



2008 State of Indiana registration renewals situation

Jan-17-2008

In the past, the Indiana Bureau of Motor Vehicles sent renewal applications to PHH in the month of December, and we sent them on to your drivers or designated contacts. This year Indiana sent us a report rather than individual renewal applications; therefore we have nothing to forward. The Indiana BMV has no plans to print individual renewal applications.

This means we will need to use the following procedures for your drivers' registration renewals in the state of Indiana:

Vehicles on the PHH Registration Renewal Program

Your drivers' registration renewals are being processed, and new stickers and registration will be mailed to them. Due to Indiana system issues, most registration cards and stickers will not be mailed until the last week in January. We have been in contact with the Commissioner and the Director of Registration at the Indiana BMV regarding the length of time it is taking to renew our registrations.

Vehicles not on the PHH Registration Renewal Program

PHH is sending Power of Attorneys and "reminder" letters notifying drivers they must update their registrations, even if they don't have a registration renewal application in hand. If PHH does not have the expiration date in our system, we will not be able to mail the letter. Please tell your drivers that, if they don't receive these documents, but need a power of attorney to renew their registration that expires on January 31, 2008, they should call their designated 800# or (410) 771-2531 to speak to a member of our Title Phone Team.

In addition, we have some news about new registrations in Indiana. In the past, PHH was required to provide the driver's address for title and registration purposes. This requirement has changed. Beginning January 1, 2008, PHH will no longer use the driver's address for title and registration purposes. Instead, all correspondence from the DMV, counties and violation facilities will be received by PHH, and distributed as necessary.

Should you have any questions, please contact your PHH account team.