



HOLLI SULLIVAN
Secretary of State

Secretary of State
State of Indiana
Auto Dealer Services Division

RACHAEL EHLICH
Division Director

Suggestions for Title Delivery

We understand that getting title timely delivered during this pandemic can feel like a challenge. We appreciate your diligent work on behalf of your customers and your desire to do things by-the-book. To that end, we have assembled all the guidance we can offer on how to navigate these unusual times.

Please remember that our office cannot check on the status of a particular title transaction. Nor are we able to act as a substitute for contacting the BMV. We appreciate that the heavy call volume they are experiencing means that getting an answer can take significantly longer than it used to, but title transactions remain their domain. We do try to keep open lines of communication with BMV and share any guidance they offer, but we can only be messengers.

1. Understand the title delivery deadline

Generally, our office will consider a title to be timely delivered in the following instances:

- Title was hand-delivered to the consumer within 31 days and the customer acknowledged receipt
- Title was mailed to the consumer before 31 days and there is documentation of timely mailing (certified mail, tracking, etc.)
- Title application was completely and accurately submitted to BMV before 31 days and there is documentation of timely submission (certified mail, tracking, title application receipt, etc.)

2. Understand online options

- Customers are able to apply for registration before the title is printed and mailed.
 - Once the title is processed by BMV, registration can be completed online or a branch.
 - As soon as the title to their new vehicle is listed on a customer's myBMV.com file they can move forward with registration.
 - The BMV recommends that you encourage customers to create an account at myBMV.com and check back regularly to see when a title has been processed. This could save your customers a week or more of time.

3. Use a full or partial service provider authorized through BMV.

- They typically have a faster turnaround time than BMV.
- These providers do charge a fee for services.
- Information on these services is available on [BMV's website](#).

4. Keep documentation



HOLLI SULLIVAN
Secretary of State

Secretary of State
State of Indiana
Auto Dealer Services Division

RACHAEL EHLICH
Division Director

- Keep ample documentation of your efforts to get title timely delivered including communication with BMV, USPS, 3rd party vendors etc... (emails or other trackable documentation)
- 5. Try to address issues before they happen**
- Do not display a car for sale if you don't have the title.
- 6. Check our website**
- Any and all guidance we receive from BMV will be posted there.

BMV Contact Center: 888-692-6841 or bmvtitlesandreg@bmv.in.gov