

Frequently Asked Questions

What is BMV Connect?

BMV Connect is a new concept in customer service which gives Hoosiers the option to visit a BMV branch any time of the day to complete routine transactions. The Pine Valley BMV Connect consists of four 24-hour secure self-service terminals, where customers can conduct multiple BMV transactions.

What transactions can be completed at BMV Connect?

Customers can complete the following transactions:

- Vehicle registration renewal
- Duplicate registration
- Driver's license renewal
- Duplicate driver's license
- Official driver record
- Reinstatement fee payment
- Email address update
- Mailing address update
- Duplicate title

Is it really open 24-hours?

Yes. BMV Connect is open and security cameras are in operation 24-hours a day, seven days a week. The facility is also staffed to provide technical support during branch hours.

What if a transaction requires payment?

Customers can pay at the self-service terminal using cash, debit, or credit card.

What else is available at BMV Connect?

The BMV Connect Center also has two Interactive Information Centers. These Interactive Information Centers are easy-to-use touch screens with BMV information to help make completing a transaction as simple as possible.

Why did you create BMV Connect?

The BMV is dedicated to engaging our customers and offering innovative ways to conduct business. Many Hoosiers are unable to visit a BMV branch during normal business hours and others are not able to utilize the agency's online services. We wanted Hoosiers to have the option to visit a BMV branch any time of the day to complete a routine transaction.

Are there plans for more BMV Connect locations?

The BMV hopes to open more BMV Connect Centers, with dates and locations to be chosen in the future. All current 24-hour kiosks located throughout the state are able to complete the same transactions as the BMV Connect service terminals. Please see our website myBMV.com for kiosk locations throughout the state.