

From: Starnes, Kimberly W.
To: Adams, Marcia S <Marcia.Adams@SCDMV.net>
Date: 5/7/2004 11:33:55 AM
Subject: Title

Marcia,

I just wanted to let you know that a customer may contact you concerning a title that she is trying to get fixed. The title is in Fontella Yvonne Martin (customer #24470379) The problem is not with the owner, but with the lienholder. When the Form 400 was done, the lienholder was suppose to be Larry D Durham Sr. or Madaline Durham.

Well, the system is not set up to record an individual lienholder as 2 names. If you try, the system will print the lienholder like this 1st lienholder Larry D. Durham SR, then when you add the next name it prints out with the 2nd lienholders name, which would be the wife.

The lady is complaining because she wants the lienholder listed as (or) with both of the names as the first lienholder. She says if something were to happen the 1st lienholder would have priority over the 2nd. The couple is husband and wife.

I spoke with the help desk. I also spoke with Geneva Adams and Beth Grant. They say right now it can't be done like that. I understand what the customer means and why she wants it to be that way, but I did not know anything else to tell her. She said she was going to contact the Director.

Give me a call if you need to.

Thanks,
Kim Starnes