STATE OF CALIFORNIA
DEPARTMENT OF MOTOR VEHICLES®
A Public Service Agency

COMMERCIAL REQUESTER ACCOUNT APPLICATION INSTRUCTIONS

SERVICE PROVIDER

A Public Service Agency

Disclaimer: The information collected on the attached forms is public record and open to inspection by the public, unless prohibited by statute.

Before You Begin

Incomplete applications result in processing delays. As you review the following instructions, please take a moment to note any changes or suggestions that you feel would make them more understandable. You can make your comments or suggestions directly on the instructions and return them with your application.

Be sure to read all instructions completely before filling out the forms. Be sure to keep a copy of all forms for your records. The DMV will not return copies of forms.

The Service Provider Application (INF 1106V) is to be used by Service Providers **ONLY**. A "Service Provider" includes:

(1) a "**Vendor,**" including intermediate (second-tier) vendors who are authorized by the DMV to provide a pass-thru/reformat service to an approved requester and

(2) an "**Agent**" which includes a person or entity who is authorized by an approved requester and the DMV to access, receive and or use DMV record information on behalf of that approved requester.

If you are requesting access to DMV record information to perform your own legitimate business purpose, you should be completing form INF 1106 "Commercial Requester Account Application" which is available on the DMV's website at ***www.dmv.ca.gov***, click on "Other Services" and "Commercial Requester Account" or by contacting the DMV's Account Processing Unit at (916) 657-5564.

NOTE: No Service Provider is allowed to go through another Service Provider in an intermediate or second tier process for Direct Access (On-Line). See Section E.3.

Account Number

If you are submitting a renewal or change application, indicate the "account number" that has been issued by the DMV. On new applications, the account number will be entered by the DMV technician and included on your approval letter.

NOTE: The "Account Number" was formerly referred to as the "Agreement Number".

Type of Application

Original — Check this box if you are applying for a new account. All sections must be complete (Section F only if applicable) or the application will be returned unprocessed.

Change — Check this box if you have an existing account and you are changing information, such as, the contact person, address, record access method, permissible use, etc.

Renewal — If you have received a "renewal notice" in the mail or your account is expiring, check this box and complete all sections. Be sure to return your "renewal notice(s)" with your renewal application.

Section A – Business Information

1. **Name of…** – Enter the following:

- **Sole Owner** — true, full name of the sole owner applying for the account.
- **Partnership** — true, full name of each partner.
- **LLP or LLC** — true full name of the limited liability partnership or company.
- **Corporation** — true full name of the corporation as filed with the State of Issuance.
- **Association** — true full name of the association.

NOTE: The Corporation, LLC, LLP or LP status will be verified and the Name or DBA provided must match. Inconsistencies will need to be verified and result in processing delays.

2. **Daytime Telephone Number** — Enter the daytime telephone number of the applicant.
3. **DBA** — Fictitious Business Name under which applicant will be doing business.
4. **Internet Website Address** — Enter the Internet Website Address of the business or indicate "None".
5. **Fax Number** — Enter the fax number of the business or indicate "None".

6 thru 8. **Contact Person, e-mail address, daytime phone** — Enter the name/title, e-mail address (if available) and the daytime telephone number of the person who will be responsible for the account and who DMV can contact in the event of questions or problems.

9. **Street Address** — Enter the physical location where the business is located including the street number and name, city, state and zip code.
10. **Mailing Address** — Enter the mailing address where you want information mailed. If the mailing address is the same as the street address provided in #9 above, indicate "Same".

Section B — Business Identification

1. **Federal Employer ID Number (FEIN) or State Tax ID #** — The FEIN or State Tax ID number is required on all applications. If you wish to have an FEIN assigned, contact the IRS at (800) 829-1040. If you are a sole proprietor, this may be the same as your Social Security Number (SSN). SSN information collected as part of the CRA application process will be used strictly for collection of delinquent or administrative fines and will not be released outside of the DMV.
2. **Corporation Identification Number/State of Issuance** — Enter the number issued to the corporation, LLC, LLP, or LP and the state of issuance.

NOTE: If your corporation is not located in California and your state does not issue corporation numbers, you must list the state in which you are incorporated and write "No Corp. # issued."

3. **Other (Identify)** — If none of the above are applicable, identify your business category (e.g., sole owner).

Section C — Commercial Requester Account History and Use

1.a. If you have or have had a Commercial Requester Account, including renewals, check "**yes**" and print the business name or DBA and the associated Agreement/Account number or Requester Code number(s).

