**RMV Inquiry**

This chapter explains how to use the RMV Inquiry feature available from the Main Menu.

The RMV Inquiry Page allows you to inquire into data stored at the Massachusetts Registry of Motor Vehicles. This feature enables you to look up driver, insurance, vehicle registration, merit rating, and NADA vehicle value information as it exists on the Registry computer.

To access the RMV Inquiry Page, select it from the main menu:

The RMV Inquiry Page displays.
You must select a valid Company Name and Office/Agent combination before selecting any of the inquiry submenus which consist of:

- Licensing Submenu
- Insurance Submenu
- Registration Submenu
- MRB Submenu
- Non-Renewal Submenu

**Licensing Submenu**

The Licensing submenu is available via the drop down list on the RMV Inquiry page. Make a selection from the drop down list next to the Licensing submenu on the RMV Inquiry Page. Then click on the **Select Licensing** button next to the drop down list. This will take you to one of three search pages available via this submenu, which are:

- License History
- License Inquiry
- License Transaction History
- Person Name Search

**License History**

**License History: Directions**

1. Enter the License Number (required)
2. Enter the State (optional)
3. Click on the **Search** button to get search results, or the **Clear Keys** button to clear out your search criteria.
License History: Search Results

Some of the information you can get back with your search criteria and other features are:

<table>
<thead>
<tr>
<th>Complete Name</th>
<th>Date of Birth</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gender</td>
<td>Height</td>
</tr>
<tr>
<td>Previous Name and DOB Info</td>
<td></td>
</tr>
<tr>
<td>Previous License</td>
<td>Previous License State</td>
</tr>
<tr>
<td>Previous License Issue Date</td>
<td>Previous License Expiration Date</td>
</tr>
<tr>
<td>Point of Origin</td>
<td>Previous License Class</td>
</tr>
<tr>
<td>Previous License Endorsements</td>
<td></td>
</tr>
<tr>
<td>License History Extension Info</td>
<td></td>
</tr>
</tbody>
</table>

License Inquiry

License Inquiry: Directions

1. Enter the License Number (required)
2. Enter the State (optional)
3. Click on the **Search** button to get search results, or the **Clear Keys** button to clear out your search criteria.

License Inquiry: Search Results

Some of the information that may be returned as a result of your search includes:

<table>
<thead>
<tr>
<th>Complete Name</th>
<th>Date of Birth</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Mail Address</td>
<td>Residential Address</td>
</tr>
<tr>
<td>----------------------------------</td>
<td>-----------------------------------------</td>
</tr>
<tr>
<td>Gender</td>
<td>Height</td>
</tr>
<tr>
<td>Organ Donor Y/N</td>
<td>Driver’s Ed: Y/N</td>
</tr>
<tr>
<td>Military: Y/N</td>
<td>License Status</td>
</tr>
<tr>
<td>License Restrictions</td>
<td>License Issue Date</td>
</tr>
<tr>
<td>License Expiration Date</td>
<td>History Y/N</td>
</tr>
<tr>
<td>Image: Y/N</td>
<td>PDPS: Y/N</td>
</tr>
<tr>
<td>Passenger Restriction: Y/N</td>
<td>Previous Name</td>
</tr>
<tr>
<td>Previous Date of Birth</td>
<td>Liquor ID Issue</td>
</tr>
<tr>
<td>Mass ID Issue</td>
<td>Out of State License Info:</td>
</tr>
<tr>
<td>School Bus License Info</td>
<td>Placard Info</td>
</tr>
<tr>
<td>Permit Info</td>
<td></td>
</tr>
</tbody>
</table>

**License Transaction History:**

![CollaborativeEdge - License Transaction History](image)

**License Transaction History: Directions**

1. Enter the License Number (required)
2. Enter the State (optional)
3. Click on the Search button to get search results, or the Clear Keys button to clear out your search criteria.
Person Name Search

This inquiry can be used to obtain a driver’s license number, date of birth, and indicators on whether license, registration, or alias information exists for an operator when only a name is available. After obtaining driver license number and date of birth, more detailed information can be obtained on the driver such as accidents, convictions, and policy information.

Person Name Search: Directions

1. Enter Last Name (required)
2. Enter First Name (optional)
3. Enter Middle Initial (optional)
4. Enter Date of Birth (optional)
5. Click on the Search button to get search results, or the Clear Keys button to clear out your search criteria.

Person Name Search: Notes

Enter as much information you know about a driver as possible. The more you enter, the more precise your search.

