

**Department of Highway Safety
and Motor Vehicles**
Division of Motorist Services

PROCEDURE TL-40	SUBJECT: CUSTOMER SERVICE CENTER
DESCRIPTION AND USE: THIS PROCEDURE PROVIDES INFORMATION AND INSTRUCTIONS TO ASSIST TAX COLLECTOR EMPLOYEES, LICENSE PLATE AGENTS, 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>I. PROVISIONS OF LAW:</p> <p><u>Section 319.17(3), Florida Statutes</u>, 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><u>Section 328.40, Florida Statutes</u>, provides that the department shall keep record of vessel registrations and titling applications and certificates, including the receipt and accounting of vessel registration and titling fees. All records are made available for public inspection except for confidential reports.</p> <p><u>Section 328.15(5)(a), Florida Statutes</u>, provides that the department shall keep record of vessel notices of liens and satisfactions thereof, and that such records shall be open to the inspection of the public.</p> <p><u>Section 119.0712(2), Florida Statutes</u>, provides that personal information, including highly restricted personal information as defined in 18 U.S.C.s. 2725, contained in a motor vehicle record is confidential and may only be released pursuant to the Federal Driver Protection Act (DPPA). Personal information is defined as information in a motor vehicle record that identifies an individual including the name, address, social security number, telephone number, medical or disability information, height, date of birth, race and gender.</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 to obtain a Florida Certificate of Title and registration on a motor vehicle, mobile home or vessel.</p>	
Revision(s) to this procedure: Updated F.S. 328.40, added F.S. 328.15(5)(a). Added Historical Revision section.	
EFFECTIVE DATE Immediately	REVISION DATE 03/30/18

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Personal identifying information may be released to the customer by phone only after the customer has correctly provided sufficient identifying information contained in his/her own driving records. Sufficient identifying information includes; name, date of birth, and social security number or driver license number and at least two of the following: original license issue year, last address on record, information on citations and/or endorsements or other appropriate information from the customer's motor vehicle or driving record.

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 agents (supervisors only).

THE CUSTOMER SERVICE CENTER DOES NOT ACCEPT COLLECT CALLS.

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.

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 57
Tallahassee, FL 32399-0500

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

The Field Support Center provides information and assistance to the supervisory staff of tax collector offices, license plate agents, and DMS Compliance Examiners for title, vessel, registration and lien questions and problems. The Field Support Center **takes limited calls from the 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 57, 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.

