

## Vehicle Licensing Guide

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Noncompliance Fee Payment Plan Program Agreement-Uninsured Motor Vehicle  
END REVISION>>>>>  
VLIC-4.436

**Original Date:** 01/01/2017

**Revision Date:** 07/01/2019

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POLICY	
<b>Title:</b> Statutory Fee Payment Plan Program Agreement-Uninsured Motor Vehicle	
<b>Effective Date:</b> January 1, 2017	<b>Revision Date:</b> July 1, 2019
<b>Authority:</b> Code of Virginia §§ <a href="#">46.2-208</a> , <a href="#">46.2-706</a> , <a href="#">46.2-706.1</a> , <a href="#">46.2-707</a> , <a href="#">46.2-707.1</a> , <a href="#">46.2-708</a> ,	
<b>Policy:</b> <<<<<REVISION Individuals with one or more outstanding suspensions of driving privileges for motor vehicles determined to be uninsured pursuant to the provisions of §§ <a href="#">46.2-706</a> , <a href="#">46.2-707</a> , or <a href="#">46.2-708</a> may apply to enter into the Noncompliance Fee Payment Plan Program to allow for payment of the noncompliance fee(s) over a period not to exceed 3 years from the date the plan is established.  Vehicle owners who enter a Noncompliance Fee Payment Plan Agreement, and who have paid required reinstatement fees, multiple order fees and maintain required proof of financial responsibility, if applicable, are eligible to reinstate driving and vehicle registration privileges while paying off the noncompliance fee.  Vehicle owners with payment plan agreements (established before or after July 1, 2019), who default ONE TIME on the terms of the agreement, may re-enter the payment plan agreement for a second time with a new payoff date, provided the nonrefundable administrative fee is paid and all requirements are met.  A second default on a Payment Plan Program Agreement makes the customer ineligible for future participation in any Payment Plan Program Agreement pursuant to Va. Code § <a href="#">46.2-707.1</a> .  Refer to <a href="#">Noncompliance Fee Payment Eligibility Requirements</a> . END REVISION>>>>>	
<b>Exception:</b> <<<<<REVISION Vehicle owners ineligible for the Noncompliance Fee Payment Plan Program include: END REVISION>>>>> <ul style="list-style-type: none"><li>Those with Insurance Verification Orders of Suspension with a Financial Responsibility Hearing (FRH) status.</li><li>Customers not meeting any of the eligibility requirements as listed in the Policy section of this procedure.</li></ul>	

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## OVERVIEW

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Pursuant to Va. Code § [46.2-707.1](#), resident or non-resident vehicle owners subject to the non-compliance fee assessed for an uninsured motor vehicle (UMV) may enter into a Payment Plan Agreement allowing payment of the noncompliance fee(s) in increments over a period of no more than 3 years, provided eligibility requirements are met.

All required reinstatement fee(s), and multiple order fee(s) must be paid in the system and financial responsibility maintained, if applicable, before being eligible to enter or re-enter into the Payment Plan Agreement.

Entry into the Payment Plan Program allows customers to reinstate driving and vehicle registration privileges while the customer pays off the noncompliance fee balance(s) provided minimum required payments are made by the established due dates. **END REVISION>>>>>**

Payments may be made in-person at any DMV customer service center (CSC), online, by phone, or by mail using the Payment Plan Program Mail-In Payment Voucher ([VSA 300](#)). Debit or credit card payments cannot be accepted by mail.

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Vehicle owners with payment plan agreements (established before or after July 1, 2019), who default ONE TIME on the terms of the agreement, may re-enter the payment plan agreement for a second time with a new payoff date, provided the nonrefundable administrative fee is paid and all requirements are met.

**NOTE:** A second default on a Payment Plan Program Agreement makes the customer ineligible for future participation in any Payment Plan Program Agreement pursuant to Va. Code § [46.2-707.1](#).

