

Florida

Department of Highway Safety and Motor Vehicles

Division of Motorist Services

PROCEDURE	SUBJECT:
TL-38	CORRESPONDENCE LETTERS

DESCRIPTION AND USE:

THIS PROCEDURE IS PROVIDED TO ASSIST TAX COLLECTOR EMPLOYEES, LICENSE PLATE AGENCY EMPLOYEES AND THE DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES IN ESTABLISHING REQUIREMENTS FOR CORRESPONDENCE LETTERS.

I. PROVISIONS OF LAW:

Section 319.23, Florida Statutes, authorizes the department to prescribe the form to be used in applying for a Florida Certificate of Title. This law and other sections of Chapters 319, 320, and 325, Florida Statutes, prescribe certain fees, documentation, verification and attestments which must accompany the application.

Applications that are not accurately completed in form or content or are not accompanied by required documentation will not be processed. A Correspondence Letter may be issued by a tax collector's office or Division of Motorist Services (DMS) requesting the appropriate party provide the items necessary to successfully complete the application.

II. DOCUMENTATION REQUIRED AND SPECIAL INSTRUCTIONS:

A. The proof of ownership and submitted documents are examined for completeness and accuracy. Each application for title is checked against established standards to ensure that titles are issued properly.

If an application does not meet these standards, a Correspondence Letter may be issued by the license plate agency receiving the documentation. When a Correspondence Letter is necessary, it will be attached to all the documentation that was originally submitted with the application and returned to the customer/applicant. The contents of the Correspondence Letter will consist of:

- * The name and address of the "mail to" customer
- * The name of the applicant
- * The correspondence number
- * The vehicle identification number

Revision(s) to this Procedure: Changed wording in description and use section on page 1 and added a copy of the correspondence letter as Exhibit A.

DIVISION DIRECTOR	EFFECTIVE DATE	REVISION DATE	PAGE #
	With FRVIS 2000	07/11/08	TL-38-01

STATE OF FLORIDA
Division of Motorist Services

PROCEDURE # TL-38	SUBJECT: CORRESPONDENCE LETTERS
<ul style="list-style-type: none">* The transaction identification and batch number* The amount of money being held by the license plate agency* Current date* Actions and information necessary to correct and complete the application* Directions for the customer to contact the license plate agency for assistance <p>B. To avoid further delays in the issuance of a certificate of title, the Correspondence Letter, all returned documents and any required additional documentation should be returned to the license plate agency, shown on the Correspondence Letter, promptly.</p> <p>III. MISCELLANEOUS INFORMATION:</p> <ol style="list-style-type: none">1. Upon receipt of a response to their agency's Correspondence Letter, the license plate agency employee must verify that all required documents are attached.2. When requesting a refund on a title application, a request must be submitted in writing to the license plate agency on the Correspondence Letter. All fees are refunded <u>except</u> the service fee.3. All inquiries must be directed to the license plate agency telephone number shown on the Correspondence Letter.4. A sample of a Correspondence Letter is attached as Exhibit A.	
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EXHIBIT A

09/01/07

John Doe
123 Sample Dr
Anywhere, FL 32399

Reference: VIN# 123456789
Amount Submitted 0.00
Correspondence # 0123

Dear Sir or Madam:

The transaction you have requested (TRANSFER TITLE) could not be processed due to the following reasons or requirements:

TID03 We are unable to process the enclosed title application. Please provide us with the color of the vehicle.

We are returning Florida Title and Insurance Card.

CRS #0123/ 0.00 is being held in DMS, Tallahassee.

Please fulfill the requirements specified and resubmit this letter along with other supporting documentation so that we may process your request.

If you have any questions, you may contact the agency listed below:

Contact:
DIRECT MAIL AND TITLE CORRECTIONS
2900 APALACHEE PARKWAY MS 72
TALLAHASSEE, FL 32399
(850) 617-2000