



INFORMATION NOTICE

DIVISION OF MOTORIST SERVICES

<b>DATE:</b> 02/10/2021	<b>Information Notice INFO21-002</b>
<b>SUBJECT: Landlord Tenant – FRAUD ALERT</b>	

**Overview:**

The Florida Department of Highway Safety and Motor Vehicles (FLHSMV) has received an increase in the number of fraud complaints from law enforcement agencies investigating motor vehicles fraudulently obtained through the Landlord Tenant operation of law process.

**Details:**

Effectively immediately and until further notice, please follow the below steps if you receive an application for title applying to TL-16, Application for Certificate of Title Upon Disposition of Personal Property Under the Landlord-Tenant Act, and Chapter 715, Florida Statutes:

- When the customer presents documentation, immediately scan clear and legible copies of all documents presented, including the customer’s driver license or identification card (color if possible).
- Inform the customer the application will be sent to FLHSMV in Tallahassee for review.
- If the customer wishes to proceed with the transaction, do NOT collect payment and email the scanned documents to the Bureau of Motorist Services Support (BMSS) at [MSSG@flhsmv.gov](mailto:MSSG@flhsmv.gov). Obtain the customer’s phone number and let them know you will contact them within five (5) business days with a determination. If no issues are found, they can return to the office to have their transaction processed. If issues are found, FLHSMV will include the discrepancies in the response.
- If a customer does not wish to proceed with the transaction, return their documents to them. Once the customer leaves your office, immediately email the scanned documents to [MSSG@flhsmv.gov](mailto:MSSG@flhsmv.gov). If the same customer attempts to submit an application to another clerk or office, you will see a stop on the VIN with “INFO21-002 contact (850) 617-3174” in the comments field on the stop record in FRVIS.

This alert does not include other operation of law procedures (i.e. Labor and Storage, Towing and Storage, etc.)

**Conclusion:**

If you need additional information, please contact your next level of management or BMSS at (850) 617-3174.