



Doug Belden, Tax Collector

Doug Belden, Hillsborough County Tax Collector is pleased to make available to authorized businesses and organizations access to our automated Vehicle Registration Telephone Information System (MOTOR VEHICLE LOOKUP). This system will allow you 24 hour access to the Department of Motor Vehicle FRVIS files.

Please **read and retain** the enclosed operation instructions for complete information on the Automated Motor Vehicle Lookup System.

If you wish to obtain an access code to use this system and agree to the conditions in the enclosed permits; **complete, sign and return the following items to:**

Hillsborough County Tax Collector  
Attn: Sabita Dubra  
601 E Kennedy Blvd; 14<sup>th</sup> Floor  
Tampa, FL 33602-4931

- **Permit for Access to FRVIS Automated Motor Vehicle Lookup System.**
- **The Request for Exempt Personal Information in a Motor Vehicle Record form and;**
- **A copy of your current Business Tax. In addition;**
- **When applicable, send a copy of your Motor Vehicle Dealers License, Private Investigators License or Process Server Certification.**

**Your place of business must have a physical address in Hillsborough County.**

If you have any questions, please contact Sabita Dubra at phone (813) 612-6766; fax (813) 612-6717 or email [dubra@hillstax.org](mailto:dubra@hillstax.org)

Sincerely,

A handwritten signature in black ink that reads "Dale M. Hoffman".

Dale M Hoffman, CFCA  
Director of Branch Operations

Enclosures  
DMH/sd





Doug Belden, Tax Collector  
Motor Vehicle Lookup  
Operating Instructions

The Tax Collector, Doug Belden, is proud to make available to authorized organizations (as listed in Florida statutes 320.05), a method of obtaining information vital to their operation:

The system will allow participating Automobile Dealers, Financial Institutions and other businesses 24-hour, 7 day a week access to the Division of Motor Vehicles, Florida Real-Time Vehicle Information System.

The following is a brief overview of how the system works.

### **Assignment of Codes Required For Entry**

You must have been assigned an access code and password to use the system. You may request an application for access by contacting our office at (813) 307-6572.

**Note:** Your organization is responsible for notifying our office **within three business days**, when an access code/password should be denied access to our system. This would occur if one of your personnel was no longer employed with your organization.

Please fax the request on company letterhead to the attention of Sabita Dubra at (813) 612-6766.

### **Information Stored In The Database**

When your account is set up, we store more than just your name and access information. We also store both your phone number and fax number. This way when you request that the system send a fax, you will simply go through a verification process of the number on file. This will keep you from having to enter the number each time, and also, provide the flexibility to enter a different number should the need arise. This information is also logged for every inquiry made and every fax requested.

### **Help**

Detailed help will be available in the event a caller needs additional assistance

### **Using The Motor Vehicle Lookup**

After entering a valid access code and password, you will be advised whether or not the Division of Motor Vehicle's, Florida Real-Time Vehicle Information System is available. *If for some reason the system is not available, you will be notified and asked to try back at a later time.* If the system is not available, *please do not call our office for the information*, because our computers are connected to the same system and would also be unavailable.

Entering the required information:

601 E. Kennedy Blvd., 14<sup>th</sup> Floor, Tampa, FL 33602-4931  
Phone 813-612-6766 • Fax: 813-612-6717 • www.hillstax.org

If the system is available, you will be prompted for a series of information in order to fulfill your request. You will receive the following menu after entering a valid access code and password:

**Initial Menu:**

Press 1 to enter a VIN number.

Press 2 to enter a tag number.

Press 3 to enter a title number.

Press 4 to enter a decal number.

Press 6 for HELP.

Press \* to end a message.

Press # to end the call.

Based on your selection from the previous menu, you will be prompted to enter a VIN, tag, title, or decal number followed by the pound key after each digit required and the pound key twice at the end of your request. The number will be read back to you for verification.

When valid information is found in the DMV computer, you are prompted to determine what information you would like regarding this vehicle.

**Information Menu:**

Press 1 for vehicle information.

Press 2 for owner information.

Press 3 for lien information.

Press 4 to have all of the information faxed.

Press 9 to perform another lookup.

Press # to end the call.

The system will read (or fax) the requested information once you have selected one of the preceding options.

