

DEPARTMENT OF MOTOR VEHICLESREGISTRATION OPERATIONS DIVISION
P.O. BOX 825393
SACRAMENTO, CA 94232-5393

Date: June 8, 2021

To: Business Partner Automation (BPA) First Line Service Providers and First Line Business Partner

From: Virginia Vu, BPA Program Administrator

Subject: BPA Participant Responsibilities

The Department of Motor Vehicles appreciates the partnership with organizations like yours. Today we are taking this opportunity to remind our business partners they are to ONLY OFFER vehicle registration services. Any support provided that is not specific to vehicle registration is not allowed.

As a trusted DMV business partner, you are to avoid giving assistance with other DMV activities, such as driver's license (DL) transactions. Since DL activity contains sensitive customer information, you must refrain from answering any DL-related questions from your customers. Any activity outside vehicle registration assistance may be deemed a liability, and business partners may be held responsible for any errors made in a DL transaction.

BPA's Can

- Provide vehicle registration clarification
- Process vehicle registration transactions
- Refer customers to DMV including
 - DMV Phone Number: (800) 777-0133
 - DMV Website: <https://www.dmv.ca.gov>

BPA's Cannot

- Assist customers with creating or updating an account on the DMV website
- Assist customers with DL questions or transaction support
- Translate any DL content

Driver's license information is available to your customers on the DMV website and over the phone at (800) 777-0133.

DMV prides itself on protecting personal information and respecting customers' private information. Please relay the above information to second line business partners immediately and incorporate this information in the training materials.

Sincerely,

Virginia Vu

VIRGINIA VU, Program Administrator
Business Partner Automation