For the Person Name Search, all fields other than Last Name are optional, but may be necessary to refine a search that is too broad.

If you do not get any hits on a last and first name combination, check your spelling or try a different variation of the first name. For example, for a first name, try "FRED" instead of “FREDERICK" or vice
versa; or, instead of the full middle name, try just the initial. Asterisks (*) and question marks (?) may be used to search as wildcards. For example, if you enter the name GREG* SMITH, the system will find anything that has anything that has "GREG" (i.e., GREG SMITH, GREGOR SMITH, GREGORY SMITH, etc.). NOTE: Asterisks (*) and question marks (?) are not valid in the first position of the Last Name field. Omit apostrophes (') such as in "O'NEIL"; instead, use "ONEIL". Use hyphens on hyphenated last names such as in "MARY SMITH-JONES".

This page may also be accessed from the RMV Prefill Page utilizing the RMV Operator/License Search (ULP) button. When you search ULP from the RMV Prefill Page, you will have the option of adding up to six license numbers to a RMV Prefill License List of operators. You may then select to Return With List and listed operator license numbers will be prefilled onto the RMV Prefill Page. At that point, you may select the Prefill from RMV button and the system will search the Registry's database. The requested operator information will then prefill to your New Business Application.

"Go-To" - Using this feature eliminates the need for you to manually enter data more than once, or "cut and paste" information from page to page. After your inquiry results appear, a "drop-down" menu of selections display for each operator returned as a result of your search. The operator's license information is automatically carried forward to additional Registry Pages by selecting the next registry page to "go to", and clicking on the Process Selection for Operator button. For example, the "go-to" from this page can forward the operator license number to the following pages:

- License Inquiry (ULI)
- MRB Operator Summary (UMO)
- MRB Merit Rating Information Inquiry (UMI9)
- Policy History (UPH)
- Registration Search (URI)

**Insurance Submenu**

The Insurance submenu is available via the drop down list on the RMV Inquiry page. Make a selection from the drop down list next to the Insurance submenu on the RMV Inquiry Page. Then click on the Select Insurance button next to the drop down list. This will take you to one of six search pages available via this submenu, which are:

- Registration History
- Policy Holder History
- Policy Operator Inquiry
- Vehicle Policy History
- Policy Amend
- Policy Transaction History
Registration History

Registration History: Directions

1. Enter the applicable search criteria
2. Click on the **Search** button to get search results, or the **Clear Keys** button to clear out your search criteria.

Policy Holder History

This page is used to check a policyholder's insurance history for an individual operator or business entity.
Policy Holder History: What To Enter

You can enter the following search criteria:

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>License number</td>
<td>This can be a Massachusetts license, out-of-state license, or RMV-assigned</td>
</tr>
<tr>
<td>FID Number (Federal ID or tax number)</td>
<td>If the policy holder is a business entity, enter its FID number.</td>
</tr>
<tr>
<td>State</td>
<td>Leave blank if the state is Massachusetts, otherwise enter the two character postal abbreviation. (State Codes)</td>
</tr>
</tbody>
</table>

NOTE: A license number or FID number must be entered.

Policy Holder History: Directions

1. Enter the applicable search criteria
2. Click on the Search button to get search results, or the Clear Keys button to clear out your search criteria.

Policy Holder History: Notes

Enter a license number for individuals or a Federal Identification Number (FID) for business names.
When your search results are displayed, you can select to view Policy/Operator Information by clicking on the numbered button to the left of the policy information. This option will bring you to the Policy/Operator Information Page which displays specific information with regard to the policyholder.

Using the "Go-To" feature eliminates the need for you to manually enter data more than once, or "cut and paste" information from page to page. After your inquiry results appear, a "drop-down" menu of selections display for each operator returned as a result of your search. The operator's license information is automatically carried forward to additional Registry Pages by selecting the next registry page to "go to", and clicking on the Process Selection button. For example, the "go-to" from this page can forward the operator license number to the License Inquiry page.