**Vehicle Information:**

Year of vehicle, make, body, color, tag number, tag type, vehicle identification number, title number, title status, title issue date, decal number, decal year, insurance status, class, weight or length, gross vehicle weight or width, odometer status, odometer reading, odometer date, presence of D6 stop.

**Owner Information:**

Name, address, date of birth, sex, and driver's license number(s).

**Lien Holder Information:**

Name, address, and date of lien.

## How To Enter Alphanumeric Information.

Each time you depress a key on the telephone keypad, the system will speak the numeric or alphabetic character that corresponds to that key. When you hear the number or letter you desire, press the pound key. For example, if you press the 2 key, the system will speak “two”. If you press the 2 key again, the system will speak “A”. If pressed once again, the system will speak “B”. If pressed once more, the system will speak “C”.

**Note: The 1 key represents “1” as well as “Q” and “Z”  
in addition "Q" is also on "7" and "Z" is also on "9".**

### Sample Alphanumeric Entry

Let's say you want to enter tag number: JYE 41P

- (1) Press the 5 key (will speak “five”)
- (2) Press the 5 key again (will speak “J”) - Press the pound key
- (3) Press the 9 key (will speak “nine”)
- (4) Press the 9 key again (will speak “W”)
- (5) Press the 9 key again (will speak “X”)
- (6) Press the 9 key again (will speak “Y”) - Press the pound key
- (7) Press the 3 key (will speak “three”)
- (8) Press the 3 key again (will speak “D”)
- (9) Press the 3 key again (will speak “E”) - Press the pound key
- (10) Press the 4 key (will speak “four”) – Press the pound key
- (11) Press the 1 key (will speak “one”) - Press the pound key
- (12) Press the 7 key (will speak “seven”)
- (13) Press the 7 key again (will speak “P”) - Press the pound key

**Press the pound key once more to indicate the end of the tag number.**

### Special Input Regarding Personal/Specialized Tags

If the tag number has space(s), dash(es), etc., only enter the letters/numbers as printed on the tag without the spaces/dashes (e.g., “OWE-DEBT” would be entered as “OWEDEBT”, “FAST 1” would be entered as “FAST1”.)

**Note: The 1 key represents “1” as well as “Q” and “Z” in addition "Q" is also on "7" and "Z" is also on "9".**

**PERMIT FOR ACCESS TO FRVIS**  
**(MOTOR VEHICLE LOOKUP SYSTEM)**

This Permit is made between the Hillsborough County Tax Collector, herein after referred to as "Tax Collector," and \_\_\_\_\_, herein after referred to as "Agency".

\_\_\_\_\_  
(Company/Agency Name)

**NOW THEREFORE, the parties agree to the following:**

1. The Tax Collector and the Agency agree to adhere to the policies, procedures, operating instructions and applicable laws, or regulations issued by the Florida Department of Highway Safety and Motor Vehicles with regard to the FRVIS access.
2. The Tax Collector will provide an access code to the Agency, which will be used to gain access to the "FRVIS."
3. The Agency acknowledges and agrees that the use of the access code assigned to it and its personnel is confidential and is restricted to the use of the Agency and its designated employees, and further agrees to apply safeguards to maintain confidentiality to the access code so assigned.
4. The Agency agrees to notify the Tax Collector within three (3) working days of the termination of any of its employees who have been privileged to the access code or of any misuse or unauthorized use of the access code. Failure to comply with this provision will result in the termination of the Permit and the cancellation of all codes.
5. Any violation of the applicable Florida Statutes, [Chapter 119, 319 or 320](#) by the Agency shall be a violation of the conditions of this Permit.
6. The Tax Collector retains the right to terminate this Permit and the use of the access code to the FRVIS and to establish the hours when the FRVIS will be available to the Agency.
7. The Tax Collector will not be liable in the event access to the FRVIS is not available due to inoperative, failure of equipment or misuse of the access code by the Agency, or for any other cause.
8. This Permit may be terminated by the Tax Collector at the discretion of the Tax Collector.

IN WITNESS WHEREFORE, The Tax Collector and \_\_\_\_\_ have caused this  
(Company/Agency Name)

PERMIT to be acknowledged and executed this \_\_\_\_\_ day of \_\_\_\_\_,  
20\_\_\_\_.

