

Mr. Leslie A. Crawford
110 Shipyard Circle
Anderson, SC 29621
July 24, 2015

Mike Newman
Director of Customer Service
SCDMV
PO Box 1498
10311 Wilson Blvd
Blythewood, SC 29016

Dear Mike Newman:

This letter is to complain about service I recently received from the SCDMV regarding obtaining a duplicate title. I have been attempting to obtain a duplicate title since March of 2015 after I paid off a promissory note to a private individual. Please allow me to illustrate the issue(s) that I have encountered since March 2015.

First, I went to your department's website to procure the proper documents, which were the Form 400 and the lien release form. When I mailed these documents in, with a notarized copy of the "PAID IN FULL" promissory note, the application was rejected because the lien release form was obsolete. Why this document was still on the website is the first bit of incompetence I encountered.

Secondly, when I resubmitted the application again, without the obsolete form, the application was processed and approved and a title was mailed. However, that title was lost in the mail and never returned to the DMV. I was instructed to resubmit form 400 and the notarized promissory again.

Third, after I performed this task, the application was again rejected because there was no lien release form. I had already been told this form was obsolete, and a title had been dispatched from the previous application, so why was this necessary again? I called the DMV office in Columbia to inquire and they instructed me to go to a local DMV branch with the notarized promissory note and form 400, and they would be able to print a title for me on the spot. When I went to the Belton branch this morning, July 24th, my application was again denied because I did not have a lien release form. Sir, I am beyond frustrated with this process and the gross incompetence of your employees.

Mike Newman

July 24, 2015

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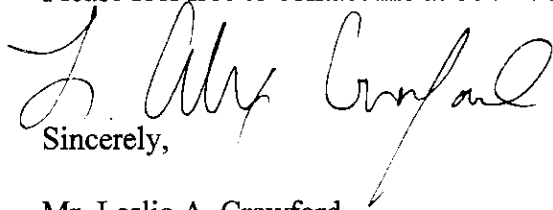
The branch manager was very rude to me, although he did offer to call on my behalf about accepting the "PAID IN FULL" promissory note to inquire if he could accept that as proof of lien release.

Sir, I am so disgusted with the level of service of your department and the sheer incompetence of the people who work under you. No one seems to know the right way to go about this simple process and quite frankly I have zero faith in their abilities to complete this task in the future, should I need it again.

By the time you receive this I may have a title in hand, but until then I have a worthless vehicle because of the incompetence of your department. I have done everything asked of me in this process and each time the requirements change.

I would welcome a phone call from you to discuss this matter, and I will be sending copies of this letter to Director Kevin Shwedo and Governor Haley, Sen. Kevin Bryant, and Rep. Anne Thayer.

Please feel free to contact me at 864-276-9195.

A handwritten signature in cursive script, appearing to read "L. A. Crawford".

Sincerely,

Mr. Leslie A. Crawford