



RMV Check Policy

Effective **July 1, 2021**, RMV employees will be prohibited from completing, altering, or filling out a check for any customer.

If a check is not entirely filled out, the RMV will process your applications, but cannot complete the transactions until full payment has been made. You will receive an email with a link to make payment online.

If you chose to leave a completed check when dropping off your transactions, we understand that fees may vary based on proration, penalties and interest, etc.. If the amount is not correct, the RMV has the ability to handle these situations in one of the following ways:

Check underpayments:

- For checks made out for less than the total amount due, the RMV will send an email to the customer, agent, runner, or dealership with a link to make payment online. Detailed step-by-step instructions on making an online payment can be found at: <https://www.mass.gov/doc/making-an-email-initiated-payment/download>

Check overpayments by \$5 or less:

- A Small Balance Adjustment will be added to the customer's account. If you request this money to be returned, a rebate check will be sent.

Check overpayments by \$5 or more:

- A rebate will be issued to whomever provided the check.

No change will ever be given directly to the customer, runner, agent, or dealership.

Questions?

Please contact the Manager of the Service Center where you dropped off the transaction.

Your cooperation is appreciated!