



# DEALER DIGEST



## TRANSFER DEALER TRANSITION

**2021**

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# Transfer Dealer Transition

Effective July 1, 2021, Transfer Dealers will no longer have access to interim plates.

Transfer Dealers who require the use of interim plates will need to make the transition to a used dealer license. We recommend making this change as soon as possible to avoid any disruption to your business operations. Our office cannot make this change for you. You must go online to [dealers.sos.in.gov](https://dealers.sos.in.gov) and submit an application for a used dealer license.

When you complete the online application, you will be required to upload the following documents. To assist with the transition, we have noted where you can re-use the same documents you have already submitted for your Transfer Dealer license:

1. Business organization document\*
2. Certificate of Assumed Name\*
3. Certificate of Existence\*
4. Insurance certificate\*
5. Owner ID
6. Retail Merchant Certificate\*
7. Surety Bond (a bond rider for your current bond reflecting the change in license type is sufficient)
8. Photo of the Sales and Storage Lot
9. Photo of the Display Area
10. Zoning affidavit

\*May re-use the same documents you have already submitted for your Transfer Dealer License

All dealer owners will need to complete an FBI Criminal Background Check. Instructions for scheduling your fingerprint appointment can also be found on our website under "Online Help Guides."

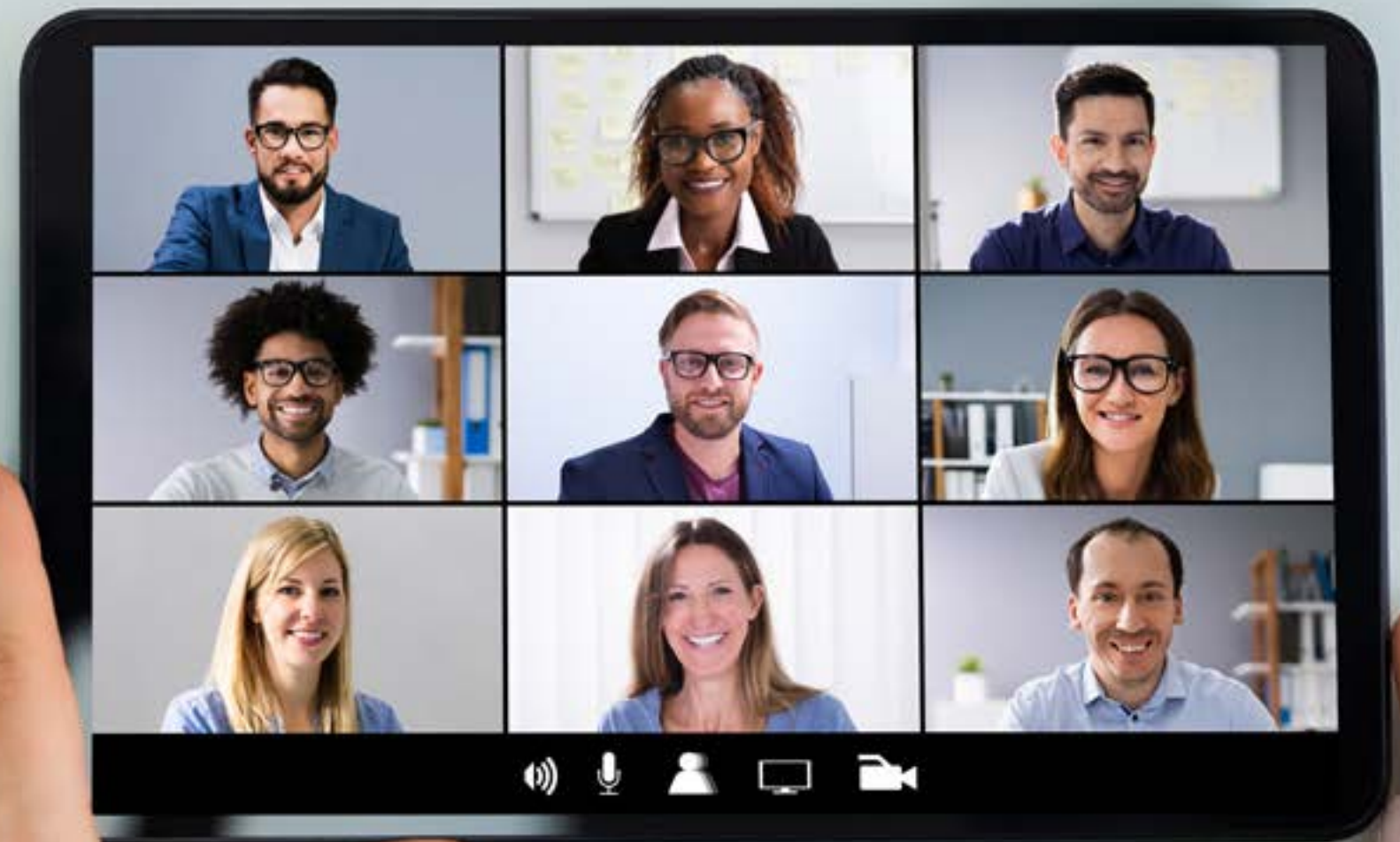
Please contact us at [dealers@sos.in.gov](mailto:dealers@sos.in.gov) if you have any questions about this transition.

# 2021 Monthly Auto Dealer Virtual Training Sessions

All sessions will be held virtually (until further notice) which will allow for more dealers to attend and no travel.

These trainings include presentations from both the Auto Dealers Services Division and the Indiana Department of Financial Institutions – Consumer Credit Division.

