

## **Revised Duplicate Title Policy for EVR**

For security and legal purposes, the RMV must follow identification requirements for all paper applications for duplicate Certificates of Title being mailed to an alternate address.

When mailing to an alternate mailing address, a photocopy of the unexpired license or ID card must be collected. On EVR, only Massachusetts Driver's Licenses, Massachusetts ID cards, or Out of State Driver's Licenses are acceptable for individual owners or representatives of business owners. Out of State licenses must be front and back, color photocopies. Any Duplicate Title Applications for individual owners or business representatives with an ID card from Out of State or an Out of Country license must either be mailed into the Title Division or brought to a Service Center for processing. On EVR, you can accept an unexpired, Out of State ID card for a Power of Attorney or Personal Representative.

**NOTE: If a customer requests a Duplicate Title be mailed to the owner/lienholder address that is listed in ATLAS, a photocopy of a license/ID is not required. You will follow normal EVR Duplicate Title transaction procedure.**

**FOR INDIVIDUAL OWNER(S) OR BUSINESSES REQUESTING THAT A DUPLICATE TITLE BE MAILED TO ANY ADDRESS OTHER THAN THE ADDRESS OF THE LIENHOLDER OR OWNER ON RECORD:**

YOU WILL NEED THE FOLLOWING DOCUMENTS TO PROCESS ON EVR:

- Signed Duplicate Title Application by the owner(s) or business on record.
- Vehicle/Title Inquiry.
- Photocopy of unexpired Driver's License or Massachusetts ID card of the individual owner(s) or business representative.
- Any additional supporting documents required based on scenarios listed below.

**If an individual owner is requesting that their Duplicate Title be sent to any address other than the address of the lienholder or owner on record, you must follow the procedure below:**

- Collect and scan a photocopy of the individual owner's\* unexpired Driver's License or MA ID.
  - Per EVR policy, Out of State licenses must be front and back, color photocopies.
- Perform a Vehicle Inquiry/Title Inquiry from your EVR software and scan it into the transaction.
- Collect and scan the new Duplicate Title Application with all required signatures and first initial and last name of the Individual EVR Participant that processed the transaction written in the top right corner.
- Determine if there are any additional supporting documents that may be required

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for the Duplicate Title transaction and scan them into the transaction.

*\*If there are two owners, both owners' signatures are required on the Duplicate Title Application along with photocopies of both owners' unexpired drivers' licenses or MA IDs.*

If a Business is requesting that their Duplicate Title be sent to **any address other than the address of the lienholder or owner on record**, you must follow the procedure below:

- Collect and scan a photocopy of the unexpired Driver's License or MA ID of the Business Representative that is requesting the Duplicate Title on behalf of the business.
  - Per EVR policy, Out of State licenses must be front and back, color photocopies.
- Perform a Vehicle Inquiry/Title Inquiry from your EVR software and scan it into the transaction.
- Collect and scan the new Duplicate Title Application with the signature of the Business Representative and their position with the business (e.g., CEO, President, Office Manager) and first initial and last name of the Individual EVR Participant that processed the transaction written in the top right corner.
- Determine if there are any additional supporting documents that may be required for the Duplicate Title transaction and scan them into the transaction.

If only one of two owners on the vehicle record has signed the Duplicate Title Application and they are requesting that their Duplicate Title be sent to **any address other than the address of the lienholder or owner on record**, you must follow the procedure below:

- Collect and scan a photocopy of BOTH of the individual owners' unexpired Driver's Licenses or MA IDs.
  - Per EVR policy, Out of State licenses must be front and back, color photocopies.
- Perform a Vehicle Inquiry/Title Inquiry from your EVR software and scan it into the transaction.
- Collect and scan the executed Power of Attorney signed by the additional owner who has not signed the application.
- Collect and scan the new Duplicate Title Application with all required signatures and first initial and last name of the Individual EVR Participant that processed the transaction written in the top right corner.
- Determine if there are any additional supporting documents that may be required for the Duplicate Title transaction and scan them into the transaction.

