



Bureau of Motor Vehicles
100 North Senate Avenue
Indianapolis, IN 46204
(888) 692-6841

Memo

To: Dealer Customers
From: Ron Hendrickson, Deputy Commissioner
Date: September 14, 2012
Re: Title Process

Over the past few years, the BMV has implemented several different processes for dealer title service in an attempt to find a system that was efficient, timely and cost effective for both the dealer and the agency. Our goal of assisting the individual customer with overall branch visit times of less than 15 minutes must also include how we can enhance the commerce aspect of our corporate customers such as you.

With this philosophy in mind, we will be adopting the following rules for dealer title processing in branches, effective October 1, 2012:

- All titles brought to the branch will be processed within three (3) business days.
 - Knowing the three day turnaround time will allow our dealer customers to plan appropriately.
 - Titles with corresponding registrations will be processed while you wait.
- If the branch has available resources at the time the title(s) is/are dropped off, branch management has the authority to process as many dealer titles as resources permit while you are in the branch. Please note, this may result in some titles being processed immediately, while others will be subject to the three day turnaround time
- “Premium” services providing enhanced/immediate title processing services tailored for dealers are available through our BMV Certified Partners, located throughout the state. These partners are listed on the myBMV.com website.

We are confident that this new process and options available to you will provide more flexibility, consistency and dependability in meeting your titling needs. Thank you for your cooperation in this matter.

Current BMV Certified Partners

(Additional Convenience Fees Apply)

Computerized Vehicle Registration (CVR)

cvrweb.com/Indiana

3665 Priority Way South Drive, Indianapolis, IN 46240

Phone: 800-333-6995

DealerTrack

dealertrack.com/rt

5907 Covington Road, Unit C, Fort Wayne, IN 46804

Phone: 800-876-2312

Diversified Vehicle Services, Inc. (DVS)

diversifiedvehicleservices.com

1919 South Post Road Suite B, Indianapolis IN 46239

Phone: 877-387-4639

Email: titles@godvs.com

Envirotest Systems Corp.

1171 Breuckman Dr. Suite B, Crown Point, IN 46307

Phone: 219-661-8220

<http://www.etrindiana.com/about>

Express Motor Vehicle Administration Corporation

Expressmva.com

3960 Southeastern Avenue, Indianapolis IN 46203

Phone: 317-322-0020

Email: Znewsom@expressmva.com

AAA Hoosier Motor Club

<http://www.aaahoosier.com/membership/bmvnew.htm?zip=46204&devicecd=PC>

Refer to the BMV website www.in.gov/bmv for branch locations and contact information.