



Florida

Department of Highway Safety and Motor Vehicles

Division of Motorist Services

PROCEDURE	SUBJECT:
TL-56	SUSPECTED TITLE, REGISTRATION, AND/OR ODOMETER FRAUD
<p>DESCRIPTION:</p> <p>This procedure provides information and instructions to guide employees and agents of the Department in reporting transactions involving suspected title, registration, and/or odometer fraud.</p> <p>PROVISIONS OF LAW:</p> <p>This procedure is governed by:</p> <p>Section 319.33(1), Florida Statutes Section 319.35(1), Florida Statutes Section 320.02(6), Florida Statutes</p> <p>FORMS:</p> <p>The form listed below is used in the transactions described in this procedure: Form HSMV 80122 Application for Suspected or Reported Title and Registration Fraud</p>	
<i>Revision(s) to this Procedure: Changed procedure name and updated and reformatted procedure.</i>	
EFFECTIVE DATE	REVISION DATE
Immediately	06/20/16

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Division of Motorist Services

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PROCEDURE #

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SUSPECTED TITLE, REGISTRATION, AND/OR ODOMETER FRAUD

DOCUMENTATION REQUIRED AND SPECIAL INSTRUCTIONS:

- A. When title/registration and/or odometer fraud is suspected by the tax collector's office or license plate agency, the following steps should be taken:
1. Do not alarm or alert the customer. In many instances, the customer is an unsuspecting victim.
 2. Contact your supervisor and discuss your concerns. If the customer asks why things are taking so long, inform them that you are having problems with the system or give some other appropriate reason for the delay.
 3. If your supervisor agrees with your suspicions, you may process the transaction and issue a license plate to the customer if necessary. You should not release the certificate of title back to the customer for any reason.
 4. If the customer is requesting fast title service, you should advise them that you are unable to issue a fast title due to discrepancies/problems with the documentation and that the title will be mailed to them as soon as the discrepancies/problems are reviewed and resolved (do not collect the fast title fee from the customer). The documents must not be given back to the customer.
 5. After the customer has left, you should immediately contact the "**Motor Vehicle** Fraud Unit" at (850) 617-2907, in order to have a stop placed on the system. The pending certificate of title will be issued; however, the fraud unit will pull the title before it is mailed.
 6. Complete sections **1**, 2, 4, and 5 on the form [HSMV 80122](#), Suspected or Reported Title and Registration Fraud (see below), and submit along with all original supporting documentation to:

Division of Motorist Services
2900 Apalachee Parkway, Room C208, MS 69
ATTN: **Motor Vehicle** Fraud Unit
Tallahassee, Florida 32399
FAX: (850) 617-3952
Email: DMV-Enforcement@flhsmv.gov

Make photocopies of the supporting documentation and submit with your end of day reports (transaction summary).

B. When title/registration and/or odometer fraud is reported by the customer:

When a customer notifies the department that their name has fraudulently been added to or removed from a title and/or registration an administrative stop must be placed on the applicable vehicle by the division's **Motor Vehicle** Fraud Unit. The following documentation is necessary in order for the administrative stop to be placed on the vehicle and an investigation initiated.

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1. Determine if the customer has reported the fraud to a law enforcement agency. If not, advise customer to report the fraud to a local law enforcement agency, Auto Theft Unit (police, sheriff, or highway patrol), immediately.

A photocopy of the initial investigative report (issued by the investigating agency) must be submitted.
2. Form [HSMV 80122](#), Suspected or Reported Title and Registration Fraud, must be completed.

If the customer is in possession of the applicable vehicle, a law enforcement officer or a Division of Motorist Services (DMS) Compliance Officer must conduct a public and confidential vehicle identification number (VIN) **and odometer verification**. A copy of the VIN verification must be provided to the department or recorded on the form [HSMV 80122](#).
3. The customer must provide a photocopy of **all** of the following:
 - a. Florida or out-of-state title
 - b. Registration
 - c. Bill of Sale from owner of record, if the title has not been transferred
 - d. Photo of Odometer

This documentation must be attached to form [HSMV 80122](#).

4. Once form [HSMV 80122](#) is completed and the required documentation is attached, forward to:

Division of Motorist Services
2900 Apalachee Parkway, Room C208, MS 69
ATTN: Motor Vehicle Fraud Unit
Tallahassee, Florida 32399
FAX: (850) 617-3952
Email: DMV-Enforcement@flhsmv.gov

C. Administrative Stop:

1. Once the **Motor Vehicle Fraud Unit** receives the information, an acknowledgment letter will be generated to the customer and an administrative stop will be placed on the applicable title and/or registration. The administrative stop will remain on the applicable title and/or registration until the investigation is completed by the law enforcement agency that was contacted by the customer.
2. If the title and/or registration are no longer in the customer's name, a **30-day** temporary tag will be authorized once the required documentation is received in the **Motor Vehicle Fraud Unit**. The title will not be recalled or reinstated until the investigation is completed and the customer has forwarded a copy of the completed investigation to the department.