
Introduction

Acknowledgments

The Massachusetts Association of Insurance Agents (MAIA) is delighted to present this Independent Agency Registry of Motor Vehicles Procedures Manual.

This Manual is the result of hundreds of hours of work on behalf of MAIA's Registry Committee and Staff; however, it would not be possible without the assistance of Registry personnel too numerous to mention. We offer sincere thanks to the Registry for their support and assistance.

Every effort has been made to assure the accuracy of this manual. It should be noted, however, that many Registry procedures continue to change. We at MAIA pledge to continue to work closely with the latest information on Registry procedures and to help the Registry improve service to the public, the insurance industry, and runners.

January 2020

RMV Mail

If you need to send mail correspondence to the MA RMV, please use the table below to find the required RMV Department and Box #. Please insert that information in the address below:

Registry of Motor Vehicles
 (Department Name)
 (Box #)
 Boston, MA (Zip Code)

Department	Box #	Zip Code
General Mail	55889	02205-5889
Mail in Registration	55891	02205-5891
Vehicle Inspections	55892	02205-5892
Merit Rating - Police Copies	55893	02205-5893
Merit Rating - Citations	55890	02205-5890
Merit Rating - Hearings	55894	02205-5894
Special Plates - IRP	55895	02205-5895
Title Department - Returns	55885	02205-5885
Driver Control Suspension Certified	55896	02205-5896
Dealer Repair	55897	02205-5897
Merit Rating - Warnings	55898	02205-5898

For any Departments not covered above, please use the General Mail Department Box.

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RMV Court Records Department

The RMV Court Records Department is located in the RMV's Boston (Haymarket) branch.

Address:

RMV Boston (Haymarket) Branch
136 Blackstone Street
Boston, MA 02116

Phone: 857-368-8195

Fax: 857-368-0022

Mail for the Court Records Department should to be sent to the existing P.O. Box:

RMV Court Records Department
P.O. Box 55896
Boston, MA 02205

Customers generally contact the Court Records Department for issues related to obtaining Driving Histories and Driving Records. These documents can be obtained either by visiting the Court Records Department in person, OR by contacting them by mail or phone. It is the customer's decision how they choose to contact Court Records.

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RMV System Access Times

The RMV has updated the hours you have access to RMV system (ALARS). The RMV has been asked to provide Sunday access for insurance agency users that access the RMV via the VPN (Junos Pulse).

Effective immediately, you will be able to access RMV during the Sunday hours listed below:

RMV System Availability Hours	
Monday - Friday	6:30 am to 9:30 pm
Saturday	6:30 am to 6:15 pm
Sunday	9:00 am to 1:00 pm

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Headquarters - Quincy Mail Address/Administrative Office: 25 Newport Avenue Extension, Quincy, MA 02171-1748 Registrar's Office (857) 368-8000 All numbers below preceded by (857) 368 - (unless otherwise indicated)		
Department	Phone Number	Fax Number
Accident Report	8109	0811
Agent Hotline	8080	
Auto Theft	8060	0818
Board of Appeals	617-521-7794	
Boat Registration/ Environmental Police	617-626-1610	617-626-1630
Cashier License/Registration	8327/8395	0010
CMVI (Hearing/Late Fees)	8280	
Court Records	8195	0022
Customer Assistance	8000	0812/0813/0804
Dealer Reassignment Form	MUST FAX FORM	617-351-9539
Driver Licensing	8110	0820
Electronic Vehicle Registration (EVR)	8145	0821
Emissions/Inspection	8130	
FID Department		0822
Hearings (License)	8300	
I Pay Tax	8099	
Interlock Dept. (IID)	7180	
IRP Department	8120	0824
IS Security	7930	0805
Legal Department	617-973-7203	
MDC Parking Ticket	617-626-1418	
Mail In Registration	8040	
Medical Affairs	8020	0802
Handicap Plates/Placards	8020	
Merit Rating Board	8100	0810

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Department	Phone Number	Fax Number
RMV General (Phone Center) Numbers	<ul style="list-style-type: none"> • 857-368-8000 (from the 339/617/781/857 MA area codes or from outside of MA) • 800-858-3926 (from all other MA area codes) • 877-768-8833 (for the hearing-impaired) 	
Section 5	8030	
Special Plates	8031	0821
Title Department	8050	0827
TTD (Customer Assistance Bureau)	877-768-8833	
TDD (Medical Affairs - Washington Street)	617-723-3671	
TDD (Merit Rating Board)	0806	
Vehicle Inspection (I/M)	8130	0816/0817
RMV Web site http://www.mass.gov/rmv		

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