

Vehicle Licensing Guide

Proof of Address
VLIC-3.530

Original Date: 12/08/2005
Revision Date: 11/10/2018

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POLICY	
Title: Proof of Address	
Effective Date: 12/08/2005	Revision Date: November 10, 2018
Authority: Code of Virginia § 46.2-623	
Policy: DMV requires customers who do not have an established Virginia record (i.e. Virginia driver's license, learner's permit, ID card, or title) to provide one proof of address document from the "Acceptable Documents for an Individual Titling a Vehicle in Virginia" (DMV-177) when applying for a certificate of title for a motor vehicle. The customer is not required to have a Virginia address to title a vehicle in Virginia. A non-Virginia or non-USA address is acceptable provided acceptable proof of address is submitted. When titling a vehicle in more than one name, only the first listed owner is required to provide proof of his or her address.	
Exceptions: <<<<<REVISION <ul style="list-style-type: none">The requirement to prove address to title a vehicle does not apply to:<ul style="list-style-type: none">Businesses titling a vehicle in the company's name. END REVISION>>>>>	

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DOCUMENT ACCEPTABILITY

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- Online documents (print-outs) listed on the [DMV 177](#) are acceptable as proof of address.
- Photocopies of documents listed on the DMV 177 are acceptable as proof of address. **END REVISION>>>>>**
- Foreign documents must be translated by an embassy or school of foreign language and printed on the institution's letterhead.
- Documents may be subject to verification with the issuing entity prior to acceptance.
- DMV will not accept a document as proof of address when there is reason to believe it has been altered, fraudulently obtained or is fake, forged, counterfeit or otherwise non-genuine or illegitimate.
- CSC management, or designee has the authority to use manager's discretion when determining the acceptability of a proof of address document when they are reasonably certain that:
 - The document meets the proof of address requirements,
 - The person on the proof of address document is one and the same as the person on the titling documents.
- CSC management has the authority to NOT accept proof of address documents that are questionable and to request the customer to provide additional documents to verify the customer's address.

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CUSTOMER REQUIREMENTS

1. Present one proof of address document as listed on the [DMV-177](#).
 - Proof of address documents must include:
 - Customer name.
 - Address of the customer as it appears on the application for title.

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 - Proof of address is NOT required:
 - If the customer holds a Virginia driver's license, learner's permit, ID card or has a Virginia certificate of title on record, or
 - For businesses titling the vehicle in the business name.

END REVISION>>>>

 - Customers mailing work to Titling Work Center must include a photocopy of their proof of address document (from the [DMV-177](#).)
 - Dealers submit titling work on behalf of the customer must verify and record the customer's proof of address document in the "Proof of Address (Specify)" field in the "DMV Use Only" section on the back of the Application for Certificate of Title and Registration ([VSA-17A](#)) or the Application for Certificate of Title-Manufactured Home ([VSA-17B](#)).
2. Submit all required titling applications/documents.

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FRONT COUNTER CSR

1. Verify the proof of address document is acceptable according to the [DMV-177](#).
 - If the customer provides a document that is not listed on the [DMV-177](#), request management review and approval of the document before proceeding. (Management may use the Quick Address Software (QAS) as a tool in determining document acceptability.)
 - If title work is submitted by a dealer, verify that the dealer has verified the customer's proof of address document by recording it in the "Proof of Address (Specify)" field in the "DMV Use Only" section on the back of the [VSA-17A](#) or [VSA-17B](#).
2. Verify the customer's address using address verification software. (Refer to [Quick Address Software \(QAS\) Frequently Asked Questions \(FAQs\)](#).)
 - If the address verification software confirms the address, go to step #3.
 - If the address verification software does **not** confirm the address, repeating the address from the application and proof document back to the customer asking for verbal confirmation.

If the street address verification software makes minor changes to the customer's address (i.e. changing "Street" to "St.", etc. submission of another proof of address document is not required.

 - If the customer confirms the address **is correct**:
 - i. Inform the customer that their address is not recognized by our system.
 - ii. Process the customer's transaction.
 - iii. Advise the customer if they do not receive their title, they may need to contact their local post office.
 - If the customer confirms the address **is incorrect**:
 - i. Ask the customer to provide another proof of address document from the [DMV-177](#) with the correct address.
 - ii. If the customer provides another proof of address document from the [DMV-177](#), return to step #1 under FRONT COUNTER CSR above and verify the document's acceptability according to the [DMV-177](#).
 - iii. If the customer is unable to present another acceptable proof document, inform the customer they must submit acceptable proof of address to title the vehicle.
3. Add the customer to the record following Data Entry procedures.
 - Ensure the address is keyed correctly when transferring it from the QAS to the customer record.
4. Continue processing the transaction in accordance with [VLIC-3.000](#).

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POINTS TO REMEMBER

- A non-Virginia or non-USA address is acceptable.
- Proof of address documents may be delivered by a person other than the person to whom the vehicle is being titled (power-of-attorney not required).
- Proof of address documents must include:
 - Customer name
 - Address of the customer as it appears on the application for title.
- A post office box or business address is not acceptable.
- The customer is not required to have a Virginia address to title a vehicle.
- The acceptable documents listed in the [DMV-177](#) may change without prior notice.
- Participants in the Address Confidentiality Program (ACP) who have no DMV record must contact Identification Review (IR) and request that an ACP record be established before they can title the vehicle using the mailing address assigned by the Office of the Attorney General (AG) (refer to [DLG-0401](#)). Once the participant has an ACP record in the system they are not required to present proof of address to title a vehicle.
- Falsifying information on a Virginia title or title application is a criminal offense.

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RELATED LINKS

[Quick Address Software \(QAS\) Frequently Asked Questions \(FAQs\)](#)

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CONTACT

For additional information contact:

- Your CSC Manager/Assistant Manager
- DMV Contact Center Help Desk at (804) 367-6646
- VSA/[Titling Work Center](#)

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