

B. RMV Customer Services

In addition to the full service and limited service RMV Service Centers listed in this appendix, the RMV provides two excellent information resources to help serve you better: its Contact Center and website.

Customer Contact Center

Recorded RMV information is available 24 hours a day. Information is available on licensing, registrations, titles, suspensions, medical affairs, and RMV locations. Between 9 a.m. and 5 p.m., Monday through Friday, you can speak to an RMV Representative 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
 - Paying license suspension reinstatement fees
 - Ordering a duplicate vehicle registration

**RMV Contact Center: 857-368-8000 (from the 339/617/781/857 MA area codes or from outside of MA)
800-858-3926 (from all other MA area codes) or email AskRMV@state.ma.us
The deaf and hard of hearing can call toll free at 877-RMV-TTDD (1-877-768-8833).**

Contact Center Hours: 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. You can pre-stage certain permit/license/ID card transactions (using the "Get Ready" feature), schedule a road test, pay your road test/license fees, renew your Class D or Class M license, renew your Massachusetts ID 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 your address, order a duplicate driver's license or Mass ID, order a duplicate title, download forms, verify the issuance of a driver's education certificate, check the status of a registration or title, check wait times for any RMV Service Center, change your organ donor status, and cancel plates. Online transactions can be paid for using a MasterCard, Visa, Discover, or American Express card. General information is also available on most Registry topics.

Checklists for common service center transactions are also available on the website. They list the requirements and documentation you will need to successfully complete your transaction at a service center.

1-866-MASSRMV

Customers wishing to renew their registration, book a Class D road test, or check RMV Service Center wait times can do so by calling our automated number: 1-866-MASSRMV.

Warning of Unofficial Websites Mimicking the Massachusetts RMV Website

Massachusetts residents looking for the RMV (Registry of Motor Vehicles) website or trying to do RMV transactions online should make sure they are using the “official” RMV website at www.mass.gov/rmv.

Several similar-looking, third-party websites, not connected with the RMV, have fooled RMV customers by seeming to offer RMV services and/or RMV information. These “mimic” sites are often reached by customers using online search engines. **DO NOT BE FOOLED!** RMV customers should be extra careful and avoid any “mimic” websites that charge fees to perform RMV services online or to provide basic RMV information or forms. Some of these websites may even contain printed disclaimers of a connection to the RMV on their site.

It is also smart to avoid any site that uses the phrase “Department of Motor Vehicles” or the letters “DMV”. That phrase and the abbreviation “DMV” are **NOT** used in relation to the Registry of Motor Vehicles in Massachusetts. Remember: www.mass.gov/rmv.

If you rely on any driver license or motor vehicle-related information these websites provide, access any services they claim to offer, or pay a fee to them for an alleged “service” (whether online or by mail), **you are doing so at your own peril.** The information they provide may not be correct and your personal and financial information may not be safe in the hands of the operators of these “mimic” websites.

The RMV is proud of the fact that its customers can perform at least 28 different transactions safely and securely on the “official” RMV website and can also obtain much invaluable “free” information. For example, all of the information from the current RMV “Driver’s Manual” is available for free (a \$5 value) just by clicking on and opening the online version from “Forms and Manuals” rather than buying a copy.

And, the RMV’s “site policies” (located at the bottom of RMV web pages) explain how the RMV uses and protects your personal and financial information when you provide it to the RMV. Please note that the **RMV cannot be responsible** for the content or actions taken by third-party “mimic” websites.