1.b. Check "**yes**" if your previous account has been subject to a DMV administrative action and attach a separate sheet of paper that includes the type of action, the name of the person(s) involved, business name or DBA, and the reasons for and date of the action.

2. If anyone having access to DMV record information has ever been convicted of any crime, as specified, check "**yes**" and attach a separate sheet of paper that includes the name of the person, the specific code violation, conviction date, court and action taken.

Section D — Type of Service Being Provided (Check One ONLY)

Check the type of service you will be providing to another approved requester. You must check either #1 **or** #2, **not both**. If you wish to apply for both types of services, a separate application must be completed and submitted to DMV. A separate application fee of $250 is also required.

1. "**Vendor/Reseller"** — Check here if you will be accessing DMV record information and providing a "Pass Through/Reformat Service" to other approved requesters. A pass through/reformat service involves providing the technology/access to a DMV approved requester.

2. **"Agent"** — As defined in California Code of Regulations section 350.02(a), an Agent is a person or entity authorized by an approved requester and the DMV to access, receive and or use DMV record information on behalf of that approved requester. An Agent must have DMV form INF 03 (Agent Authorization) completed and signed by each approved requester (government or commercial) for whom they will be accessing information.

NOTE: The "Agent" process is only necessary when the Agent is requesting access to confidential information (residence addresses) based on the statutory authority of the "Principal" (AKA approved requester). If only non-confidential information is requested, this information is open to public inspection pursuant to Section 1808 of the California Vehicle Code for any permissible use, as defined, and form INF 1106 (Commercial Requester Account Application) should be completed. Please contact the Accounts Processing Unit at (916) 657-5564 if you have questions.

Section E — Method of Access (Check ALL That Apply)

1. **Hardcopy (Paper)** — Requester submits paper request for information on form provided by DMV - Paper response will be mailed to requester. Turnaround time: Approximately 10 days.

2. **Electronic (VPN, Tape, FTP)** — Generally referred to as "batch." Requester submits request for information via specified electronic method – DMV responds via same method. Turnaround time: generally 24 hours.

3. **Direct Access (On-Line)** — Requester submits and receives requests electronically through an on-line computer system either directly or via an authorized on-line access information Service Provider (Reseller). Turnaround time: Instantaneous.

NOTE: REMEMBER Direct Access (On-Line) service is not available for intermediate/second tier use. Contact the DMV's Electronic Access Administration Unit at (916) 657-5582 for additional information regarding Electronic or Direct Access.

Section F — On-Line "Permittee" Only

A "Permittee" is a requester who has been authorized by DMV for computer-to-computer communication in order to access DMV record information.

Form INF 1174 (Personal History Questionnaire) must be completed and submitted to the DMV for the Access Control Administrator, Review Security Administrator, as well as, each sole owner, partner and corporate officer.

NOTE: A one-time permit fee of $10,000 is required for on-line access. Applicants must be able to comply with all technical, security and programming requirements necessary to interface with DMV's automated systems. Please contact the DMV's Electronic Access Administration Unit at (916) 657-5582 for technical, security and programming requirements information.

1. Indicate the name of the Access Control Administrator by Last Name, First Name, Middle Initial (if any) and Title.**

2. Indicate the name of the Review Security Administrator by Last Name, First Name, Middle Initial (if any) and Title.**

Section F — On-Line "Permittee" Only (continued)

3. List any current requester code number(s) that you want to use for on-line service. Only those requester code number(s) identified may be programmed for on-line access.

4. If you would like to have a new requester code to use for on-line access, check "Yes". If you will only use the requester code number(s) listed in #3 above, check "No."

   ** Access Control Administrator and Review Security Administrator must be separate individuals.

Section G — Acknowledgement and Certification Statement

The person signing the application must be an authorized representative of the business and agree to all conditions set forth in the Commercial Requester Account Terms and Conditions (INF 1230).

Section H — DMV Approval

Once the application is approved, an approval letter will be mailed to you with the requester code(s) that has/have been assigned to your business. Your access is determined by your client's (approved requester) level of approval. You must submit your requester code as well as your client's requester code to receive information. Your account will be activated immediately upon approval, however, residence address information will not be released until your Commercial Requester Account Surety Bond (INF 1132) is received and approved by DMV. (See Checklist for further information)

CHECK LIST

This following checklist has been created for your convenience. It does not need to be returned to DMV.

