



## TECHNICAL ADVISORY

### DIVISION OF MOTORIST SERVICES

<b>DATE: September 20, 2017</b>	<b>Technical Advisory RS/TL17-026</b>
<b>SUBJECT: Total Loss Settlements Involving Insurance Companies – Hurricane Irma – Special Transaction Process</b>	

#### Overview:

Pursuant to the Governor's Executive Order Number 17-235, and to assist with the recovery from Hurricane Irma, the department has put in place a special procedure which began September 15, 2017 continuing through December 4, 2017, to allow the acceptance of all paperwork required to issue a salvage title or certificate of destruction by email in electronic form. Further, the \$7.25 transaction fee for either a salvage title or certificate of destruction will be collected; however, the expedited title fee of \$10 for the salvage title will be waived.

#### Details:

**The process described herein is only available for vehicles deemed a total loss due to the impact of Hurricane Irma.**

Agents of the department (tax collector employees and license plate agents) may accept email copies of the required documents and process the transactions. However, these emailed documents must be set aside in each office and held until the office receives the original documents from the insurance companies. Once the original documents are received, a duplicate form HSMV 82041 must be printed from FRVIS and placed on the front of the corresponding original documents. The original documents must be batched together by date and placed in a box with the following address:

Florida Department of Highway Safety and Motor Vehicles  
Original Hurricane Irma Documents  
Clara H. Adams Building  
2928 Apalachee Parkway, MS 71  
Tallahassee, FL 32399

**No reports, transactions, or other documents may be included in the boxes mailed as stated above.**

It is the responsibility of the agents to ensure that original documents are received and submitted to the department for each of the transactions processed using emailed documents. The original

documents must be received in the offices and submitted to the department within 30 days of the transaction process date. If the original documents are not received within 30 days at the above referenced address, the department will cancel the newly issued title.

A December audit will be conducted to ensure all original documents have been received. As the audits are completed the offices will be notified that the emailed documents may now be destroyed. It is the responsibility of each office to maintain the emailed documents until approval is received from the department to destroy the documents.

If you have any questions, please contact your next level of management or the Field Support Center.