**Policy Holder History: Search Results**

Some of the information you can get back with your search criteria and other features are:

<table>
<thead>
<tr>
<th>Complete Name</th>
<th>Issuing Insurance Company Code and Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date of Birth</td>
<td>Policy Number</td>
</tr>
<tr>
<td>Total Unpaid Premium</td>
<td>Policy Effective Date</td>
</tr>
<tr>
<td>Mailing Address</td>
<td>Status Effective Date: =The effective date of the policy's current status.</td>
</tr>
<tr>
<td>Individual Policy History Details</td>
<td>Status Code</td>
</tr>
<tr>
<td>Policy Type: P=Private Passenger; C=Commercial</td>
<td>Unpaid Premium</td>
</tr>
</tbody>
</table>

Status Code as returned in the search results can have the following values:

- **ACAN**: To be cancelled on cancellation effective date (advanced cancellation policy)
- **ACTV**: Active for all vehicles it lists
- **ADVN**: Entered prior to (in advance of) effective date
- **BIND**: Assigned a temporary bind number
- **CANC**: Cancelled
- **EXPI**: Expired (past its expiration date)
Policy Operator Inquiry

This page is used to check operator Merit Rating level, driving status, and unpaid premium as it pertains to an auto policy as of a specific policy effective date.

### Policy Operator Inquiry: What To Enter

You can enter the following search criteria:

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Effective Date</td>
<td>Enter the date a policy term goes into effect. (Required)</td>
</tr>
<tr>
<td>License/FID number</td>
<td>Enter policyholder's license number(s). (Required)</td>
</tr>
<tr>
<td>State</td>
<td>Leave blank if the license number is a Massachusetts license, otherwise enter the two character postal abbreviation. (State Codes)</td>
</tr>
</tbody>
</table>

You do not need to change or enter any other field.

### Policy Operator Inquiry: Directions

1. Enter the applicable search criteria
2. Click on the **Search** button to get search results, or the **Clear Keys** button to clear out your search criteria.

### Policy Operator Inquiry: Notes

Up to 4 operator licenses can be entered. At least one license number and an effective date must be entered.
Operator licenses entered do not have to be related to the same policy, however for the data on totals line to be meaningful, the entered operators should be listed on the same policy.

**Policy Operator Inquiry: Search Results**

The information you can get back with your search criteria and other features are:

<table>
<thead>
<tr>
<th>Total number of convictions for all operators listed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Comp Points: (not available at this time)</td>
</tr>
<tr>
<td>Opt Cov: Y/N code indicating whether comprehensive and collision coverage can be denied</td>
</tr>
<tr>
<td>Operator Details such as Last Name, Date of Birth, Lic/FID Status, License Status and Merit Rating</td>
</tr>
<tr>
<td>Unpaid Premium amount</td>
</tr>
</tbody>
</table>

The License Status being returned in the search can contain the following values:

- ACT  Active
- EXP  Expired
- SUS  Suspended (non-CDL only)
- REV  Revoked
- CAN  Cancelled (CDL only); Cancelled status may indicate either an expired revocation period or an unsolicited CSO was received.
- DEN  Denied (CDL only)

**Vehicle Policy History**

![Vehicle Policy History Search Fields](image)
Vehicle Policy History: Directions

1. Enter the applicable search criteria
2. Click on the Search button to get search results, or the Clear Keys button to clear out your search criteria.

Policy Amend

Policy Amend: Directions

1. Enter the applicable search criteria
2. Click on the Search button to get search results, or the Clear Keys button to clear out your search criteria.
Policy Transaction History

Policy Transaction History: Directions

1. Enter the applicable search criteria
2. Click on the Search button to get search results, or the Clear Keys button to clear out your search criteria.

Registration Submenu

The Registration submenu is available via the drop down list on the RMV Inquiry page. Make a selection from the drop down list next to the Registration submenu on the RMV Inquiry Page. Then click on the Select Registration button next to the drop down list. This will take you to one of seven search pages available via this submenu, which are:

- Inspection Maintenance History
- Registration/Title Inquiry
- NADA Value Guide
- Registration Scroll by Company Name
- Registration Scroll by Name
- Registration Scroll by Registration
- Registration Scroll by VIN
Inspection Maintenance History

This page is used to check inspection information for a vehicle.

Inspection Maintenance History: What to enter

You can enter both of the following:
   Registration plate type
   Registration plate number

Or one of the following:
   Vehicle Identification Number (VIN)
   Sticker Number

Inspection Maintenance History: Directions

1. Enter the applicable search criteria
2. Click on the Search button to get search results, or the Clear Keys button to clear out your search criteria.
Registration/Title Inquiry

This page is used to check motor vehicle registration and title information for an individual operator or company.

Registration/Title Inquiry: What to enter

You can enter both of the following:
  - Registration plate type
  - Registration plate number

Or one of the following:
  - Vehicle Identification Number (VIN)
  - Motor Vehicle Title Number
  - Driver License Number

Registration/Title Inquiry: Directions

1. Enter the applicable search criteria
2. Click on the Search button to get search results, or the Clear Keys button to clear out your search criteria.
Registration/Title Inquiry: Notes

If a valid driver license number is your only search criteria, and that person is not a vehicle owner, you will only get back name, address, and date of birth information about that driver.

