

B. RMV Customer Services

In addition to the RMV Full Service and Limited Service Branches listed in this appendix, the RMV provides two excellent information resources to help serve you better: its Phone Center and website.

Customer Phone Information Center

Recorded RMV information is available 24 hours a day. Information is available on licensing, registrations, titles, suspensions, medical affairs, and RMV locations. Between 9am and 5pm, Monday through Friday, you can speak to an RMV service representative in person to:

- Make general inquiries
- Request forms to be mailed to you
- Book a driver's license road test
- Provide change-of-address information or change-of-vehicle-garage location
- Conduct business transactions using a MasterCard, Visa, Discover, or American Express card including . . .
 - Renewing a vehicle registration
 - Paying a moving violation fine, such as a speeding ticket
 - Ordering a driving record
 - Ordering a duplicate license, Mass ID, or Liquor ID (photo-image type only)
 - Paying license suspension reinstatement fees
 - Ordering a duplicate vehicle registration

RMV Phone Center: 617-351-4500 (339/617/781/857 area codes) - 1-800-858-3926 (all other area codes)
The hearing impaired can call toll free at 1-877-RMV-TTDD (1-877-768-8833).
Monday–Friday 9 a.m.–5 p.m.
Internet Address: www.mass.gov/rmv

RMV Website

The RMV maintains its own award winning website, www.mass.gov/rmv, for customers who have online access. Customers can pre-stage certain permit/license/ID card transactions, schedule a road test, renew their Class D or Class M license, renew their Massachusetts Identification Card, renew vehicle registrations, pay moving violation fines, order duplicate vehicle registrations, order specialty plates, check to see if a vanity plate is available, change their address, order a duplicate driver's license or Mass ID, download forms, verify the issuance of a driver's education certificate, check the status of a registration or title, check wait times for any Registry branch, change their organ donor status, and join a free service that will remind you by email, phone, or text message when your license or ID card expires and you need to renew. Online transactions can be paid for using a MasterCard, Visa, Discover, or American Express card. General information is also available on most Registry topics.

1-866-MASSRMV

Customers wishing to renew their registration, book a Class D road test, check branch wait times or have forms faxed to them using our fax on demand service can do so by calling our automated number 1-866-MASSRMV.