If a Surviving Spouse is requesting that a Duplicate Title be sent to **any address other than the address of the lienholder or owner on record**, you must follow the procedure below:

- Collect and scan a photocopy of the Surviving Spouse's unexpired Driver's License or MA ID.
  - Per EVR policy, Out of State licenses must be front and back, color photocopies.
- Perform a Vehicle Inquiry/Title Inquiry from your EVR software and scan it into the transaction.
- Collect and scan a copy of the Death Certificate and the completed, applicable

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#### Surviving Spouse Application.

- Collect and scan the new Duplicate Title Application with all required signatures and first initial and last name of the Individual EVR Participant that processed the transaction written in the top right corner.
- Determine if there are any additional supporting documents that may be required for the Duplicate Title transaction and scan them into the transaction.

If a Personal Representative of a deceased person is requesting that a Duplicate Title be sent to **any address other than the address of the lienholder or owner on record**, you must follow the procedure below:

- Collect and scan a photocopy of the unexpired Driver's License or state issued ID of the Personal Representative(s) (e.g., Executor/Executrix)\*.
  - Per EVR policy, Out of State licenses must be front and back, color photocopies.
- Perform a Vehicle Inquiry/Title Inquiry from your EVR software and scan it into the transaction.
- Collect and scan the Probate Documents issued by the court.
- Collect and scan the new Duplicate Title Application with all required signatures and first initial and last name of the Individual EVR Participant that processed the transaction written in the top right corner.
- Determine if there are any additional supporting documents that may be required for the Duplicate Title transaction and scan them into the transaction.

***\*NOTE:** If there are multiple Personal Representatives listed on the probate documents issued by the court, all listed Personal Representatives' signatures are required on the Duplicate Title Application along with photocopies of all listed Personal Representatives' unexpired Driver's Licenses or state issued IDs.*

#### **FOR ANY NON-OWNER APPLICANT REQUESTING THAT A DUPLICATE TITLE BE MAILED TO ANY ADDRESS OTHER THAN THE ADDRESS OF THE LIENHOLDER OR OWNER ON RECORD:**

YOU WILL NEED THE FOLLOWING DOCUMENTS TO PROCESS ON EVR:

- Signed Duplicate Title Application by Power of Attorney (POA) for the individual owner or business on record. POA must be indicated after the signature on the application.
- Signed and executed Power of Attorney that includes the name of the owner(s) or business on record, date, signature of the owner(s) or business on record, name of the power of attorney agent, and signature of power of attorney agent.
- Photocopy of unexpired Driver's License or Massachusetts ID card of owner(s) or business representatives on record that issued the Power of Attorney.
- Photocopy of the unexpired Driver's License or state issued ID cards of the listed person(s) named as the Power(s) of Attorney.

If the applicant listed on and signing the application is anyone other than the owner(s) or representative types listed in the scenarios above and they are requesting that the Duplicate Title be mailed to **any address other than the address of the lienholder or owner on record**, you must follow the procedure below:

- Collect and scan a photocopy of the unexpired Driver's License or MA ID of the individual owner(s)\* or Business Representatives.
  - Per EVR policy, Out of State licenses must be front and back, color photocopies.
- Collect and scan a photocopy of the unexpired Driver's License or state issued ID of the listed person(s) named as Power(s) of Attorney.
  - Per EVR policy, Out of State licenses must be front and back, color photocopies.
- Perform a Vehicle Inquiry/Title Inquiry from your EVR software and scan it into the transaction.
- Collect and scan the Power of Attorney.
- Collect and scan the new Duplicate Title Application with the signature(s) of the listed Power(s) of Attorney notated as POA after their signature and first initial and last name of the Individual EVR Participant that processed the transaction written in the top right corner.
- Determine if there are any additional supporting documents that may be required for the Duplicate Title transaction and scan them into the transaction.

**\*NOTE:** If there is more than one owner on record, then a Power of Attorney is required for each owner as well as photocopies of each owner's unexpired Driver's License or MA ID.

### **New/Revised Applications**

To accommodate this policy, a new [Duplicate Title Application](#) (document TTL117) has been created. In addition, the form previously titled the Amend/Lienholder Maintenance/ Duplicate Title Application has been revised to remove the Duplicate Title option from it; it is now titled the Amend Title/Lienholder Maintenance Application (document TTL104).

Both applications are now available online at [Mass.gov/RMV](https://www.mass.gov/RMV).