**Complete and sign the following form, if you agree to the conditions in the Permit**

**(PLEASE PRINT LEGIBLY OR TYPE INFORMATION BELOW).**

**AUTHORIZED PERSONNEL**

		<b>Name of Contact Person for Company or Firm</b>
1.		
		Name of Company or Firm
2.		
		Physical Address including <span style="float: right;">City &amp; Zip Code</span>
3.		
		Mailing Address
4.		
		City <span style="float: right;">Zip Code</span>
5.		
		Phone Number
6.		
		Fax Number
7.		
		E-Mail Address
		Dealer Lic. #: _____

**\*\* SIGNATURE MUST BE WITNESSED BY TWO PEOPLE**

**I agree to not re-disclose this information except as provided in s. 119.0712(2)(b), F.S. I understand that unauthorized re-disclosure may subject me to civil and criminal penalties under state and federal law.**

\_\_\_\_\_  
**Witness Signature (1)**

\_\_\_\_\_  
**\*\* Signature of Representative for Company / Agency**

\_\_\_\_\_  
**Witness Signature (2)**

\_\_\_\_\_  
**Printed Name & Title of Representative for Company / Agency**

\_\_\_\_\_  
Doug Belden, Tax Collector/ or Tax Collector Designee

**REQUEST FOR EXEMPT PERSONAL INFORMATION**

IN A MOTOR VEHICLE RECORD

The Florida Public Records Law (s.119.0712(2)(b) Florida Statutes) exempts personal information (as defined by federal law) contained in motor vehicle or driver license records from disclosure. The federal Driver's Privacy Protection Act of 1994 defines "personal information" in a motor vehicle record to mean "information that identifies an individual, including an individual's photograph, social security number, driver identification number, name, address (but not the 5-digit zip code), telephone number, and medical or disability information, but . does not include information related to vehicular accidents, driving violations, and driver's status." Personal information from these records may be released to individuals or organizations, which qualify under one of the fifteen exceptions listed on the attached form.

\_\_\_\_\_ I am qualified to obtain this information under exception number \_\_\_\_\_  
(Please Refer to Exceptions Attached).

\_\_\_\_\_ I am not qualified to obtain this information under any exception number.

\_\_\_\_\_ Consider this my request to become a Motor Vehicle Lookup subscriber.

**I agree to not re-disclose this information except as provided in s. 119.0712(2)(b), F.S. I understand that unauthorized re-disclosure may subject me to civil and criminal penalties under state and federal law.**

\*\* The information obtained will be used as follows (**explain in your own words**):

**Obtaining personal information under false pretenses is a state and federal crime. Under penalty of perjury, I swear that the information given above is true.**

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Title**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Printed Name**

\_\_\_\_\_  
**Company / Agency Name**



Doug Belden, Tax Collector

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Phone 813-612-6766 • Fax: 813-612-6717 • [www.hillstax.org](http://www.hillstax.org)

## THE 15 EXCEPTIONS

1. For use in connection with matters of motor vehicle or driver safety and theft; motor vehicle emissions; motor vehicle product alterations, recalls, or advisories; performance monitoring or motor vehicles and dealers by motor vehicle manufacturers; and removal of non-owner records from the original owner records of motor vehicle manufacturers, to carry out the purposes of the Automobile Information Disclosure Act, the Motor Vehicle Information and Cost Saving Act, the National Traffic and Motor Vehicle Safety Act of 1966, the Anti-Car Theft Act of 1992, and the Clean Air Act. **(A letter on manufacturers' letterhead requesting specific information is required.)**
2. For use by any **government agency**, including any court or law enforcement agency, in carrying out its functions, or any private person or entity acting on behalf of a federal, state, or local agency in carrying out its functions **(Government agency ID and an affidavit stating the requested information is required in carrying out government agency duties.)**
3. For use in connection with matters of motor vehicle or driver safety and theft; motor vehicle emissions; motor vehicle product alterations, recalls, or advisories; performance monitoring or motor vehicles, motor vehicle parts, and dealers; motor vehicle market research activities, including survey research; and removal of non-owner records from the original owner records of motor vehicle manufacturers. **(A letter on letterhead requesting specific information is required.)**
4. For use in the normal course of business by a **legitimate business** or its agents, employees, or contractors, but only: **(Picture ID and a letter on business letterhead requesting specific information is required.)**
  - a) To verify the accuracy of personal information submitted by the individual to the business or its agents, employees, or contractors; and
  - b) If such information as so submitted is not correct or is no longer correct, to obtain the correct information, but only for the purposes of preventing fraud by, pursuing legal remedies against, or recovering on a debt or security interest against, the individual.
5. For use in connection with any **filed civil, criminal, administrative, or arbitral proceeding** in any court or agency or before any self-regulating body for:
  - a) Service of process by any certified process server, special process server, or other person authorized to serve process in this state. **(Picture ID and affidavit stating authorized process server)**
  - b) Investigation in anticipation of litigation by an attorney licensed to practice law in this state or the agent of the attorney. **(Picture ID and a letter on attorney letterhead are required.)**
  - c) Investigation by any person in connection with any filed proceeding. **(Indicate case number.)**
  - d) Execution or enforcement of judgments and orders. **(Attach copy of judgment or order.)**
  - e) Compliance with any order of any court. **(Attach copy of order.)**