Resident or non-resident vehicle owners may apply for initial entry into a payment plan at any customer service center (CSC). Those who have defaulted one-time may apply to re-enter the payment plan by calling the DMV Direct call center at (804) 497-7100, or by visiting a CSC. **END REVISION>>>>>**

### Payment Plan Program-Minimum Payment Requirements:

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- The payment plan minimum required monthly payment is calculated as \$25 (payment per month to pay one compliance fee off in 3 years) times the number of fees assessed to a customer's record. **END REVISION>>>>>**

Minimum Payment Plan Monthly Payment Due		
Minimum Payment Due Per Vehicle Per Order	Multiplied by Number of Vehicles in Plan	Equals Minimum Required Monthly Payment
\$25 <sup>1</sup>	1	\$25
	2	\$50
	3	\$75
	4	\$100
	5	\$125
	6	\$150
<sup>1</sup> <<<<<REVISION One vehicle may be assessed multiple noncompliance fees. <b>END REVISION&gt;&gt;&gt;&gt;&gt;</b>		

- Customers must submit each monthly minimum required payment amount on or before the payment plan due date shown in the agreement to avoid default of the Payment Plan Program Agreement.
- The system will return an alert to the CSR of a pending payment plan due date when customers process a transaction anytime within two weeks of the payment plan due date.

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- Customers may choose to pay more than the minimum required monthly payment. Any payment amount that exceeds the required minimum amount due will be credited towards the noncompliance fee balance due. **END REVISION>>>>>**
- Any payment in a payment period that exceeds the minimum payment due by an amount equal to or greater than the required minimum payment will reduce the total number of payment periods required under the agreement.

**IMPORTANT:** When submitting payments within a payment period that exceed the minimum required monthly payment amount, but the overage is less than another full minimum payment, it **DOES NOT** reduce or skip the next month's minimum payment due.

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## ELIGIBILITY

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To be eligible for entry into a Noncompliance Fee Payment Plan Program Agreement the customer must: **END REVISION>>>>>**

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Noncompliance Fee Payment Plan Program Eligibility Requirements <sup>1</sup>
<ul style="list-style-type: none"><li>• Be at least 18 years of age</li></ul>
<ul style="list-style-type: none"><li>• Be a Virginia resident, non-resident, or a member of the armed services on active duty status</li></ul>
<ul style="list-style-type: none"><li>• Have suspension(s) of driving privileges for uninsured motor vehicle(s) pursuant to Va. Code §§ <a href="#">46.2-706</a>, <a href="#">46.2-707</a>, <a href="#">46.2-708</a>, and no other outstanding suspensions, revocations, or conditions preventing the reinstatement of driving privileges.</li></ul>
<ul style="list-style-type: none"><li>• Have current proof of financial responsibility on file with DMV</li></ul>
<ul style="list-style-type: none"><li>• Have no pending Insurance Monitoring Administrative Hearing for the Insurance Verification Order(s) of Suspension<sup>2</sup></li></ul>
<ul style="list-style-type: none"><li>• Have met all requirements for reinstatement of driving and vehicle registration privileges</li></ul>
<ul style="list-style-type: none"><li>• Have defaulted no more than once on a prior Payment Plan Program Agreement</li></ul>
<p><sup>1</sup> DMV's system automatically determines a customer's eligibility for a Payment Plan Program at time of processing.</p> <p><sup>2</sup> Customers with Insurance Verification Orders of Suspensions that are already held in abeyance due to an existing hearing request do not need to enter a payment plan to reinstate their driver and vehicle registration privileges, as their driving and vehicle registration privileges are not suspended.</p>

**END REVISION>>>>>**

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All vehicles owned by or registered to the applicant that are subject to a noncompliance fee at time of enrollment **MUST** be included in the payment plan. Customers wishing to include only certain assessed vehicles in the plan must pay in full any noncompliance fees due for vehicles not to be included prior to entry into the payment plan.

Payment Plan Program Agreements are established on an individual basis only: one vehicle owner per plan. For vehicles with co-owners, each may apply individually for his own payment plan provided eligibility requirements are met.