NOTE: Service Provider – A commercial entity approved by the DMV to provide a service to other approved requester(s) (commercial or government).

Please be sure that the following documents/items are submitted to the DMV for processing.

REQUIRED:

☐ Commercial Requester Account Application (INF 1106V)

Original Application or Renewal Fee:

☐ All Applicants — $250

Please make checks or money orders payable to DMV. If your application is denied, $50 of the application fees is non-refundable and will be retained by DMV to cover processing costs.

ONLY IF APPLICABLE:

☐ **Commercial Requester Account Renewal Notice(s)** — DMV will send notices approximately 90 days prior to expiration of a CRA. If you have received a renewal notice, please return it to DMV with your application.

☐ **Agent Authorization (INF 03)** — If you checked box #2 in Section D (Type of Service Being Provided), you are REQUIRED to have DMV form INF 03 (Agent Authorization) completed and signed by each approved requester (government or commercial) for which you will be accessing DMV record information. You are **REQUIRED** to notify DMV of any changes/additions/deletions regarding your Agent Authorization.

NOTE: All approved Service Providers accessing confidential residence address information on behalf of another approved requester is required to submit a $50,000 CRA bond. If your application is approved, DMV will mail the CRA bond form (INF 1132) for you to complete.

Please do not submit the bond form until you are notified by DMV that you have been approved for residence address information.

ADDITIONAL INFORMATION

Commercial Requester Account Terms & Conditions (INF 1230) — By signing the Commercial Requester Account Service Provider Application (INF 1106V), the applicant is agreeing to comply with all terms and conditions contained therein. Form INF 1230 must be retained on file by applicant/account holder for frequent reference.

DO NOT RETURN TO DMV.

Information Security Statement (INF 1128) — This form must be completed and recertified annually by **ANY** individual whether inside or outside your organization that has direct or incidental access to DMV record information.

DO NOT RETURN TO DMV

NOTE: DMV form INF 1128 is replacing the previous Representative Non-Disclosure Statement form (INF 1110). On your next annual recertification process, any person having access to DMV record information, internal or external, must complete DMV form INF 1128 that is to be maintained at the account holder's worksite and made available to DMV audit staff upon request. This is your responsibility!

WHERE TO MAIL YOUR APPLICATION

Congratulations, You have now completed the CRA Application/Renewal process. Mail your application/ renewal **and applicable fee** to the following address:

Department of Motor Vehicles
Accounts Processing Unit – MS H221
PO Box 944231
Sacramento, CA 94244-2310

Physical Address:

Department of Motor Vehicles
Accounts Processing Unit – MS H221
2570 24th Street
Sacramento, CA 95818

If you need additional assistance, please contact the DMV's Account Processing Unit at (916) 657-5564.

Please don't forget that if you have any comments or suggestions to improve the instructions, note them directly on the appropriate page of the instructions and send them with your application. All comments/ suggestions will be appreciated.

STATE OF CALIFORNIA
DEPARTMENT OF MOTOR VEHICLES
A Public Service Agency

INFORMATION SERVICES BRANCH

COMMERCIAL REQUESTER ACCOUNT SERVICE PROVIDER APPLICATION

Account Number _____

DMV USE ONLY	
CHECK/M.O. #	CHECK/M.O. AMOUNT
CA DL/ID DATE	EXPIRES

Check One Only:

- ☐ Original Application (All sections must be completed or application will be returned unprocessed.)
- ☐ Change(s) to existing Account – Complete only those sections that are changing **and** list **ALL** existing R-Code(s) (**REQUIRED**)_____
- ☐ Renewal (All sections must be completed or application will be returned unprocessed.)

IMPORTANT

TO AVOID PROCESSING DELAYS, PLEASE READ ALL INSTRUCTIONS PRIOR TO COMPLETING FORM

SECTION A. BUSINESS INFORMATION

1. NAME OF SOLE OWNER, PARTNERSHIP, LLP, LLC, CORPORATION OR ASSOCIATION			2. DAYTIME PHONE
3. DBA (FICTITIOUS BUSINESS NAME)	4. INTERNET WEBSITE ADDRESS (IF NONE, SO STATE)		5. FAX NUMBER
6. CONTACT PERSON NAME/TITLE (INDIVIDUAL RESPONSIBLE FOR THE ACCOUNT)	7. E-MAIL ADDRESS		8. DAYTIME PHONE
9. STREET ADDRESS (PHYSICAL LOCATION REQUIRED)	CITY	STATE	ZIP
10. MAILING ADDRESS (IF SAME AS PHYSICAL LOCATION, SO STATE)	CITY	STATE	ZIP