"Go-To" - Using this feature eliminates the need for you to manually enter data more than once, or "cut and paste" information from page to page. After your inquiry results appear, a "drop-down" menu of selections display for each operator returned as a result of your search. The operator's license information is automatically carried forward to additional Registry Pages by selecting the next registry page to "Go-To". For example, the "Go-To" from this page can forward the operator license number to the following pages:

- NADA Value Guide Inquiry (RVN)
- License Inquiry (ULI)
- MRB Operator Summary (UMO)
- Policy History (UPH)
- License /Name Search (ULP)

Using the "Go To" feature from this page to the NADA Value Guide, will automatically carry forward required vehicle information, which is needed to obtain vehicle values.
NADA Value Guide

This page is used to obtain four different valuations and the weight of a policyholder's used vehicle from the National Automobile Dealer's Association Value Guide.

NADA Value Guide: Directions

1. Enter the applicable search criteria
2. Click on the Search button to get search results, or the Clear Keys button to clear out your search criteria.

NADA Value Guide: Notes

The vehicle identification number (VIN) is required.

Make and model year should be entered if model year is older than 1982.

The vehicles odometer reading (total miles driven) should be entered to obtain adjusted valuations for high or low mileage.

"Go-To" - Using this feature eliminates the need for you to manually enter data more than once, or "cut and paste" information from page to page. After your inquiry results appear, a "drop-down" menu of selections display as a result of your search. The vehicle owner's license information is automatically carried forward to additional Registry Pages by selecting the next registry page to "Go-To".
For example, the "Go-To" from this page can forward the owner license number to the following pages:

- Registration/Title Inquiry (URI)
- License /Name Search (ULP)

**NADA Value Guide: Search Results**

The information you can get back with your search criteria are:

<table>
<thead>
<tr>
<th>Information</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>NCIC Make Name (if model year is after 1981)</td>
<td>Loan Value</td>
</tr>
<tr>
<td>Model Year (if model year is after 1981)</td>
<td>Retail Value</td>
</tr>
<tr>
<td>VIN Messages - messages about vehicle features</td>
<td>Trade-in Value</td>
</tr>
<tr>
<td>identification number</td>
<td>Vehicle Series Description</td>
</tr>
<tr>
<td>Vehicle weight</td>
<td>Sub Make Description</td>
</tr>
<tr>
<td>Manufacturer's Suggested Retail Price</td>
<td>Body Style/Type Description</td>
</tr>
</tbody>
</table>

**Registration Scroll by Company Name**

![Registration Scroll by Company Name](image-url)
Registration Scroll by Name

Registration Scroll by Registration

Enter plate type and plate number above (plate color is optional).

Select Registration Status to narrow your search.
Registration Scroll by VIN

**MRB Submenu**

The MRB submenu is available via the drop down list on the RMV Inquiry page. Make a selection from the drop down list next to the MRB submenu on the RMV Inquiry Page. Then click on the **Select MRB** button next to the drop down list. This will take you to one of two search pages available via this submenu, which are:

- Merit Rating Information Inquiry
- Operator Summary
Merit Rating Information Inquiry

This page is used to inquire on driver history in the Merit Rating Bureau's Merit Rating Plan.
Merit Rating Information Inquiry: What to Enter

You can enter the following search criteria:

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Effective Date:</td>
<td>Enter the date a policy term goes into effect. (Required)</td>
</tr>
<tr>
<td>License number:</td>
<td>Enter operator license number(s). (Required)</td>
</tr>
<tr>
<td>Birth Date:</td>
<td>Enter operator date of birth. (Required with each license number entry)</td>
</tr>
<tr>
<td>State:</td>
<td>Leave this field blank if the if the license number is a Massachusetts license; otherwise, enter the two character postal abbreviation. (State Codes)</td>
</tr>
</tbody>
</table>

All other fields are optional.

Merit Rating Information Inquiry: Directions

1. Enter the applicable search criteria
2. Click on the Search button to get search results, or the Clear Keys button to clear out your search criteria.

Merit Rating Information Inquiry: Notes

You must enter at least one license number, date of birth, and an effective date.

