

# Florida

## Department of Highway Safety and Motor Vehicles

### *Division of Motorist Services*

<b>PROCEDURE</b>  VSTL-15	<b>SUBJECT:</b>  <p style="text-align: center;"><b><u>CORRESPONDENCE LETTERS</u></b></p>		
<b>DESCRIPTION AND USE:</b> <p style="text-align: center;">THIS PROCEDURE IS PROVIDED TO ASSIST EMPLOYEES OF TAX COLLECTORS' OFFICES AND THE DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES IN ESTABLISHING REQUIREMENTS FOR <b><u>CORRESPONDENCE LETTERS</u></b>.</p>			
<p>I.     <b>PROVISIONS OF LAW:</b></p> <p>Section 328.01(6), Florida Statutes, authorizes the department to prescribe the forms to be used in applying for a Florida Certificate of Title. This law and other sections of Chapter 328, Florida Statutes, prescribe certain fees, documentation, verification, notarization and attestments which must accompany the application.</p> <p>Applications that are not accurately completed in form or content or are not accompanied by required documentation will not be processed. <b><u>A Correspondence Letter may be issued by a tax collector's office or the Division of Motorist Services</u></b> requesting that the appropriate party provide the items necessary to successfully complete the application.</p> <p>II.    <b>DOCUMENTATION REQUIRED AND SPECIAL INSTRUCTIONS:</b></p> <p>A.     The proof of ownership and submitted documents are examined for completeness and accuracy. Each application for a vessel title is checked against established standards to ensure that titles are issued properly.</p> <p style="padding-left: 40px;"><b><u>If an application does not meet these standards, a Correspondence Letter may be issued by the tax collector's office 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:</u></b></p> <ul style="list-style-type: none"> <li>*     <b><u>The name and address of the "mail to" customer</u></b></li> <li>*     <b><u>The name of the applicant</u></b></li> <li>*     <b><u>The correspondence number</u></b></li> <li>*     The <b><u>vessel identification</u></b> number</li> </ul>			
<b>DIVISION DIRECTOR</b>	<b>EFFECTIVE DATE</b>  01/01/97	<b>REVISION DATE</b>  04/12/01	<b>PAGE #</b>  VSTL-15-01

**STATE OF FLORIDA**  
*Division of Motorist Services*

PROCEDURE #	SUBJECT:
VSTL-15	<b><u>CORRESPONDENCE LETTERS</u></b>
<ul style="list-style-type: none"><li>* <b><u>The transaction identification and batch number</u></b></li><li>* <b><u>The amount of money being held by the tax collector's office</u></b></li><li>* <b><u>Current date</u></b></li><li>* <b><u>Actions and information necessary to correct and complete the application</u></b></li><li>* <b><u>Directions for the customer to contact the tax collector's office for assistance</u></b></li></ul> <p>B. <b><u>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 tax collector's office, shown on the Correspondence Letter, promptly.</u></b></p> <p>III. MISCELLANEOUS INFORMATION:</p> <ul style="list-style-type: none"><li><b><u>1. Upon receipt of a response to their office's Correspondence Letter, the tax collector's office employee, must verify that all required documents are attached.</u></b></li><li><b><u>2. When requesting a refund on a title application, a request must be submitted in writing to the tax collector's office on the Correspondence Letter. All fees are refunded except the service fee.</u></b></li><li><b><u>3. All inquiries must be directed to the tax collector's office telephone number shown on the Correspondence Letter.</u></b></li></ul>	
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VSTL-15-02	04/12/01