SECTION B. BUSINESS IDENTIFICATION

1. FEDERAL EMPLOYER ID # OR STATE TAX ID #	2. ID NUMBER ISSUED TO CORPORATION, LLC, LLP, LP, IF APPLICABLE, AND STATE OF ISSUANCE
	ID Number State of Issuance

3. OTHER (PLEASE IDENTIFY)

SECTION C. COMMERCIAL REQUESTER ACCOUNT HISTORY AND USE

1. Has anyone directly affiliated with any party identified in Section A:
   a. previously applied for, had, or have a Commercial Requester Account? ..... ☐ No ☐ Yes
      If yes, print Business Name and/or DBA _____
      Agreement/Account or Requester Code # _____
   b. been subject to a DMV administrative action? ..... ☐ No ☐ Yes
      If yes, attach a separate sheet that includes the type of action, the name of the person and/or business, the reason and date of incident.)
2. Has anyone having access ever been convicted of any crime for a violent act, stalking, computer fraud, unauthorized disclosure, access or distribution of information? ..... ☐ No ☐ Yes
   If yes, attach a separate sheet that includes the name of the person, the specific code violation, conviction date, court, and action taken.

SECTION D. TYPE OF SERVICE BEING PROVIDED - *(CHECK EITHER #1 OR #2, NOT BOTH)*

Describe the type of service you will be providing to the approved requester:

1. ☐ I will be providing a Pass Through/Reformat Service (Vendor/Reseller) for DMV approved requesters.
   ☐ Direct to DMV ☐ Intermediate Vendor/Reseller indirectly through another approved Vendor/Reseller
2. ☐ I will be performing "contracted services," acting in a Principal/Agent capacity on behalf of…
   ☐ A Government Requester Account Holder*
   ☐ A Commercial Requester Account Holder*

***Note: Agent Authorization form (INF 03) is required for access. See instructions D.2. for further information.**

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SECTION E. METHOD OF ACCESS (See instructions for descriptions)

Identify your proposed method of access:

1. Manual **(CHECK BOX — PROCEED TO SECTION G)**
   - ☐ Hardcopy (Paper)
2. Electronic **(CHECK APPROPRIATE BOX — PROCEED TO SECTION G)**
   - ☐ VPN ☐ FTP ☐ TAPE VIA IBM 3480 (Non-compressed) or IBM 3490 (compressed)
3. Direct Access **(CHECK BOX – SECTION F MUST BE COMPLETED)**
   - ☐ Direct Access (direct computer-to-computer) - Commonly known as "On-Line"

SECTION F. ON-LINE DIRECT ACCESS

A **Special Permit Holder** is a requester who has been authorized by DMV for computer-to-computer communication in order to access DMV record information. A one-time permit fee of $10,000 is required. Applicants must be able to comply with all technical, security and programming requirements necessary to interface with DMV's automated systems. Please contact the DMV's Electronic Access Administration Unit at (916) 657-5582 for technical, security and programming requirements.

IMPORTANT

☐ **I have included a completed *Personal History Questionnaire* form (INF 1174) for each individual listed below as well as each sole owner, partner and corporate officer.**

1. ACCESS CONTROL ADMINISTRATOR NAME (LAST, FIRST, MI)	TITLE
2. REVIEW SECURITY ADMINISTRATOR NAME (LAST, FIRST, MI)	TITLE

3. LIST ANY CURRENT REQUESTER CODE NUMBER(S) TO BE USED FOR ON-LINE SERVICE

4. DO YOU WANT A NEW REQUESTER CODE FOR ON-LINE
   ☐ YES ☐ NO

SECTION G. ACKNOWLEDGEMENT AND CERTIFICATION STATEMENT

I hereby acknowledge that I have received and read the "Commercial Requester Information Handbook" (INF 2105) and hereby agree to the terms and conditions contained therein, including any "Security Requirements" (Chapter 2) that may be applicable based on method of access.

