

To: City and Town Clerks

From: Division of Motor Vehicles

Subject: Questions and answers from the conference

- 1. Why is the reset time at 15-minutes when I get locked out of the system:**
 - a. There are three reasons for being locked out of the system. Entering the wrong password or location three (3) consecutive times or closing the application improperly by hitting the "X" in place of "Exit" button. The 15-minute time out session only applies if you decide not to call the MA help desk to be reset. Having said that, the delay time is mandatory to ensure someone is not trying to access the system fraudulently. These types of practices ensure our system is safe guarded even if it is inconvenient.
- 2. Do we have to call the MA help desk to release a plate?**
 - a. The answer is, we would prefer you called us to ensure the plate is ready to be released. A few minutes on a call helps us help you better. There are clerks who have received specialized training that have been given the ability to do plate releases.
- 3. Can you please let the dealers know that they cannot keep the previous registration when selling a vehicle?**
 - a. Understanding that this only pertains to vehicles that are model year 1999 and older and is important when being purchased by an out of state customer, we cannot mandate the previous owner provide the registration as part of the sale. We do not have the statutory authority.
- 4. What authorizes a military person stationed in another state to hold a New Hampshire license?**
 - a. New Hampshire RSA 263:5-b. ([Section 263:5-b Members of Armed Services; Federal Employees; Spouses; Residency. \(state.nh.us\)](#))
 - b. Please keep in mind that this privilege was extended to Spouses of those actively serving and Federal Employee's employed by the State Department or other agency of the United States government.
- 5. Is it legal to transfer the title to a trust and drive on the old plates in the individual's name?**
 - a. NO. The title was transferred and is not in force.
 - b. New Hampshire RSA 261:2 Final Date. - No motor vehicle may be registered in this state, except those exempted pursuant to the provisions of RSA 261:3, unless a certificate of title shall be issued and in force relative to the same pursuant to the provisions of this chapter. ([Section 261:2 Final Date. \(state.nh.us\)](#)).
- 6. Where is it in writing that a customer has to produce a registration to be able to transfer credits?**
 - a. Please follow the link ([Section 261:66 Transfer of Ownership. \(state.nh.us\)](#))