



INFORMATION NOTICE

DIVISION OF MOTORIST SERVICES

DATE: 03/20/23	Information Notice (INFO) INFO23-010
SUBJECT: Bonded Titles	

Overview:

The Florida Department of Highway Safety and Motor Vehicles (FLHSMV) reviews all “Bonded Titles” issued statewide on a weekly basis. FLHSMV has seen an increase in the number of bonded titles issued that are not eligible or are missing required information and documentation. All transactions noted as noncompliant with procedures are cancelled and recalled. Additionally, FLHSMV does not have statutory authority to refund title fees.

Details:

Effectively immediately and until further notice, please follow the below steps if you receive an application for title applying to [TL-70](#) Bonded Titles and [Section 319.23\(7\), Florida Statutes](#):

- When the customer presents documentation, immediately review to ensure all required documents, signatures, and affidavits are provided. If all required documentation is not submitted, reject the documentation and ask the customer to resubmit.
- If the customer presents appropriate documentation, immediately scan clear and legible copies of all documents presented, including the customer’s driver license or identification (color if possible).
- Inform the customer the documentation will be sent to FLHSMV for review/approval.
- 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. Obtain the customer’s phone number and inform them 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’s reply will include the discrepancies or reason for denial.

- 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.
- If the same customer attempts to submit an application to another clerk or office, they will see the stop on the VIN with “INFO23-010 Contact (850) 617-3174” in the comments field on the stop record in FRVIS.

Conclusion:

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