I understand that the use, or unauthorized disclosure, of departmental information for a purpose other than that for which this applicant applied, and was approved by the Department, is prohibited and subject to criminal prosecution, including fines and imprisonment. (California Vehicle Code Section 1808.45) I further understand that obtaining Departmental information under false representations, the distribution of restricted information, or use of information for a purpose not specified by this applicant and approved by the Department, may result in suspension/revocation of applicant's access privileges and civil penalties up to $100,000. (California Vehicle Code Section 1808.46)

I understand that my requester code has been issued for DMV tracking purposes only and that information access will be based on the access authority of the approved requester for whom I will be providing the approved service.

I declare under penalty of perjury of the laws of the state of California that the information submitted on this application is true and correct to the best of my knowledge and herein consent to receive service of process pursuant to the provisions of California Vehicle Code Section 1808.21(c).

EXECUTED AT (CITY)	COUNTY	ON (DATE)

SIGNATURE OF AUTHORIZED REPRESENTATIVE

X

PRINT NAME	TITLE	DAYTIME TELEPHONE #

SECTION H. DMV APPROVAL - STATE OF CALIFORNIA, DEPARTMENT OF MOTOR VEHICLES

SIGNATURE (DMV REPRESENTATIVE)	DATE
X	

IMPORTANT

Information provided on this form is public record, unless expressed otherwise in statute. Any confidential information will not be released to the general public. Retain copy for your records then mail to:

DMV, Account Processing Unit – MS-H221
P.O. Box 944231
Sacramento, CA 94244-2310

(Physical Address: 2570 24th Street, Sacramento, CA 95818)

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STATE OF CALIFORNIA
DEPARTMENT OF MOTOR VEHICLES
A Public Service Agency

INFORMATION SERVICES BRANCH

COMMERCIAL REQUESTER ACCOUNT TERMS AND CONDITIONS

By applying for a Commercial Requester Account to access Department of Motor Vehicles (DMV) information, you, the "Requester," agree to the following terms and conditions, as required under Section H of the Commercial Requester Account Instructions/Application.

DMV reserves the right to modify the following terms and conditions at will.

A. GENERAL

1. The term of the Commercial Requester Account shall be for two years from date of approval and may be renewed biennially or extended by DMV.

2. Requester and its designees shall only use DMV information for purposes approved by DMV. Any other use is strictly prohibited and will subject Requester and its designees to termination of the account, as well as civil and criminal penalties.

3. Requester agrees to defend, indemnify, and hold harmless DMV and its officers, agents, and employees from any and all claims, actions, damages, or losses, which may be brought or alleged against DMV, its officers, agents, or employees, by reason of the negligent, improper, or unauthorized use or dissemination by Requester or its officers, agents, or employees, of information furnished to Requester by DMV, or by reason of inaccurate information furnished to Requester by DMV, unless Requester can show that DMV was originally furnished accurate information from the reporting source.

4. Resale of DMV information is prohibited. Requester shall not store, combine, or link department information with any database for resale or for any business purpose not specified on the application for a Commercial Requester Account and approved by DMV. Continued storage of information is permissible to comply with federal or state record retention requirements.

5. The person authorized to complete and sign the application on behalf of Requester may be held personally responsible to DMV for any debts and obligations arising under this agreement.

6. Requester shall not represent itself as an agent or employee of DMV. Requester shall not use any DMV trademark or service mark, indicia, acronym, or any substantial similarity thereto, in a manner likely to cause confusion that Requester's services are associated with or are that of DMV.

7. In the event of any breach of the security of Requester's system or database containing the personal information of California residents, Requester shall bear all responsibility for providing notice of the breach to the affected residents, as required by *California Civil Code* (CCC) §1798.82. Requester shall bear all costs associated with providing this notice, and shall also be responsible for providing identity theft prevention services to the affected California residents. These protections include, but are not limited to, providing credit monitoring services for each affected resident for a minimum of one year following the breach of the security of the system maintained by Requester. In addition, Requester agrees to comply with all federal and California state laws, including all of the provisions of the California statutes and Title 13 of the *California Code of Regulations* (CCR).

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8. If DMV or law enforcement contacts Requester about an incident or investigation pertaining to Requester's account or use thereof, Requester shall assist and cooperate with any related investigation. Requester agrees to be held responsible for any misuse of the information by its employees, agents, or parties, to whom the information was entrusted, and to take appropriate corrective actions.

9. Requester shall not sell or transfer ownership of a vehicle or vessel if the information received from DMV records indicates a Department of Justice stop ("DOJ STOP"). Requester shall notify the local police regarding the vehicle or vessel whenever the location of the vehicle or vessel is known.

