



Approval Process for Electronic Insurance Stamps and RMV Forms



T21838-0114

Massachusetts has a process for insurance companies, which have been approved to write in Massachusetts, to produce an electronic signature and insurance certification stamp for their customers' registration applications. Below are guidelines to help you with the approval process for implementing an electronic signature and insurance certification stamp for your customer's RMV forms, as well as some information regarding the correct form to use for each type of transaction.

Electronic Insurance Stamp / Signature Approval Process

In September 2008, the Registry of Motor Vehicles approved insurance companies to issue RMV-1 and RMV-3 forms with an electronic insurance stamp. This will enable your customers to download and print completed RMV-1 and RMV-3 forms from your website or email. The approval process is as follows:

- Create an electronic version of the RMV form(s) or download the current RMV form(s) from the RMV website at: <http://www.massrmv.com/rmv/forms/registration.htm>
- Create an electronic stamp/signature
- Create instructions for your customer on printing and signing the form(s)
- E-mail the completed form(s) and instructions to: elizabeth.rizzuto@state.ma.us
- Send the hard copy(ies) in the mail to:
Elizabeth Rizzuto
25 Newport Ave Ext
Quincy, Ma 02171

The RMV must approve all electronically generated forms and insurance stamps prior to implementation.

Creating RMV Forms

When replicating any Registry of Motor Vehicles form(s), please keep in mind:

- The form(s) must be an exact replica of the current RMV form(s), including scaling size on the page.
- Instructions created for your customer must indicate reasons the form may be rejected by the RMV, such as:
 - The form is not printed on 8 ½ x 11 white paper
 - The form is printed on color paper
 - The form is printed on card stock
 - The form is not signed in the appropriate places by the registered owner(s)
 - The form is not legible due to ink smears or low toner marks
 - The RMV1 form is not the required 2 page document

Insurance Stamp Policy and Stamp Samples

Insurance companies have the option of using a rubber stamp or an electronic insurance stamp. Whichever stamp is used, it must meet all the following criteria:

- Must have insurance company name printed on the stamp horizontally
- Must include the agency name, company representative's name, location, or producer code printed horizontally (when applicable)
- Must have the three digit insurance company code printed on the stamp vertically
- Must have the authorized representative's signature line printed horizontally at the bottom of the stamp. This must have the **WRITTEN (original) signature** of the authorized representative. A stamped signature is not allowed. Any document bearing a stamped signature must be rejected (**Rubber Stamp Only**).
- Must fit within the appropriate boxes on all Registry forms (RMV-1, RMV-2, RMV-3). The applicable size to fit all documents is 5/8 X 2 5/8 wide.
- All electronic stamps must have prior approval by the RMV before use.

Insurance stamp samples:

THE COMMERCE INSURANCE COMPANY
DOWLING & O'NEIL
INSURANCE AGENCY INC # J45
BY Adam Smith 279

AMICA MUTUAL INSURANCE COMPANY
BY John Adams 354
PRODUCER # 123456

USAA CASUALTY INSURANCE COMPANY
TEXAS
BY MC Nolen 943

Use of RMV Forms

RMV-1

RMV-1 forms are used to process the following types of transactions:

- Registration Only (RO)
- Registration Transfer (RX)
- Registration and Title (RT)
- Title Only (TO)
- Salvage Title (ST)
- Summer/Winter Swap (SW)
- Title Add Registration (TAR)
- Surviving Spouse (SS)

RMV-2

RMV-2 forms are used to process registration renewals. These forms are mailed to customers 6-8 weeks prior to expiration.

The RMV-2 indicates if an insurance stamp is required. If you see "INS STAMP REQUIRED" on the bottom right hand corner of the RMV-2 form, the form requires a stamp. Otherwise, the message will say "NO INS STAMP REQUIRED".

RMV-3

RMV-3 forms are used to process the following types of transactions:

- Change of Insurance Company
- Insurance or registration re-instatement
- SWAP to a different plate number or plate type
- Renew/Swap to a different plate number or plate type less than 6 months before expiration
- Amendment (if info on current registration needs to be amended)
- Renewals (if customer did not receive RMV-2 by mail or if the renewal received was incorrect)

Contact information

If you have any additional questions, please contact:

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Registration Manager
Registry of Motor Vehicles

elizabeth.rizzuto@state.ma.us