

Original Date: 07/01/2012

Revision Date: 07/01/2019

[Customer Requirements](#)
[Front Counter CSR](#)
[DMV Contact Center Actions](#)
[Points to Remember](#)
[Contact](#)

POLICY	
Title: Insurance Monitor Order Administrative Hearing Process	
Effective Date: July 1, 2012	Revision Date:
Authority: Code of Virginia: §§ 2.2-4020 ; 46.2-706 ; 46.2-707 ; 46.2-708	
Policy: DMV provides the opportunity for customers to request administrative hearings to show cause why an insurance monitor order of suspension should not be enforced.	
Exception: Customers with insurance monitor orders issued after 07/01/2012 and are over 180 days old are NOT eligible to request an administrative hearing related to that order.	

CUSTOMER REQUIREMENTS

1. Request an administrative hearing.
 - Online at www.dmvnow.com/hearing.
 - By submitting a written statement that includes the following:
 - An acknowledgment of "I am making a request for a hearing",
 - Complete explanation why the order should not be enforced,
 - Customer number,
 - Current mailing address,
 - Telephone number,
 - Vehicle information (make, year, and last 4 digits of vehicle identification number, and
 - Customer's signature,
 - Any supporting documentation.
 - By completing the Order of Suspension section referencing hearing request.
 - Submit written statements, orders of suspension and supporting documentation by:
 - a. Mail to: DMV
ATTN: Insurance Services Work Center
P.O. Box 27412
Richmond, VA 23269-0001
 - b. Fax to Insurance Services Work Center at (804) 367-6693 or (804) 367-1305, or
 - c. Visiting a Customer Service Center.
2. Notify DMV of any address changes to ensure receipt of Notice of Hearing.
3. Follow instructions in Notice of Hearing received in the mail.

[Return to top of page](#)

FRONT COUNTER CSR

1. Ensure the customer's insurance monitor order of suspension has been issued.
 - If the insurance monitor is in a notice status on the customer record, the customer is not eligible to receive an administrative hearing.
 - Once the insurance monitor order of suspension is issued on the customer record, a hearing may be requested.
 - If the vehicle has more than one owner, each owner must make a hearing request.
 - The requests may be on a separate or single document.
2. Ensure the customer's address is correct on the customer record.
 - If the customer's address is not correct, perform an address change. (In accordance with [DLG-0601](#))

3. Determine if the customer is eligible to request an Insurance Monitoring Administrative Hearing:
 - If the issue date of the order of suspension is PRIOR to July 1, 2012, the hearing request may be made regardless of whether the order is in a pending or effective status.
 - If the issue date of the order of suspension is ON OR AFTER July 1, 2012, the hearing request must be made within 180 days of the suspension ORDER ISSUE DATE. (“Hearing Expiration Date”)
 - Hearing requests are no longer accepted for Administrative Hearings—Insurance Monitor Suspensions after the 180-day “Hearing Expiration Date” unless the customer qualifies for one of the following exceptions listed in the chart below.

ACCEPTABLE PROOF DOCUMENTS	
Exception	Acceptable Documentation (Must present ONE of the following)
Active Duty Military	<ul style="list-style-type: none"> • Military orders • Signed letter from commanding officer or first sergeant with name and deployment dates • DD Form 214 (Virginia Reserves only)
Diplomatic Service	<ul style="list-style-type: none"> • Diplomatic orders • Certification letter written on U.S. government letterhead verifying service in a diplomatic capacity, or accompaniment of a diplomat (spouses and dependents), outside of the United States. The letter must be signed by a supervisor and include the customer’s name and dates of service.
Civilian Employee	<ul style="list-style-type: none"> • Copy of the travel orders • Certification letter on U.S. government letterhead or on contractor’s letterhead verifying employment, or accompaniment of a civilian employee (spouses and dependents), outside the United States signed by the commanding officer/supervisor indicating the customer’s name and dates of employment.
Incarceration	<ul style="list-style-type: none"> • Signed letter from correctional facility • Release form from correctional facility • Signed letter from parole officer <p>IMPORTANT: Documents MUST include the customer name and dates of incarceration.</p>
Hospitalization/ In-patient Treatment	<ul style="list-style-type: none"> • Signed letter from physician or medical/mental health facility • Release form or other documentation from medical/mental health facility <p>IMPORTANT: Documents MUST include the customer name and dates of stay at the facility.</p>
Physical presence Outside of the U.S.	<ul style="list-style-type: none"> • Copy of U.S. passport with dates of exit and entry • Copy of diplomatic or other travel orders

IMPORTANT: When customers are submitting proof documents for an Administrative Hearing, the Insurance Services Work Center will determine if the documentation is acceptable and if a hearing will be granted.