10. Requester shall notify DMV in writing within ten (l0) days of any changes regarding Requester, including, but not limited to change of address, telephone number, contact person, and closure or sale of business.

B. SECURITY

1. Requester shall comply with all DMV security requirements relating to its Commercial Requester Account. Requester understands that DMV reserves the right to amend or enhance its requirements, and continuance of a Commercial Requester Account is contingent upon Requester's compliance with the updated criteria. Security requirements are available at **www.dmv.ca.gov** (search "Commercial Requester Accounts"). It is the responsibility of Requester to periodically review this website, but no less than once every six (6) months, for any future updates or enhancements to the security requirements. Requester affirms that it has access to the internet to view the website for current security requirements and any requirements that may be updated in the future.

2. Requester shall be responsible for safeguarding the information received and shall restrict access to this information to its employees, agents, or parties with whom it contracts. Requester agrees to be held responsible for any misuse of the information by its employees, agents, or parties to whom the information was entrusted.

C. FEES

1. Requesters receiving information directly from DMV shall be charged a fee pursuant to CCR §350.44 and shall be billed monthly for information received.

2. The amount listed on the invoice is due and payable upon receipt. Failure to remit the appropriate payment could result in termination of the requester account and may include a referral to a collection agency.

D. DISPUTES

1. Requester may withhold payment of any disputed charges. A charge is not disputed until Requester provides DMV a written explanation of the disputed charge within thirty (30) days of invoice date. If DMV determines the charge is valid, Requester will be notified and shall pay the outstanding charge within ten (10) days.

2. Requester consents to jurisdiction of California courts and Requester agrees to Sacramento County, California, as the forum selected for judicial review of its rights relating to its account under these terms and conditions. Any disputes regarding Requester's account shall be adjudicated pursuant to the laws of the State of California.

3. Requester and DMV agree that they shall cooperate to resolve, and negotiate in good faith and in a timely manner, any dispute, controversy, or claim arising out of or relating to the Agreement and/or any Addendum. Requester and DMV further agree to designate promptly one or more authorized representatives with full authority to resolve any such dispute.

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E. INSPECTION OF RECORDS

1. Requester shall keep all records required pursuant to CCR §§350.18(b) (4) and 350.48 at the business address provided to DMV.

2. DMV may perform audits on Requester at DMV's discretion. Requester's place of business shall be available for an electronic or manual audit (of records required to be retained) immediately upon request by DMV or DMV's representative.

3. Requester shall pay reasonable costs in connection with any audit to determine if Requester complies with all of the security requirements and to monitor the requester code usage. Requester shall pay auditing costs within thirty (30) days of DMV's issuance of the invoice to Requester.

4. Requester understands that failure to respond timely to an audit report with findings may result in termination of Requester's account.

F. SUSPENSIONS/TERMINATION OF ACCOUNT

1. **Suspension for cause with Notice**: If DMV believes a violation of the Commercial Requestor Account Agreement has occurred or is occurring with Requester's account, Requester must participate in any related investigation, and take any necessary corrective action. If Requester refuses to participate in any investigation or take corrective action, DMV shall suspended Requester's account pending the investigation. DMV shall provide written notice prior to any such suspension.

2. **Suspension/Termination for cause without Notice**: DMV may suspend or terminate Requester's account for any violation of the Commercial Requester Account Agreement and/or any Addendum, immediately and without prior notice. If Requester's account is suspended or terminated for violation of the Commercial Requester Account Agreement and/or any Addendum, Requester shall have an opportunity to establish and perform corrective measures to rectify such violation, and prevent future violations. If the corrective measures have the rectified the violation to DMV's satisfaction, DMV, in its discretion, may end the suspension of the account or allow Requestor to reapply for an account.

3. Prior to suspending or terminating the requestor account, DMV shall consider the following:

   a. The nature, extent, and severity of any breach of security, disclosure of information, or dispute, controversy, or claim arising out of or relating to the Agreements and/or any Addendum;

   b. The needs and responsibilities of DMV and law enforcement;

   c. The privacy interests of DMV's customers and their data;

   d. The economic impact of the suspension or termination;

   e. Whether the action is supported by evidence or findings as a result of an investigation or audit;

   f. Whether the action is commensurate or proportional to the findings and circumstances;

   g. Whether Requester can provide a remedy or cure, and the estimated time in which the remedy or cure can be implemented.

   h. Whether Requester has already provided a remedy or cure, and the time in which the remedy or cure was implemented.