### Single Payment Plan Program Agreement: **END REVISION>>>>>**

When one owner of a vehicle enters into a payment plan, any co-owners of the vehicle become eligible to reinstate their driver and vehicle registration privileges by paying the required reinstatement fee(s) and providing proof of financial responsibility, along with any other requirements for reinstatement, without entering a separate payment plan in their name.

If the owner defaults on the payment plan, driver and vehicle registration privileges go back under suspension for all co-owners who are not also in their own, separate payment plan.

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#### Multiple-Separate Payment Plan Program Agreements:

Each co-owner of a vehicle assessed a noncompliance fee under an Insurance Verification Order of Suspension may choose to enter into a separate Payment Plan Program Agreement, regardless that one owner is already in a payment plan.

All payments made through separate payment plans for the same Insurance Verification Order of Suspension serve to pay down the noncompliance fee balance due under the order(s). **END REVISION>>>>>**

If one co-owner defaults on his payment plan, co-owners in separate payment plans who have paid their reinstatement fees retain their driver and vehicle registration privileges as long as they remain in compliance with the terms of their separate payment plan.

### Information Requests:

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Law Enforcement and Personal Use Transcripts will show the date a customer is entered into a Payment Plan Program Agreement. If a customer has defaulted on the payment plan, the total balance due and payable will display on a customer's compliance summary. **END REVISION>>>>>**

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Because multiple vehicle owners may each enter separate payment plans for shared Insurance Verification Orders of Suspension, paying off the shared noncompliance fee balance due, CSRs are authorized, and required to provide upon request of a **co-owner** certain payment plan information specific to the co-owned vehicle(s), such as: **END REVISION>>>>>**

- Verifying a co-owner has entered into a payment plan(s) for the co-owned vehicle(s)
- Details about the payment plan financial transactions (such as payments that served to pay down the balance due), provided it relates to the co-owned vehicle(s)
- Information specific to the co-owned vehicle

#### <<<<<REVISION

- **DO NOT SHARE** any information relating to vehicles that are not co-owned by the individual requesting the information, or personal information about the co-owner unrelated to the Payment Plan Agreement(s). **END REVISION>>>>>**

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## DEFAULT OF PAYMENT PLAN TERMS OF THE AGREEMENT

Customers are considered in default of the terms of a Payment Plan Program Agreement when:

- Payment is made past its due date,
- A minimum payment is not made by the due date, as required in the agreement.

Driver's license and registration privileges for applicants who default on the terms of the payment plan, and for any co-owners not in a separate payment plan, shall go back under suspension according to the terms of the original Insurance Verification Order of Suspension. To reinstate driver and vehicle registration privileges after a payment plan default, the customer must:

- Make a lump sum payment of the entire remaining noncompliance fee due,  
AND
- Maintain proof of financial responsibility for the required period of time.

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OR

- If this is the customer's first payment plan default, request to re-enter the same Payment Plan Agreement and pay another nonrefundable administrative fee. **END REVISION>>>>>**

A second default on a Payment Plan Program Agreement makes the customer ineligible for future participation in any Payment Plan Program Agreement pursuant to Va. Code § [46.2-707.1](#).

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Default of a vehicle owner on a payment plan does not affect co-owners who are already in their own a payment plan. A co-owner not in a plan may, upon default by another owner, enter into his own separate payment plan to reinstate driving and vehicle registration privileges and pay off the noncompliance fee, provided he is eligible and has not defaulted more than once on any prior Payment Plan Program Agreements. **END REVISION>>>>>**

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## CUSTOMER REQUIREMENTS-INITIATE PAYMENT PLAN

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1. To qualify for entry into a Payment Plan Agreement, customers must: **END REVISION>>>>>**
  - a. Be determined by the system to meet all [eligibility requirements](#).
  - b. Comply all requirements specific to the Insurance Verification Order(s) of Suspension prior to entry into a payment plan:
    - i. Submit proof of financial responsibility (SR-22/FR-44) (refer to [DLG-1802](#))
    - ii. Pay reinstatement fee(s) (refer to [VLIC-4.430](#))

iii. Pay multiple order fee(s)

