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Date: 8/17/2001 10:06:28 AM
Subject: RE: Meeting with Ms. Janet Yuen and Ms. Dianne C. Brown

Rachel, thank you for meeting with Ms. Brown and Ms Yuen. I look forward to working with you and Zenda to address their many concerns.

-----Original Message-----

From: Erwin, Rachel D.
Sent: Thursday, August 16, 2001 3:43 PM
To: Doerring, Lora Lee; McWhorter, Laurence S.; Burgis, David; Gaulden, Sidney L.
Cc: 'Mark Sweatman'; Leaks, Zenda S.
Subject: Meeting with Ms. Janet Yuen and Ms. Dianne C. Brown

At the request of Mark Sweatman of the Governor's Office, Zenda and I met with Ms. Yuen and Ms. Brown on Tuesday to hear concerns they have with DMV and the Expedite Fee passed by the General Assembly this past Legislative Session. Ms. Yuen and Ms. Brown both operate Title Services. Ms. Yuen is a former DMV employee. Each lady relayed some general concerns and are going to forward a list to us of specific problems they have with the Expedite Fee and how it is being handled. However, I have outlined below some general concerns they conveyed during our meeting. I explained to Ms. Yuen and Ms. Brown that I would relay these concerns to Headquarters and DMV and further explained that a decision to change our administration of this fee or other policies within DMV would have to come from Headquarters.

1. They basically believe it is unfair to charge the fee since it is ultimately passed on to the consumer. And in the same token, they believe that if the fee is to be charged, individuals should have to pay the same fee for services within 72 hours since it is the same transaction that is being processed.
2. They are also frustrated because in their experience, the procedures for what is and is not subject to the expedite fee changes from day to day. This makes it difficult for them to explain to their customers why their bills differ on a daily basis for the same transactions. They also stated that the constant changes in the administration of the fee make it difficult for the clerks in the field offices to know which transactions to charge the fee on and which ones are not subject to the fee. According to Ms. Yuen and Ms. Brown, this results in different fee for the same transactions depending on which clerk you get.
3. Ms. Brown also indicated that when she submits paperwork without the Expedite Fee, that her paperwork is being held. She stated that she understands that clerks have been told to hold for 10 days the paperwork for transactions that are not being expedited before the paperwork is processed.
4. Both ladies indicated they cannot get receipts for the expedite fee. They stated they are given a receipt for the regular fee and then the clerk fills out a form for the expedite fee. They have concerns because they don't believe they have anything reliable they can turn in to their customers to show they have paid this expedite fee. Additionally, they believe this is a problem for DPS since the forms that record the receipt for the expedite fee are not numbered and therefore cannot easily be audited.
5. They also have concerns about their ability to have the \$20 expedite fee returned when they receive the information and it is incorrect.
6. Finally, they have a problem with DMV's recent decision to limit commercial customers to 3 transactions a day. They believe that as long as they leave the counter and go back to the end of the line, they should be able to do as many transactions as they can do in a day; especially if they are paying a \$20 expedite fee for each transaction.

As I explained, Ms. Yuen and Ms. Brown are going to forward to me specific examples of problems with the administration of the new expedite fee. I thought I would go ahead and forward to you a copy of their general concerns. If there is any information I can convey to Ms. Yuen and Ms. Brown based on these general concerns, please let me know.