



March 29, 2010

RE: Motor Vehicle Title Lien Resolution

During the March 2010 Lending Conference in Bozeman, attendees had the opportunity to visit with Brenda Nordlund (Administrator of the MVD) and Joann Loehr (Title and Registration Bureau) about the recent changes in the lien filing process.

They have worked hard in the last few months to identify high priority areas for resource allocation and to reduce the backlog of paperwork that resulted with the system change. They shared critical information that we felt would be helpful to your loan staff.

**What steps should your credit union take when you have an issue with a motor vehicle title or lien?** According to the Motor Vehicle Division, the following steps are recommended (in order):

1. Check the online Vehicle Search Service at <https://app.mt.gov/dojvs/public>. If you are not yet registered for this service, you are missing out on critical information on your titles, including potential child support liens. We highly encourage this as a first step to any title question.
2. General questions about the security interest process (county or title bureau), backlog turnaround times, titling, vehicle search service questions etc. may be emailed to [mvdtitleinfo@mt.gov](mailto:mvdtitleinfo@mt.gov). (This is preferable to phone calls.)

And finally, if you have a **high priority** situation that needs attention:

3. Delayed issuance of paperwork (i.e., should be issued according to backlog turnaround times), send an email with details, including resolution steps you have already attempted to Clyde Dailey at the Montana Credit Union Network ([clyde@mcun.org](mailto:clyde@mcun.org)) and he will work with the Division Administrator to promptly address your concern. This helps us keep abreast of the major issues in the event we need to support legislative or process changes.

Thank you for your continued patience as the Motor Vehicle Division works to resolve backlog and learn their new system. We are appreciative of the support and information they have been willing to provide us in recent months.

*Donya Parrish*

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