Please email [rhmillersos@sos.in.gov](mailto:rhmillersos@sos.in.gov) to make your reservations. In your email please include the names of those attending, dealer number, dealer name and each person's email address to send the confirmation and details of joining the meeting.





# Monthly Auto Dealer Training Sessions Dates for 2021

**Monday, January 25, 2021**  
1:00 pm - 3:00 pm

**Monday, February 22, 2021**  
1:00 pm - 3:00 pm

**Monday, March 22, 2021**  
1:00 pm - 3:00 pm

**Monday, April 19, 2021**  
1:00 pm - 3:00 pm

**Monday, May 17, 2021**  
1:00 pm - 3:00 pm

**Monday, June 21, 2021**  
1:00 pm - 3:00 pm

**Monday, July 19, 2021**  
1:00 pm - 3:00 pm

**Monday, August 16, 2021**  
1:00 pm - 3:00 pm

**Monday, September 20,  
2021**  
1:00 pm - 3:00 pm

**Monday, October 18, 2021**  
1:00 pm - 3:00 pm

**Monday, November 15,  
2021**  
1:00 pm - 3:00 pm

# Dealer Online Identity Thefts



Most people believe that online identity theft only happens to someone else. Unfortunately, it can happen to any dealer at any time. Online identity theft occurs when an impersonator creates a fraudulent dealer website without the dealer owner's consent or knowledge. The impersonator then lists vehicles for sale pretending to be the legitimate dealer. The impersonator sells a non-existent motor vehicle to a consumer but the consumer believes they are purchasing a vehicle from a legitimate dealer. If the consumer looks up the dealer information online it appears to be a legitimate dealer and if they check the Auto Dealer Services Division's website, the dealer appears to be a licensed Indiana dealer. The consumer wires money to the fraudster and only realizes the deceit when the vehicle doesn't arrive. At that point, the consumer files a complaint against you, the legitimate dealer, and shows up at your doors demanding the purchased vehicle.

## Things dealers should do to protect their business:

- 1.** Create a website for your dealership to ensure that you have an online presence. Many fraudsters target small, locally owned dealerships that do not have websites. If you do not have a website then fraudsters can easily create one and pretend to be your dealership. Creating a website is the easiest way to protect your business.
- 2.** Even if your dealership has a website, you should consistently search the internet for your business to ensure that only authorized websites are displaying your dealership information and to identify any fraudulent websites impersonating your dealership.
- 3.** If you suspect or receive complaints from consumers who claim to have purchased from you, please contact the Division to file a complaint. You can also file a report with the FBI's Internet Crime Complaint Center.

# Suggestions for Title Delivery



We understand that getting title timely delivered during this pandemic can feel like a challenge. We appreciate your diligent work on behalf of your customers and your desire to do things by-the-book. To that end, we have assembled all the guidance we can offer on how to navigate these unusual times.

Please remember that our office cannot check on the status of a particular title transaction. Nor are we able to act as a substitute for contacting the BMV. We appreciate that the heavy call volume they are experiencing means that getting an answer can take significantly longer than it used to, but title transactions remain their domain. We do try to keep open lines of communication with BMV and share any guidance they offer, but we can only be messengers.

## 1. Understand the title delivery deadline

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Generally, our office will consider a title to be timely delivered in the following instances:

- Title was hand-delivered to the consumer within 31 days and the customer acknowledged receipt
- Title was mailed to the consumer before 31 days and there is documentation of timely mailing (certified mail, tracking, etc.)
- Title application was completely and accurately submitted to BMV before 31 days and there is documentation of timely submission (certified mail, tracking, title application receipt, etc.)

## 2. Understand online options

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- Customers are able to apply for registration before the title is printed and mailed.
- Once the title is processed by BMV, registration can be completed online or a branch.
- As soon as the title to their new vehicle is listed on a customer's myBMV.com file they can move forward with registration.
- The BMV recommends that you encourage customers to create an account at myBMV.com and check back regularly to see when a title has been processed. This could save your customers a week or more of time.

### 3. Use a full or partial service provider authorized through BMV.

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- They typically have a faster turnaround time than BMV.
- These providers do charge a fee for services.
- Information on these services is available on BMV's website.

### 4. Keep documentation

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- Keep ample documentation of your efforts to get title timely delivered including communication with BMV, USPS, 3rd party vendors etc... (emails or other trackable documentation)



**BMV Contact Center: 888-692-6841 or  
bmvtitlesandreg@bmv.in.gov**

### 5. Try to address issues before they happen

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- *Do not display a car for sale if you don't have the title.*

### 6. Check our website

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- *Any and all guidance we receive from BMV will be posted there.*



# DEALER DIGEST



## Multi-Agency Dealer Education

Thank you to all the dealers that participated in the 2nd annual multi-agency trainings. Over the three days, there were over 80 attendees. We know everyone is stretched thin during this pandemic and we appreciate you taking the time for continuing education. As with most things in 2020, this event was virtual. It allowed participants to stay safe and still be involved in the discussions.

We had presentations from the Secretary of State's Auto Dealer Services Division, Indiana Department of Revenue, Office of the Attorney General and the Department of Finance. If you were unable to attend, there are video versions of both the morning and afternoon sessions available here: (<https://www.in.gov/sos/dealer/4299.htm>)

We look forward to the 2021 sessions and hope to be able to present them in person!

## Contact us

Indiana Secretary of State  
Auto Dealer Services Division  
302 W. Washington St.  
Room E-018  
Indianapolis, IN 46204  
(317)234-7190  
[dealers@sos.in.gov](mailto:dealers@sos.in.gov)

## Find us on Social Media

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