



Request to Disable Online “myRMV” Account

Enforcement Services Department • P.O. Box 55889, Boston, MA 02205-5889

A. Requirements and Instructions

Instructions:

Submit this form by fax at 857-368-0649 or email it to enforcementservices@dot.state.ma.us. You can also mail it to: Registry of Motor Vehicles, Enforcement Services, P.O. Box 55889, Boston, MA 02205-5889.

B. Applicant Information

Last Name		First Name		Middle Initial	Suffix
Address					
Street		City	State	Zip Code	
Date of Birth (MM/DD/YYYY)	Email			Permit/License/ID #	
Phone Number		<input type="checkbox"/> Mobile	<input type="checkbox"/> Home	If Mobile Phone, Carrier/Country	

C. Certification and Signatures

I, _____, am requesting that the Registry of Motor Vehicles disable access to my online account. I am requesting the deactivation of my online “myRMV” presence due to *(check all that apply)*:

- ☐ Known fraud against my identity
- ☐ Suspected fraud against my identity
- ☐ I have been advised by the RMV that someone may have/has my personal information
- ☐ I have been advised by a financial institution that someone may have/has my personal information
- ☐ I lost my wallet and am concerned my identity may be compromised

I understand and consent that by submitting this form the RMV will take the following action:

- Disable all online activity related to my license/ID card and motor vehicle registration(s)
- Add an internal system indicator to identify me as a victim of fraud
- Include a copy of this request with your internal RMV records

I acknowledge that by signing and submitting this form, I will not be able to perform online transactions at Mass.Gov/RMV, such as renewing a motor vehicle registration or license/ID, and that I must visit the RMV in person to conduct business.

The RMV further advises me of the following identity protection options that are available *(please initial next to each item)*:

- ____ I am aware that I may visit, and have been strongly encouraged to do so, an RMV Service Center for a new state assigned driver's license number. A state assigned number is unique to me and should be protected like a Social Security Number. Identity thieves are increasingly interested in using driver's licenses and ID numbers to further substantiate their use of my identity.
- ____ I am advised that I should file a police report in the city/town where I reside. I understand that this will help protect my identity and be useful to police so they can monitor possible fraud patterns in my neighborhood.
- ____ I am advised that I may seek a credit freeze with the major credit bureaus. *(Details on how to accomplish this are included on the reverse of this form.)*

Should I wish to reactivate my online RMV account in the future, I understand that I must visit an RMV Service Center and make this request in person.

Signature: _____ Date: _____

D. How to Request a Security Freeze on Credit Reports

You may place a security freeze on your credit reports, free of charge. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. However, please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing, or other services. Under federal law, you cannot be charged to place, lift, or remove a security freeze.

You must place your request for a freeze with each of the 3 major consumer reporting agencies: Equifax (www.equifax.com); Experian (www.experian.com); and TransUnion (www.transunion.com). To place a security freeze on your credit report, you may send a written request by regular, certified, or overnight mail to the addresses below. You may also place a security freeze through each of the consumer reporting agencies' websites or over the phone, using the contact information below:

Equifax Security Freeze

P.O. Box 105788

Atlanta, GA 30348

1-800-349-9960

<https://www.equifax.com/personal/credit-report-services/>

Experian Security Freeze

P.O. Box 9554

Allen, TX 75013

1-888-397-3742

<https://www.experian.com/freeze/center.html>

TransUnion Security Freeze

P.O. Box 160

Woodlyn, PA 19094

1-888-909-8872

<https://www.transunion.com/credit-freeze>

In order to request a security freeze, you will need to provide some or all of the following information to the credit reporting agency, depending on whether you do so online, by phone, or by mail:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.)
2. Social Security Number
3. Date of birth
4. If you have moved in the past 5 years, the addresses where you have lived over the prior 5 years
5. Proof of current address, such as a current utility bill, telephone bill, rental agreement, or deed
6. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.)
7. Social Security Card, pay stub, or W2
8. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft

The credit reporting agencies have up to 3 business days after receiving your request to place a security freeze on your credit report, based upon the method of your request. The credit bureaus must also send written confirmation to you within 5 business days and provide you with a unique personal identification number (PIN) or password (or both) that can be used by you to authorize the removal or lifting of the security freeze. It is important to maintain this PIN/password in a secure place, as you will need it to lift or remove the security freeze.