## EXCEPTIONS (Continued)

6. For use in **research activities** and for use in producing statistical reports, so long as the personal information is not published, re-disclosed, or used to contact individuals. **(Picture ID and letter on business letterhead required.)**
7. For use by any **insurer or insurance** support organization, or by a self-insured entity, or its agents, employees, or contractors, in connection with claims investigation activities, anti-fraud activities, rating, or underwriting. **(Picture ID and letter on insurance company letterhead required.)**

8. For use in providing notice to the owners of **towed** or impounded vehicles. **(Picture ID and letter on towing company letterhead required.)**
9. For use by any **licensed private investigative agency or licensed security service** for any purpose permitted under these exceptions. Personal information obtained based on an exempt driver's record may not be provided to a client who cannot demonstrate a need based on a police report, court order, or a business or personal relationship with the subject of the investigation. (Attach statement if information is to be released to a client.) **(License ID required.)**
10. For use by an **employer or its agent or insurer** to obtain or verify information relating to a holder of a commercial driver's license that is required under the Commercial Motor Vehicle Safety Act of 1986 (49 U.S.C. App. 2710 et seq.). **(Picture ID and letter on business letterhead required.)**
11. For use in connection with the operation of **private toll transportation facilities.** **(Picture ID and letter on business letterhead required.)**
12. For bulk distribution of surveys, marketing, or solicitations **when the person has given the department express written consent.**
13. For any use if the requesting person demonstrates that he or she has obtained the written consent of the person who is the subject of the motor vehicle record. **(Attach a notarized-signed statement from the subject granting consent.)**
14. For any other use specifically **authorized by state law**, if such use is related to the operation of a motor vehicle or public safety. (Attach a copy of the law or a section number from Florida Statutes demonstrating need.)
15. For any other use if the person to whom the information pertains has given **consent on a form** prescribed by the department. Such consent shall remain in effect until it is revoked by the person on a form prescribed by the department.



Doug Belden, Tax Collector

TO: Motor Vehicle Lookup User

FROM: Doug Belden  
Hillsborough County Tax Collector

SUBJECT: Driver Privacy Protection Act of 1994

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The Federal Driver Privacy Protection Act of 1994 was enacted in Florida under section 119.07, Florida Statutes. Effective October 1, 2004 the law provided for all individual personal information to be automatically blocked. The Department of Highway Safety and Motor Vehicle (DHSMV) requires written consent of the citizen (on DHSMV's prescribed form) if he/ she requests his/her records to be unrestricted.

As a user of our Automated Motor Vehicle Lookup System (MVLS), you have access to the customer's personal information. In order for you to have access to this information, we must know if you qualify for eligibility to receive this data under one of the fifteen (15) exceptions stated in section 119.07, Florida Statutes.

Please read the enclosed information carefully. If you feel that you qualify under one of these exceptions, indicate which exception on the enclosed form. **We require this information in our files. If you do not qualify OR if you do not return this request you will not have access to the Motor Vehicle Lookup System.**

This is an important law and we must strictly adhere to the requirements of the law. We are making every effort to make compliance as painless as possible for our Motor Vehicle Lookup System users.

Thank you for your cooperation.