



DEALER DIGEST

Volume 10

STAFF PROFILES
Meet the members

SYSTEM OUTAGE

**Ready to pack
up and move?**

Retiring a Dealer
License



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Staff Profiles

With this summer bringing so many staffing changes to the Division, we thought this would be a good time to offer an overview:

Director – Rachael Ehlich

Rachael took over as Interim Director in May 2018 when Melissa Reynolds left the office to relocate closer to family. Rachael was named to the Director position officially in August 2018. Prior to taking over as Director, Rachael served the Division as its Senior Counsel. Rachael has been with the Division since August 2015.

Deputy Director – Scott Conner

Scott first joined the Division as its Enforcement Attorney in February 2016. He was named to the position of Deputy Director in August 2018. Scott will continue to be involved with the Division's enforcement work, but his role will now be that of a supervisor. Any issues that you may have brought to Rachael's attention when she was Senior Counsel should now be directed to Scott.

Enforcement Attorney – Erin Filban

Erin joined the Division in August 2018. She comes to the office having served as a judicial clerk in Indiana's new commercial courts system. Erin will now be the primary contact for our administrative actions.

Senior Investigator – Don Cloud

Don has served the Division as its Senior Investigator for over a decade. Don is responsible for our complex investigations, coordination with law enforcement, and manages our field examiner staff.

Licensing and Compliance Manager – Gary Humphries

As the person that oversees our license applications and license renewals, Gary might be the most valuable person in our office as far as dealers are concerned. Gary has been with the office for many years and supervises our staff of licensing clerks. Gary is also the liaison for the vendor that prints licenses, license plates, registration cards, and stickers for our office.

System Outage

– Apology

On September 4, 2018, our office, along with many other state offices, experienced an office-wide system outage. This meant that dealers were unable to access Plates on Demand for much of the day. We apologize for the extraordinary inconvenience.

Our office has often considered the need for an alternative to Plates on Demand for times when the system is unavailable. However, we have yet to find one that meets dealers' needs without being too open to abuse or too difficult to quickly communicate to law enforcement. If you have a suggestion, we'd love to hear it.



Retiring a Dealer License

Because we know your winning lotto ticket is coming any day now, here's a rundown of how to close down your dealer license so you can pack it all up and move to beachier pastures:

1. Complete the Ceasing Business Affidavit

(State Form 55905).

- a. If an owner is unavailable to sign because he or she is deceased, a copy of the death certificate is sufficient.
- b. If an owner is unavailable to sign because her or she departed the businesses previously and can no longer be reached, a copy of the documentation showing their departure is sufficient (e.g. board minutes).

2. Submit the form to our office

- a. Mail
- b. Hand-delivery
- c. Email to dealers@sos.in.gov.

3. Return all dealer (metal) plates

- a. 302 W. Washington Street, Room E-111, Indianapolis, IN 46204
- b. Mail
- c. Hand-delivery



Motor Vehicle Advisory Board

The Motor Vehicle Advisory Board met on September 12, 2018. The board discussed possible legislative topics for the 2019 legislative session and debated the difference between a broker and a lead generation service.

Additionally, Rachel Hazaray was elected Secretary of the board. Board appointments are still pending with the Governor's office. We look forward to welcoming our new members soon!

The next Motor Vehicle Advisory Board meeting is set for December 13, 2018 at 11:45 a.m. Additional details including the location of the meeting will be available on our website closer to the meeting date. Members of the public are always welcome at our meetings.

Auto Dealer Division – Outreach

The Auto Dealer Services Division offers an array of outreach opportunities to dealers. Whether you are a new dealer coming into the business and would like your staff to be introduced to the state regulations or an established dealer that would like to offer your employees a brush up on current state codes, our division can help.

We can go over topics like what to expect in an audit, what should be in your deal jackets, or what all can you do on your website. If you have specific topics, we can direct the training to fit your group. To get information on training, contact:

Rhonda Miller
- Outreach
Coordinator and
Field Examiner
317-460-6433
rhmillersos@sos.in.gov





DEALER DIGEST

Contact us!

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