

From: Office of the Governor Site Support
Sent: 4/23/2015 11:54:53 AM
To: Haley, Nikki
Cc:
Subject: Former SC resident/Disgruntled DMV customer

Title: Mrs.
First Name: Julie
Middle Initial:
Last Name: Knehans
Suffix:
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City: Centertown
State: MO
Zip: 65023
Phone: 573-584-4110

Email: julie.knehans@lashgroup.com

Affiliation: Other

Message:

Good morning Ms. Haley and fellow ABATE member,

I am sending this message to you this morning humbly requesting any assistance you may offer and possibly even help future DMV customers such as myself and my spouse.

In May 2014 my husband and I moved from SC back home to MO, bringing both of our SC licensed motorcycles with us. You do need to know that my husband worked on pipeline and traveled extensively (the reason I wanted to move back home)so when we moved back, the motorcycles were basically put in storage and have been there and still are. However, we did carry insurance on them until 2/9/2015. The plates from SC expired in June of 2014. We did put the motorcycles on our MO property tax list in 2014 AND did get them inspected, but did not license them.

Here is my current issue with the SC DMV: I received a letter from my current car insurance saying they were going to drop me because my husband's driver's license is suspended. I had NO IDEA this had happened. Apparently, it has been suspended since June of 2014 because we did not renew our plates. We did NOT receive anything from them; not a letter, a call..nothing. So, I called and spoke with a very nice lady named Charlene and explained. I told her that I could send her a copy of the MO property tax showing we had switched it over, a copy of the MO inspection all from 2014, AND proof that we have had insurance on them. She said send it in and I will get with management to see what we can do. I faxed all the info to her right away.

I received a call this morning from Charlene saying that the issue has gone to Sonya Burrell (spelling?) the head of financial review with DMV and they refuse to give any consideration. They insist that we pay \$400 in fines/fees.

Because of all of this, my husband, who was laid off from pipeline, has been denied several jobs (now we realize because when they checked DMV his license is suspended).

I don't know if you can do anything to help me with getting these fees reduced or completely terminated, but I can tell you that my experience with SC DMV from the time I moved there until the time we left, was absolutely HORRIFIC. I am asking for you to help me with this situation; but I am also asking you to look into the way things are done with that department.

Thank you in advance for your time and any consideration you can offer. And I do miss the