



THE COMMONWEALTH OF MASSACHUSETTS
EXECUTIVE OFFICE OF TRANSPORTATION
REGISTRY OF MOTOR VEHICLES



RACHEL KAPRIELIAN
REGISTRAR

VEHICLE SAFETY & COMPLIANCE SERVICES
P.O. Box 55892
Boston, MA 02205-5892
www.mass.gov/rmv

To: Parents/Guardians of Former Students of Deluxe Driving School (Webster, MA)

Re: School Closure

Date: January 26, 2009

1. Deluxe Driving School located at 181 Main Street, Webster, MA has closed. The records obtained by the RMV indicate that you have a child who was enrolled at Deluxe Driving School. Based upon the information available to the RMV at this time, we do not expect the school to reopen under its present ownership.

2. The purpose of this Memorandum is to apprise you, as parents, of the status of the school and its program and to provide you and your child with information about your consumer rights and the alternatives available to complete the state's driver education requirements. The staff of the RMV's Vehicle Safety & Compliance Services section is willing to work with you to help ensure that your child is able to complete the remaining program requirements with as little disruption as possible.

3. Vehicle Safety & Compliance Services has been able to obtain some administrative records from the school.

(a) If the RMV is satisfied that your child has completed all of the state requirements, enclosed you will find a *Driver's Education Statement of Completion* issued by the Registrar. Your child will be eligible to take a road test. You will still be responsible for paying for the *Driver's Education Certificate*, road test and license fees to the RMV. In order to receive a *Driver's Education Certificate* you must mail a \$15 check or money order payable to the RMV and a copy of the *Driver's Education Statement of Completion* to:

**Registry of Motor Vehicles
Vehicle Safety & Compliance Services
P.O. Box 55892
Boston, MA 02205-5892**

Once you have received your *Driver's Education Certificate* you will be eligible to book a road test. To book a road test you must call 617-351-4500.

(b) If the RMV determines that your child has completed some of the classroom and/or on-road portions of the state requirements, enclosed you will find a *Driver's Education Statement of Partial Completion* crediting your child with the hours of completion that it is satisfied have been completed. The certificate will also indicate if a parent/guardian or designee has attended the required 2-hour parent class. You may present the *Driver's Education Statement of Partial Completion* to another licensed private driving school where your child can complete the remaining state requirements, and if necessary, a parent/guardian or designee may attend the parent class. You will be responsible for paying any fee due to the newly retained driving school for the completion of the state requirements. Be advised that it may be very difficult for the newly retained driving school to incorporate your child into the school's then current schedule and some delays may be anticipated. You will also be responsible for paying for the *Driver Education Certificate*, road test and license fees to the RMV. For a complete listing of licensed driving schools located in your area please visit the following link:

<http://www.mass.gov/rmv/driversed/selectschool.htm>

4. If you feel your child has not been credited for instruction that he/she has completed, you must provide records for the portion(s) of the driver's education program that your child has completed in order to be considered for such credit. You should make photocopies of any record(s) in your possession and retain the originals in a secure location. The records should show the dates of the classes attended and the dates and the type of on-road training that was provided (behind-the-wheel or as an observer). Do not alter or make any changes to the records in your possession. If the records themselves do not identify the name of your child and the name of Deluxe Driving School, write the information on a piece of paper and attach it to the copies of records that you file with the RMV. You can take the records to the Worcester RMV; Vehicle Safety & Compliance Services section or mail them to the RMV Headquarters in North Quincy. We will review the records and compare them with the records we have obtained from Deluxe Driving School. If you are mailing documents (legible photocopies only), use the following address:

**Registry of Motor Vehicles
Vehicle Safety & Compliance Services
P.O. Box 55892
Boston, MA 02205-5892**

Note: The RMV will not be able to provide credit for the completion of any portion of the driver education program unless the RMV is satisfied, from a review of credible records, that the student completed the specific requirement or requirements.

5. The Registry of Motor Vehicle does not receive any portion of the tuition fees charged by licensed driving schools. The RMV is not aware whether the school intends to, or has the ability to, make refunds to those students who have paid-in-full or paid a substantial portion of the tuition fee but will not be receiving all of the services which have been contracted. Professional driving schools are required to maintain a bond in order to provide reimbursement to students and/or parents in the event that the program ceases to function and fails to provide or complete instruction.

If you paid the school for instruction that you did not receive you may be eligible for restitution, please follow one of the two options below:

If you paid by cash, check or money order:

Make photocopies of any record(s) in your possession including receipts, enrollment agreements and/or price lists and retain the originals in a secure location. The records should show the amount and date of money paid (receipts, cancelled checks, etc.). If you paid by cash or money order and have no documentation of the transaction, please complete the enclosed Driver Education Statement of Payment form. All records should be forwarded to the address noted below.

If you paid by credit card:

Contact your credit card company immediately in writing to dispute the billing. Please see the Federal Trade Commission's web site at: <http://www.ftc.gov/bcp/edu/pubs/consumer/credit/cre16.shtm> for specific instructions and a sample letter for your convenience. If you possess an enrollment agreement or contract with Deluxe Driving School, it is recommended that you include a copy with your letter as evidence of the contract between you and the school; and, a copy of this bulletin as verification of the school's closure and subsequent breach of contract. *Students who obtain a reversal of credit card payments are not eligible for restitution through the bond.*

If your credit card company has denied your claim you must forward copies of any record(s) in your possession including receipts, enrollment agreements and/or price lists and a copy of the letter of denial from the credit card company that states they are refusing your claim under the [Fair Credit and Billing Act](#). The photocopied records should show the amount and date of money paid and should be forwarded to the address noted below. **IMPORTANT** - *Students who do not submit a letter of denial from the credit card company will not be eligible for restitution through the bond.*

The deadline for submittal of financial documentation to the Registry of Motor Vehicles is April 30, 2009. Please forward all financial documentation to the following address:

**Registry of Motor Vehicles
Vehicle Safety & Compliance Services
P.O. Box 55892
Boston, MA 02205-5892**

6. If the RMV requires additional information from individual claimants, such communications will occur via mail. Additional information regarding school closures can be found on the RMV website at the following link: <http://www.mass.gov/rmv/jol/schoolcloseupdates.html>. This section provides all bulletins mailed to parents and students regarding their schools closure, and the status of claims for restitutions against schools that have closed. Please note that the information provided on the website will be updated when, and only when, there is new information available. If there is no new information for a period of time, this simply means that stage of the claims process is not yet complete. The claims process may take several months, depending upon the number of claims received.

If you have any questions or concerns regarding this notification please contact Vehicle Safety & Compliance Services directly at 617-351-9345.