



# STATE OF CONNECTICUT

## DEPARTMENT OF MOTOR VEHICLES

60 State Street, Wethersfield, CT 06161

<http://ct.gov/dmv>



### USER ACCESS ONLINE REGISTRATION PROGRAM REQUIREMENTS FOR EMPLOYEES OF ELECTRONIC ISSUANCE LICENSEES

As a duly authorized representative of the electronic issuance licensee (EIL) below, and as a condition to become and remain an EIL with the Connecticut Department of Motor Vehicles (Department), I agree to the following terms and conditions as set forth herein. I understand that where applicable, failure to comply with the Department's Online Registration Program (ORP) requirements may result in my business's removal from the program. This includes the immediate suspension and/or revocation of the EIL's online registration privileges, for any violation of the ORP, in accordance with the Connecticut General Statutes and the Regulations of Connecticut State Agencies.

The undersigned, on behalf of the EIL noted below, acknowledge(s) and/or agree(s) to the following:

1. The EIL(s) acknowledge(s) that all business conducted with its electronic issuance license must be separate and distinct from any business conducted through its leasing, dealer's, renter's, or repairer's license(s), or any other license, if applicable;
2. The EIL(s) agree(s) that all business conducted with its electronic issuance license will be performed from its licensed location only;
3. The EIL must always remain in good standing with the Department. This includes, but is not limited to, the EIL's compliance with all applicable laws and departmental policies, and all requirements set forth in Connecticut Public Act No. 24-20, the Connecticut General Statutes, and the Regulations of Connecticut State Agencies.
4. The EIL shall remit, no later than ten (10) days after the date of each transaction, all required documents and fees associated with the registration and titling of motor vehicles, in accordance with Connecticut Public Act No. 24-20, the Connecticut General Statutes, and the Regulations of Connecticut State Agencies. The EIL agrees to submit all original paperwork to the **CORE Customer Operations DOL**.
5. The Department may conduct, as deemed necessary, an audit/investigation of any/all transactions, material(s), complaints, or information relating to the EIL's business practices and/or online registration privileges.
6. The Commissioner of Motor Vehicles (Commissioner) may suspend or terminate an EIL's ability to electronically file applications for certificates of registration immediately upon learning of such company's failure to comply with:
  - a. Any provision or law regarding the conduct of its business or the electronic filing of such applications.
  - b. The submission of required documents or fees.
  - c. Any procedure established by the Commissioner for the use of the online system.

7. EILs and applicants for an electronic issuance license are entitled to a hearing, in accordance with chapter 54 of the Connecticut General Statutes, to contest the Department’s refusal to issue or renew an electronic issuance license on the basis that (1) the applicant for, or holder of, such a license, or an officer or major stockholder, if the applicant or licensee is a firm or corporation, has been found liable in a civil action for, or has been convicted of, a violation of any provision of law (A) pertaining to the business of electronic filing applications for the issuance of a certificate of registration or certificate of title, or (B) involving fraud, larceny, stalking, embezzlement, bribery or deprivation or misappropriation of property, in the courts of the United States or any state; or (2) for any reason the commissioner reasonably deems necessary. No EIL is entitled to a hearing for failure to renew a license on a timely basis.
8. The EIL must notify the Department’s Compliance Unit when an authorized user will no longer have access to the ORP. Any new personnel whom an EIL desires to become an authorized user must undergo the required training. Said individual(s) must submit a new user access agreement before having access to the ORP.
9. EILs are required to sign the “Statement Regarding the Security Customer/State Documents and Marker Plates” stating that it will maintain all documents as required in such statement.
10. At the time an electronic registration and titling transaction is being performed, the owner or lessee of the motor vehicle that is the subject of such transaction must acknowledge on a form approved by the Commissioner, that the maximum charge of such transaction is **twenty-five dollars (\$25.00)** per application. A copy of such form must accompany the EIL’s application for processing each transaction filed with the Department. Such form must also be kept with the EIL’s records for a period of time as designated under applicable law, and as amended from time to time.

**The information provided to the Commissioner of Motor Vehicles herein is subscribed by me, the undersigned, under penalty of false statement, in accordance with sections 14-110 and 53a-157b of the Connecticut General Statutes. I understand that if I make a statement which I do not believe to be true with the intent to mislead the commissioner, I may be subject to prosecution under applicable law(s).**

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Business Name

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Principal’s Signature

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Date

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Printed Name of Principal

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Principal’s Email Address and Phone Number