

From: Devlin, Lotte
To: Field Administration <fieldadmin@scdmv.net>
CC: Earley, Jr., Jimmy E. <Jimmy.Earley@SCDMV.net>
Adams, Marcia S <Marcia.Adams@SCDMV.net>
Date: 7/5/2006 3:01:35 PM
Subject: FW: Emergency notification on defective credentials - please read immediately

I verified the response to Linda below with Marcia. We are only replacing with an IDENTICAL credential at no charge... no changes should be made. Any changes require a renewal or duplicate for the normal fee.

Lotte Devlin
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P.O. Box 1498
Blythewood, SC 29016

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

From: Devlin, Lotte
Sent: Wednesday, July 05, 2006 2:59 PM
To: Goff, Linda S.
Subject: RE: Emergency notification on defective credentials - please read immediately

Linda,

This replacement program is meant to replace an existing credential with a credential that has all the same information on it at no cost. We shouldn't be taking another photo, nor changing the address unless the customer wants to pay for a duplicate license.

Replacement means just that... we replace what you have at no charge. If the customer requests changes, inform them kindly that they'll need to pay to change any information.

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

From: Goff, Linda S.
Sent: Wednesday, July 05, 2006 10:33 AM
To: Devlin, Lotte
Subject: RE: Emergency notification on defective credentials - please read immediately

If they come in with these license, I know they said we give them a new picture if they request it. (Without Charge). What if they want to change their address and their license are separated? Do we charge or not? They are stating that we are having to redo them anyway, so why are you charging me?

Thank you,
Linda

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

From: Devlin, Lotte
Sent: Wednesday, July 05, 2006 10:13 AM

To: DMV All Users

Subject: Emergency notification on defective credentials - please read immediately

Importance: High

Apparently, the media has incorrectly reported that ANYONE with a credential issued in 2002 or 2003 should replace their DL, BP or ID credential. **CUSTOMERS ONLY NEED TO REPLACE A CREDENTIAL IF IT IS DAMAGED OR SEPARATING.** Please let customers know that their credentials are fine to use if they are not separating, EVEN IF they were issued in 2002 or 2003.

Field offices

When a customer comes in to replace a credential, the greeter should inspect the credential. If the credential is separating, REGARDLESS OF THE YEAR IN WHICH IT WAS ISSUED, follow the process for issuing a replacement.

If the credential is not separating, the greeter should thank the customer for coming in to verify that the credential is valid. Tell the customer that the credential is fine, and does not need to be replaced, unless it begins to separate at a later date.

To recap:

- Inspect the credentials at the greeter station.
- Do not replace a credential regardless of when it was issued, if it is not damaged or separating.
- If the credential is fine, thank the customer for bringing the the credential in for inspection, and assure them that their credential can be used without replacement.
- If the customer **INSISTS** on getting a replacement, even if it is not damaged, and the credential was issued in 2002 or 2003, issue the replacement according to the process.
- Replace a credential, regardless of when it was issued, if it IS damaged or separated, using the process detailed in the *Operational Newsbreak*.
- The *Newsbreak* will be updated to reflect these changes.

Call Center and Alternative Media

Ask customer or send customer email asking if their credential is separating.

Tell them they only need to replace the credential if it is damaged or separating.

If it is damaged or separating they will need to return their damaged credential once they receive their replacement.

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