4. Determine if the order of suspension is effective.
 - If the order of suspension is NOT effective:
 - a. Update the customer record to show the hearing has been requested,
 - b. Scan the hearing request and all supporting documentation via Landing Zone to the [Insurance Services Work Center](#), and wait for an email alert.
 - Enter the customer’s phone number in the system (if the customer provides a number) to enable the work center to contact them directly, if necessary.
 - If the scanner is inoperable:
 - Fax the hearing request and supporting documentation to the [Insurance Services Work Center](#).
 - c. Return the hearing request and all supporting documentation to the customer.
 - d. Print the customer a Customer Information Form advising them the hearing request and supporting documentation has been submitted to the Insurance Services Work Center.
 - e. Inform the customer the Insurance Services Work Center will review their hearing request and a Notice of Hearing will be sent by mail, if approved.
 - If the order of suspension is effective:
 - a. Validate if the customer’s request for an insurance monitor--administrative hearing is a “Priority Request”.

- A "Priority Request" is a request to have the insurance monitor order of suspension lifted immediately provided:
 - The customer is suspended and the order of suspension was issued prior to July 1, 2012 and it is less than 6 months from the order effective date,
OR,
 - The order of suspension was issued on or after July 1, 2012 and it is less than 180 days from the order issue date.
OR
 - The customer qualifies for one of the exceptions listed in the [Acceptable Proof Documents](#) chart above on the date the order of suspension was issued. (Regardless of the order issue date)
- If the request is a priority request:
 - i. Scan Hearing request via Landing Zone according to directive given by help desk agent and wait for an email alert.
 - Enter the customer's phone number in the system (if the customer provides a number) to enable the work center to contact them directly, if necessary.
 - If the scanner is inoperable:
 - Fax the requested item(s) to the DMV Direct agent.
 - ii. Return the customer's hearing request and all supporting documentation to the customer.
 - iii. Allow 30 minutes for the Insurance Services Work Center to update customer record.
 - iv. Check customer record to verify the insurance monitoring suspension order has been updated.
 - If the suspension order on the customer record has not been updated, allow another 10 minutes, check the customer record again.
 - If another 10 minutes has passed and customer record is still not updated, contact DMV Direct Help Desk to check on status of hearing request.

NOTE: Inform the customer a priority request may take up to an hour to complete.

- b. If the request is NOT a priority request or the hearing cannot be recorded on the customer record at the CSC:
 - i. Scan the hearing request and all supporting documentation via Landing Zone to the [Insurance Services Work Center](#).
 - Enter the customer's phone number in the system (if the customer provides a number) to enable the work center to contact them directly, if necessary.
 - If the scanner is inoperable:
 - Fax the hearing request and all supporting documentation to the [Insurance Services Work Center](#).
 - ii. Return the hearing request and all supporting documentation to the customer.
 - iii. Print the customer a Customer Information Form advising them the hearing request and all supporting documentation has been submitted to the Insurance Services Work Center.
 - iv. Inform the customer the Insurance Services Work Center will review their hearing request and a Notice of Hearing will be sent by mail, if approved.

NOTE: The status of a hearing request will be reflected in the customer record on the "order inquiry screen". Generally, once a hearing request is made, the order of suspension will be held in abeyance, if:

- The issue date of the order of suspension is PRIOR to July 1, 2012 and the hearing request is made within 6 months after the order of suspension is effective, or
- The issue date of the order of suspension is ON OR AFTER July 1, 2012 and the hearing request is made within 180 days of the ORDER ISSUE DATE.

EXCEPTION: If there is a law enforcement notification on the order of suspension, the suspension CANNOT be held in abeyance.

IMPORTANT: The Insurance Services Work Center will make this determination as to whether or not the order of suspension will be held in abeyance.

DMV CONTACT CENTER ACTIONS

- Hearing requests may be submitted:
 - In person at a CSC
 - [Online](#)
 - By written statement mailed to the [Insurance Services Work Center](#).
ATTN: Insurance Services Work Center
PO Box 27412
Richmond, VA 23269-0001
- Do not suggest that a customer request (or not request) a hearing. If the customer asks about options, advise that a hearing request is an option. The customer must make the decision.
- Do not discuss DMV policy with the customers or predict the outcome of a hearing. Customers should be advised of the law and how to comply.
- If the customer states that he submitted a hearing request by fax or mail, check the driving record to determine if the record has been updated.
 - If the record has not been updated, send a DL 9 to [Insurance Services Work Center](#).
 - If the request was faxed, include the date, time, and fax number used by the customer.
 - If the request was mailed, include the mailing date, address used, and whose attention it was addressed.

[Return to top of page](#)

POINTS TO REMEMBER

- If the vehicle is co-owned, each owner must make a request for a hearing. All requests can be made on one written request. But, all owners' information must be included in the request for a hearing.
- A hearing request cannot be granted on a court conviction for "Operate/Permit Operation of Uninsured Motor Vehicle".

<<<<REVISION

- Claims of financial difficulty (inability to pay reinstatement fees and noncompliance fees) or for out-of-service or inoperable vehicles do not provide a valid basis for canceling an order of suspension. **END REVISION>>>>**

<<<<REVISION

- Individuals with one or more outstanding suspensions of driving privileges for motor vehicles determined to be uninsured pursuant to the provisions of §§ [46.2-706](#), [46.2-707](#), or [46.2-708](#) may apply to enter into the Noncompliance Fee Payment Plan Program in accordance with [VLIC-4.436](#). **END REVISION>>>>**

[Return to top of page](#)

CONTACT

For additional information contact :

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