



SECRETARY OF STATE
STATE OF INDIANA

AUTO DEALER SERVICES DIVISION

CONNIE LAWSON
SECRETARY OF STATE

RACHAEL EHLICH
DIRECTOR

March 20, 2020

To: All Licensed Dealers
RE: Offsite Sales/Concierge Services

The Indiana Secretary of State—Auto Dealer Services Division (the “Division”) is monitoring how COVID-19 may be impacting dealer operations throughout the state. As a result, the Division has observed that some dealerships and manufacturers are moving toward concierge services. These services include dealerships that are arranging to take vehicles to consumers’ homes so they can test drive vehicles and finalize paperwork at a customer’s home. In general, test drives should originate, and paperwork should be signed, from the dealer’s licensed location.

In light of COVID-19, however, the Division understands that dealerships may want to take precautions that include limiting the number of customer interactions at the dealership. Therefore, the Division shall exercise its discretion when enforcing its offsite sales regulations and will allow more flexibility in how dealerships arrange test drives and finalize paperwork. All vehicles shall still be displayed for sale at the dealership’s licensed location. Should there be specific questions about your dealership’s operations please feel free to reach out to the Division at legal@sos.in.gov or by calling your local examiner (your local examiner can be found [here](#)).

It is also important to emphasize that online transactions can be conducted in compliance with the Division’s regulations. A customer can sign paperwork at their home and can email the paperwork to the dealership, or third-party applications can be used to pass documents between dealership and customer. The vehicle can then be delivered to the consumer’s home so long as they have agreed to home delivery.

The Division is committed to working with the dealer community while the state responds to COVID-19.

Indiana Secretary of State Connie Lawson
Auto Dealer Services Division