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- c. Pay in full any noncompliance fee(s) due for vehicles that the customer does not want included in the payment plan, when applicable.
    - o All vehicles owned by the customer that are subject to a noncompliance fee for UMV MUST be included in the payment plan. Customers must pay in full any noncompliance fees due for vehicles he does not want included prior to entry into the payment plan. **END REVISION>>>>>**
  - d. Select a date (days 1 through 28) on which the monthly payment will be due.
  - e. Submit the payment plan administrative fee.
2. Upon successful entry into a Payment Plan Program Agreement, the customer must apply for reinstatement of driving privileges, when applicable, in accordance with [DLG-1816](#).
- Suspended customers who have satisfied all compliance requirements, have legal presence on file in the system, and are in possession of their current driver's license are automatically returned to a "LICENSED" status by the system upon entry into a payment agreement.

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## FRONT COUNTER CSR-INITIATE PAYMENT PLAN

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1. Initiate the **Payment Plan Establishment** transaction in MySelect to determine customer eligibility for the Payment Plan Program Agreement. **END REVISION>>>>>**
- If the system determines the customer is eligible for an Insurance Monitoring Administrative Hearing, advise the customer he is eligible for a hearing and ask if he would like to request one.
    - o If yes, process an administrative hearing in accordance with [VLIC-4.435](#).
      - Customers who request and are determined eligible for an Insurance Monitoring Administrative Hearing are not eligible to enter into the Payment Plan Program because driving and vehicle registration privileges are retained while the order is held in abeyance.
    - o If no, continue processing the Payment Plan Agreement.
  - If the system determines the customer is eligible, the payment plan transaction will display; continue processing.
  - If the system determines the customer is ineligible:
    - a. Advise the customer what fees and requirements must be satisfied, as listed by the system, before being eligible for the Payment Plan Program (refer to [eligibility requirements](#)).
    - b. Assist the customer with complying with the requirements for entry into the payment plan.
      - o Verify and enter required proof of financial responsibility (SR-22/FR-44) submitted by the customer, when applicable (refer to [VLIC-4.430](#)).
      - o Collect and process any required reinstatement fee(s) and multiple order fee(s) in the system, when applicable (refer to [VLIC-4.430](#)).
        - Must be satisfied in the system before the customer is eligible to enter into a Payment Plan Program Agreement.
      - o Comply any other eligibility requirements indicated by the system (stops, multiple order fees, other).
- <<<<<REVISION**
- o Collect and process payment in full for any noncompliance fees for vehicles the customer does not want included in the payment plan, when applicable. Advise the customer that:
    - All vehicle(s) in his name that are subject to a noncompliance fee at time of enrollment must be included in the plan.

## FRONT COUNTER CSR-INITIATE PAYMENT PLAN Continued

- He may choose to pay in full any noncompliance fee balance due for vehicles he does not want included in the payment plan prior to entry in the plan.

- c. For customers who comply with all requirements for eligibility return to step [#1. Payment Plan Establishment](#) transaction, above, and begin the transaction again to determine customer eligibility for the payment plan. **END REVISION>>>>>**

### OR

For customers unable to comply with all requirements for eligibility the same day, prepare a Customer Information form listing the next steps required in the compliance process and give to the customer.

- Terminate the payment plan transaction in the system.

2. Confirm the customer's email address in the system.

- a. Update existing email addresses when required, or add the customer's email address in the system using PIN Maintenance (in MySelect, access through Quick Navigation tab at the top of the transaction screen).
- b. For customers with no email, or who opt out of providing an email address, check the **"No Email was provided"** checkbox in the system.

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3. In the **Payment Plan Establishment** transaction, enter the customer's preferred payment due date (days 1 through 28). **END REVISION>>>>>**

- Once the agreement is finalized, the due date cannot be changed by the customer.
- Advise the customer that any late or missed payment will automatically:
  - Place him in default of the terms of the agreement
  - Suspend driving and vehicle registration privileges for both the customer and for any co-owners who are not also in a separate payment plan for the same Insurance Verification Order of Suspension

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- Require a lump sum payment of the entire remaining noncompliance fee due and the maintenance of proof of financial responsibility (SR-22/FR-44) before he is eligible for reinstatement of driving and vehicle registration privileges

### OR

For customers who are defaulting for the first time on a Payment Plan Agreement, advise that they may request to re-enter the payment plan a second time, provided they pay the administrative fee and have complied all requirements.

