

# Bulletin

**D-01-12-01**

**DATE:** January 4, 2012  
**BULLETIN TO:** All Dealers  
**RE:** Processing Fee Reminder

The Motor Vehicle Administration (MVA) has received inquiries from customers regarding the fees dealers may charge when processing titling and registration transactions.

The dealer buyer's order must show the exact same fees as the fees reflected on the transaction receipt from MVA and the vendor's software. Please review the following website for a listing of the proper fees.

<http://www.mva.maryland.gov/Vehicle-Services/REG/fees.htm>.

As a reminder to all dealers, fees collected from the customer should be accurate and compared to the buyer's order before submitting the transaction electronically or by walking in to local field office. If a customer is overcharged, the additional fees should be refunded immediately. If the MVA receives a customer complaint of any undisclosed fees, an audit may be necessary to determine whether or not a violation Transportation Article §§15-311, 15-312, 15-313, 15-315 or COMAR 11.12.01 occurred and, if so, whether it is an isolated occurrence.

Should you have an questions or concern please contact Ms. Sarah Moore, Section Manager, at (410) 424-3060 or by email to [smoore1@mva.maryland.gov](mailto:smoore1@mva.maryland.gov).