Go-To" - Using this feature eliminates the need for you to manually enter data more than once, or "cut and paste" information from page to page. After your inquiry results appear, a "drop-down" menu of selections display for each operator returned as a result of your search. The operator's license information is automatically carried forward to additional Registry Pages by selecting the next registry page to "go to", and clicking on the Process Selection for Operator button. For example, the "go-to" from this page can forward the operator license number to the following pages:

- License Inquiry (ULI)
- MRB Operator Summary (UMO)
- Policy History (UPH)
- Registration Search (URI)
- License/Name Search (ULP)

If you utilized the "go to" feature to arrive at this page, View License Info Here will appear in list of choices in the drop-down list box. This feature will combine the UMI9 and ULI information on a single page for easier viewing.

Operator Summary

This page is used to inquire on summary information of driving records and incidents associated with an operator or company on record with the Merit Rating Bureau.
Operator Summary: What To Enter

You can enter the following search criteria:

<table>
<thead>
<tr>
<th>License number</th>
<th>Enter operator license number. (Required)</th>
</tr>
</thead>
<tbody>
<tr>
<td>State</td>
<td>The two character postal abbreviation of the license state. (Required). (State Codes)</td>
</tr>
<tr>
<td>Request Type</td>
<td>Type of MRB information to be viewed, as follows:</td>
</tr>
<tr>
<td></td>
<td>• At-fault accidents</td>
</tr>
<tr>
<td></td>
<td>• Citations and violations</td>
</tr>
<tr>
<td></td>
<td>• Comprehensive claims</td>
</tr>
<tr>
<td></td>
<td>• Merit Rating inquiries</td>
</tr>
<tr>
<td></td>
<td>• Surcharges</td>
</tr>
</tbody>
</table>

Operator Summary: Directions

1. Enter the applicable search criteria
2. Click on the Search button to get search results, or the Clear Keys button to clear out your search criteria.

Operator Summary: Notes

You must enter a license number and state.

"Go-To" - Using this feature eliminates the need for you to manually enter data more than once, or "cut and paste" information from page to page. After you select inquiry on this page and complete your
search, a "drop-down" menu of selections display. The operator's license information may be automatically carried forward to additional Registry Pages by utilizing the "Go To" feature, and clicking the Process Selection button. For example, the "Go-To" from this page links to the following pages:

- License Inquiry (ULI)
- MRB Merit Rating Information Inquiry (UMI9)
- License/ Name Search (ULP)
- Policy History (UPH)
- Registration Search (URI)

**Operator Summary: Search Results**

The information you can get back with your search criteria and other features are:

<table>
<thead>
<tr>
<th>Driver name, mail address, and date of birth</th>
<th>Merit rating plan</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operator Incident Summary</td>
<td>Description</td>
</tr>
<tr>
<td>Insurance Company, Court, and/or Police Code</td>
<td>Surcharge Date</td>
</tr>
<tr>
<td>Citation, Claim, or Policy Number</td>
<td>Citation Disposition, Claim Reason, or Merit Rating (Citation Disposition and Claim Reason Codes)</td>
</tr>
<tr>
<td>Incident or Policy Effective Date</td>
<td>Status</td>
</tr>
<tr>
<td>Location Code (Cities/Towns - code order)</td>
<td>Process Date</td>
</tr>
<tr>
<td>(Cities/Towns - alphabetic order)</td>
<td></td>
</tr>
<tr>
<td>Type with possible values of:</td>
<td></td>
</tr>
<tr>
<td>A active</td>
<td></td>
</tr>
<tr>
<td>N not active</td>
<td></td>
</tr>
<tr>
<td>R reversed</td>
<td></td>
</tr>
<tr>
<td>D deferred operator</td>
<td></td>
</tr>
<tr>
<td>S error</td>
<td></td>
</tr>
<tr>
<td>P paid under merit rating plan</td>
<td></td>
</tr>
</tbody>
</table>

**Non-Renewal Submenu**

The Non-Renewal submenu is available via the drop down list on the RMV Inquiry page. Make a selection from the drop down list next to the Non-Renewal submenu on the RMV Inquiry Page. Then click on the **Select Non-Renewal** button next to the drop down list. This will take you to one of two search pages available via this submenu, which are:

- Non-Renew Display Tickets For License
- Non-Renew Display Tickets For Registration
Non-Renew Display Tickets for License

1. Enter the applicable search criteria
2. Click on the **Search** button to get search results, or the **Clear Keys** button to clear out your search criteria.

Non-Renew Display Tickets For Registration

Enter plate type and plate number (plate color is optional).
Non-Renew Display Tickets for Registration: Directions

1. Enter the applicable search criteria
2. Click on the **Search** button to get search results, or the **Clear Keys** button to clear out your search criteria.