**NOTE:** Customers who default on a payment plan more than one time are disqualified from entering into ANY future Payment Plan Program Agreement pursuant to Va. Code § [46.2-707.1](#). **END REVISION>>>>>**

4. Confirm the following information with the customer:

- Number of Insurance Verification Orders in plan,
- Number of payments required over 3 years,
- Monthly due date selected by the customer,
- **<<<<<REVISION** Total noncompliance fee amount due for the plan, **END REVISION>>>>>**
- Administrative fee due,
- First payment due date,
- Monthly payment information,,
- Agreement end date,
- **<<<<<REVISION** For those re-entering the payment plan after one default, advise if they default a 2<sup>nd</sup> time, they will not be eligible for any payment plan in the future. **END REVISION>>>>>**

5. If the customer agrees with the terms, confirm the Payment Plan Program Agreement and Terms of the Agreement in the system and provide printed documents to the customer for review.

6. Confirm the payment plan Terms of the Agreement with the customer ([Sample Payment Plan Terms of Agreement](#)):

## FRONT COUNTER CSR-INITIATE PAYMENT PLAN Continued

- a. Go over the following information on the Terms of the Agreement with the customer:
    - o Total balance due for existing orders of suspension to be paid over the 3 year period.
    - o Minimum required monthly payment due date, as requested by the customer.
    - o Minimum required monthly payment due on each payment due date.
    - o Customer requirement to maintain proof of his financial responsibility for the required period of time.
  - b. Ask the customer:

**“Is the information contained on the Payment Plan Program and Terms of the Agreement correct?”**

    - o Key any requested changes to the agreement.

**“Do you understand the terms of the Payment Plan Program Terms of the Agreement?”**

    - o If yes, continue processing the transaction.
    - o If no, provide the Payment Plan Program publication ([DMV 288](#)) for review and ask if he would like to return at a later time to enroll in the plan.
    - o If the customer declines the Terms of the Agreement, or decides not to enter the plan at this time, cancel the transaction in the system.
  - c. Request the customer to read and check the two certification boxes on the Terms of the Agreement form to certify they have read the terms and that all information is correct.
7. Ask the customer to sign the Payment Plan Program Terms of the Agreement.
  8. Collect the required fee(s).

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- \$25 admin fee (due upon entry or re-entry into a plan) **END REVISION>>>>>**
    - o Customers cannot make the first monthly payment towards the payment plan until the agreement transaction is finalized in the system. The first required minimum monthly payment is due on or before the due date stated in the agreement.
- IMPORTANT:** Advise customers that if they miss the payment date, or do not pay the minimum required monthly payment amount by the due date, THEY WILL BE IN DEFAULT of the payment agreement.

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9. Process the Payment Plan Program Agreement in the system. **END REVISION>>>>>**
10. Make a photocopy of all pages of the final, certified and signed Terms of the Agreement, as indicated in the system.
  - All pages of the entire agreement must be photocopied. This includes the Payment Plan Program Agreement pages and the Terms of the Agreement page.
11. Provide the customer with the photocopies of the Payment Plan Program Agreement and the Terms of the Agreement along with the printed receipt for his records.
12. Attach the barcode cover sheet to the signed **original** Payment Plan Program Agreement and Terms of the Agreement documents and place in the appropriate area for document preparation.
13. Reinstate the customer's driving privileges, when applicable, in accordance with [DLG-1816](#).

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## CUSTOMER REQUIREMENTS-MAKE PAYMENT

1. Request to make a payment plan payment.
2. Provide customer number.
3. Submit at least the minimum required payment.
4. Receive payment receipt.

