</p> <p>The Customer Service Center is equipped with telephone lines designated to provide prompt customer service and is responsible for providing accurate information to customers who request such information by telephone. In addition, they provide information on requirements that must be met in order to obtain a Florida Certificate of Title and registration on a motor vehicle, mobile home or vessel.</p> <p>The public telephone number to access the Customer Service Center is (850) 617-2000. A separate unit and telephone number is provided for Division of Motorist Services (DMS) Compliance Examiners, tax collector offices, and license plate agencies (supervisors only).</p> <p>THE CUSTOMER SERVICE CENTER DOES NOT ACCEPT COLLECT CALLS.</p> <p>When making inquiry or requesting information by telephone for a specific motor vehicle, mobile home, or vessel, please have the correct and complete vehicle identification number or title number available.</p>	
Revision(s) to this procedure: Updated form number and address information on page 2.	
EFFECTIVE DATE	REVISION DATE
Immediately	02/11/14

STATE OF FLORIDA
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The Customer Service Center is prohibited from giving out information on any Florida license plate number; however, the information may be obtained by submitting a completed form HSMV **90510, Motor Vehicle, Vessel and Mobile Home Records Request**, to:

Division of Motorist Services
2900 Apalachee Parkway
Room **B-231**, MS 91
Tallahassee, FL 32399-**0500**

III. TAX COLLECTOR STAFF, LICENSE PLATE AGENTS, AND DMS COMPLIANCE EXAMINERS REQUEST FOR INFORMATION AND ASSISTANCE:

The Field Support Center provides information and assistance to the supervisory staff of tax collector offices, license plate agencies, and DMS Compliance Examiners for title, vessel, registration, and lien questions and problems. The Field Support Center does not provide information to the general public. The telephone number for this unit is available to Tax collector offices, license plate agents, and DMS Compliance Examiners only and should not be distributed.

To ensure that all tax collectors, license plate agents, DMS Compliance Examiners, and their supervisors have access to the unit, there is a limit of five inquiries or questions per call.

THE FIELD SUPPORT CENTER DOES NOT ACCEPT COLLECT CALLS.

IV. COPIES OF PUBLIC DOCUMENTS:

Customers requesting certified and non-certified copies of title, registration, and vessel documents may obtain copies from the department by writing the Division of Motorist Services, **2900 Apalachee Parkway, Room B-231, MS 91, Tallahassee, Florida, 32399-0500**. When the funds for reproducing the title and/or registration documents **are received by the department**, the copies will be made and sent to the requestor.

The telephone numbers for inquiries or questions concerning certified or non-certified copies are:

Non-Certified Copies	850-617-2000
Certified Copies	
Subpoena Records	
(Motor Vehicles, Mobile Homes and Vessels)	850-617-2804