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## FRONT COUNTER CSR-MAKE PAYMENT

1. Verify customer number to ensure payment is being made to the correct payment plan.
2. Process the payment in the system.
  - Payment must be equal to or greater than the minimum payment due.
  - For payments that exceed the monthly minimum amount due:
    - a. If the overage equals or exceeds another month's minimum payment due:

- i. Process two separate payment transactions in the system to produce a receipt for each month's payment.

**EXAMPLE:**

- o Minimum payment due is \$25
- o Customer pays \$50
  - Overage of \$25 is equal to the next minimum payment due and will be credited by the system towards the next month's payment due.

- Process two transactions: one for each month's payment.

- ii. Provide the customer with a receipt for each month's payment.

- The receipt for the second transaction will display the date of the next payment due. Remind the customer of the next payment due date as shown on the second transaction receipt.

- b. If the overage is less than another month's minimum payment:

- i. Process one transaction in the system.
  - When the overage is less than another month's payment, the overage is automatically credited towards the total balance due under the agreement.

- Customers may choose to pay off the entire agreement balance due at any time provided the plan is not in default.

3. Provide the customer with the printed Payment Plan receipt.

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### CUSTOMER REQUIREMENTS-CORRECT/CANCEL/REFUND PAYMENT PLAN

1. Request correction or cancellation of the Payment Plan Program Agreement.

- Correction requests must be made at the same CSC and on the same day the plan was initiated to be corrected at the CSC. Any requests for corrections after the date the agreement was initiated are scanned to the [Insurance Services Work Center](#) at Headquarters (HQ) via Landing Zone.

2. Request a refund of the administrative fee, when applicable.

- Cancellation must be requested at the same CSC and on the same day the plan was initiated to receive a refund of the administrative fee.
- Cancellations requested any date after the date on which the plan was initiated will not be eligible for an administrative fee refund.

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- Any minimum required monthly payments made prior to termination of an agreement are credited automatically towards payment of the noncompliance fee and are nonrefundable. **END REVISION>>>>>**

3. Verify identity.

4. Collect administrative fee refund, when applicable.

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### FRONT COUNTER CSR-CORRECT/CANCEL/REFUND PAYMENT PLAN

1. Verify the customer's identity.

- Only the vehicle owner who entered the payment plan may request to cancel the payment plan.

2. Correct or Cancel the Payment Plan Program Agreement in the system using the table below:

Cancel or Correct Payment Plan Program at CSC <sup>1</sup>		
Correct/Cancel is Requested:	Correcting Payment Plan <sup>2</sup>	Canceling Payment Plan
On the Same Date the Agreement is Initiated  AND  Requested At the Same CSC	<ol style="list-style-type: none"> <li>i. Inquire in the system to verify the reported error.</li> <li>ii. Correct payment information in the system.</li> </ol> <p><b>NOTE:</b> Only payment corrections may be made once researched and verified.</p>	<ol style="list-style-type: none"> <li>i. &lt;&lt;&lt;&lt;&lt;REVISION Cancel the Payment Plan Program Agreement in the system. <b>END REVISION&gt;&gt;&gt;&gt;&gt;</b></li> <li>ii. Process a refund for the administrative fee.               <ul style="list-style-type: none"> <li>• Request assistance from CSC manager if payment was made in cash.</li> <li>• &lt;&lt;&lt;&lt;&lt;REVISION Payments, not admin fee, made towards the plan prior to cancellation are credited towards payment of the noncompliance fee and are nonrefundable. <b>END REVISION&gt;&gt;&gt;&gt;&gt;</b></li> </ul> </li> </ol>

Any Date After the Date the Agreement is Initiated	<ul style="list-style-type: none"> <li>• If submitted any day after the date the agreement was initiated, scan all supporting documentation to the <a href="#">Insurance Services Work Center</a> via Landing Zone and wait for an email alert.</li> <li>• 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. <ul style="list-style-type: none"> <li>▪ If the scanner is inoperable, Fax the hearing request and supporting documentation to <a href="#">Insurance Services Work Center</a>.</li> </ul> </li> <li>• The customer may wait for a response.</li> </ul>
<sup>1</sup> To correct or cancel a Payment Plan Agreement at the CSC the customer MUST request the change or cancellation on the same day and at the same CSC where the agreement is originally initiated. Otherwise correct/cancel requests must be scanned to Insurance Services Work Center. <sup>2</sup> Only corrections to payments can be made. Due date cannot be changed once the contract is finalized.	

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## DMV CONTACT CENTER ACTIONS

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- DMV Contact Center agents are authorized to collect Payment Plan Program payments using the Plan Payment transaction in MySelect. Agents do not initiate, cancel, or process refunds for the Payment Plan Program. **END REVISION>>>>>**
- Payment plan payments may also be made in-person at any DMV customer service center (CSC), online, or by mail. Debit or credit card payments cannot be accepted by mail.
- Customers can look up their Payment Plan Program Agreement payment history using the [What Have I Done Online](#) link on [DMVNow.com](#)
- Customers wishing to make payment by mail must include the completed Payment Plan Program Mail-In Payment Voucher ([VSA 300](#)), available online at [DMVNow.com](#), or by enclosing the Payment Plan Mail-In Voucher located at the bottom of the DMV payment plan receipt received in a CSC.

**IMPORTANT:** Advise customers mailing payment that to avoid default of the agreement they must allow enough time for the payment to arrive by the due date in the agreement.

- DMV Contact Center agents are authorized to provide at the request of a **co-owner** certain information specific to the co-owned vehicle(s) and to any payment plan **for the co-owned vehicle(s)**, such as:
  - Verifying a co-owner has entered into a payment plan(s) for the co-owned vehicle(s)
  - Details about the payment plan financial transactions (such as payments that served to pay down the balance due), provided it relates to the co-owned vehicle(s)
  - Information specific to the co-owned vehicle

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**DO NOT SHARE** any information relating to vehicles that are not co-owned by the co-owner, or personal information about the co-owner not related to the Noncompliance Fee Payment Plan Agreement(s). **END REVISION>>>>>**

- The make and year of a vehicle will not display on Compliance Summaries, Driver's Transcripts, or the printed payment plan agreement for an Owner Operator/Permit Operation of an Uninsured Motor Vehicle ([CV01](#)) orders of conviction.
- For customer questions about the plan, refer the customer to the Payment Plan Program ([DMV 288](#)) brochure frequently asked questions (FAQs), available online.

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## POINTS TO REMEMBER

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- Entry into the Payment Plan Program allows customers to reinstate driving and vehicle registration privileges while the customer pays off the noncompliance fee balance(s) provided minimum required payments are made by the established due dates.
- Payment Plan Program Agreements are established on an individual basis only; one vehicle owner per plan. For vehicles with co-owners, each may apply individually for his own payment plan provided eligibility requirements are met. **END REVISION>>>>>**
- Once the Payment Plan Agreement is finalized, the due date cannot be changed.

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- All vehicles owned by the customer that are subject to a noncompliance fee for UMV MUST be included in the payment plan. Customers must pay in full in advance any noncompliance fees due for vehicles he does not want included prior to entry into the payment plan. **END REVISION>>>>>**

- Customers who request and are determined eligible for an administrative hearing do not need to enter a payment plan since the administrative hearing will place the order of suspension in abeyance, allowing them to drive and register vehicles.
- Customers already entered in a Payment Plan Program Agreement may subsequently request an administrative hearing following guidelines in [VLIC-4.435](#). If the Hearing Office decides in the customer's favor the appropriate refund will be processed for the customer and the payment plan terminated.

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- Administrative fees are refundable ONLY when the agreement is terminated the same day, at the same CSC in which it the agreement was initiated. Any payments made towards the noncompliance fee balance due prior to termination of the agreement were credited towards payment of the noncompliance fees and are nonrefundable. **END REVISION>>>>>**

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## RELATED LINKS

**<<<<<REVISION**

[Sample Payment Plan/Terms of Agreement](#) **END REVISION>>>>>**

Payment Plan Program publication ([DMV 288](#))

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## CONTACT

For additional information contact:

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

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