4. **Termination without cause**: Either party may terminate the requester account without cause, by giving the other party at least thirty (30) days prior written notice.

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STATE OF CALIFORNIA
DMV
DEPARTMENT OF MOTOR VEHICLES

A Public Service Agency

INFORMATION SERVICES BRANCH

INFORMATION SECURITY STATEMENT

To be completed by any individual having access to DMV record information. Annual re-certification is required. (See reverse)

By signing this form, the undersigned represents that he/she has read and understands the same, agrees to its contents and realizes the penalties for non-compliance to its terms.

The California Department of Motor Vehicles (CA DMV) collects information from the public to administer the various programs for which it has responsibility. CA DMV is committed to protect this information from unauthorized access, use, or disclosure. The following have been adopted to address commercial and governmental users responsibilities for handling and protecting information obtained from the CA DMV. I understand the following are my responsibilities:

1. I may access information only when necessary to accomplish the responsibilities of my employment. I may not access or use information from the CA DMV for personal reasons. (Examples of inappropriate access or misuse of CA DMV information include, but are not limited to: making personal inquiries or processing transactions on my own records or those of my friends or relatives; accessing information about another person, including locating their residence address, for any reason that is not related to my job responsibilities.)

2. I may disclose CA DMV information only to individuals who have been authorized to receive it through the appropriate procedures as regulated by CA DMV. Requesters of information must complete the appropriate forms, submit them to CA DMV as specified, and pay all applicable fees. In the case of confidential or personal information, a proper accounting of all disclosures must be made and the subject must be notified in accordance with statute and CA DMV directives. (Examples of unauthorized disclosures include, but are not limited to: telling someone the address of another person when it is not an authorized disclosure or part of my job responsibilities.)

3. To keep the requester code and/or password confidential, I must take reasonable precautions to maintain the secrecy of any requester code and/or my password. Reasonable precautions include, but are not limited to, not telling or allowing others to view my password or requester code; securing my terminal with a locking device if one has been provided; storing user documentation to sensitive programs in a secure place; to destroy CA DMV information in a manner that it cannot be reproduced or identified in any physical or electronic form; and reporting any suspicious circumstances or unauthorized individuals I have observed in the work area to my supervisor, if applicable.

4. To promptly notify your manager or supervisor of any indication of misuse or unauthorized disclosure of information obtained from CA DMV.

   Federal law states:

   "Any person who knowingly obtains, discloses, or uses personal information from a motor vehicle record for a purpose not permitted under the Driver's Privacy Protection Act (Title 18 of the United States Code, Section 2721 – 2725), shall be liable to the individual to whom the information pertains, who may bring a civil action in a United States district court.

I certify under penalty of perjury, under the laws of the State of California, that I have read and understand the security policies stated above. I understand that failure to comply with these policies and regulations may result in disciplinary action in accordance with state and federal laws and regulations, and/or civil or criminal prosecution in accordance with applicable statutes. I further understand that I may undergo disciplinary action from my employer up to and including termination from employment.

EXECUTED AT	CITY	COUNTY	STATE	ZIP CODE

SIGNATURE	DATE
X	

PRINTED NAME OF SIGNATORY

GOVERNMENT OR COMMERCIAL ENTITY REPRESENTATIVE	NAME OF GOVERNMENT OR COMMERCIAL ENTITY

This form must be completed upon presentation and re-certified annually and RETAINED AT THE WORKSITE of the Requester Account Holder with a current list of those authorized direct or incidental record access for the life of the account and for two years following the deactivation or termination of the account. This completed form and list must be made available upon request to DMV audit staff.

ANNUAL RE-CERTIFICATION

I have read and understand the security policies stated within the Information Security Statement. I understand that failure to comply with these policies may result in disciplinary action in accordance with Section 19572 of the government Code, federal laws and regulations, and/or civil or criminal prosecution in accordance with applicable statutes.

PRINTED NAME	SIGNATURE	DATE

Print Clear Form

STATE OF CALIFORNIA
DEPARTMENT OF MOTOR VEHICLES
A Public Service Agency

INFORMATION SERVICES PROGRAM
AGENT AUTHORIZATION

APPROVED REQUESTER

NAME OF APPROVED REQUESTER

PHYSICAL ADDRESS (STREET | CITY | STATE | ZIP CODE)

NAME OF CONTACT PERSON | TELEPHONE NUMBER ( ) | REQUESTER CODE

AGENT

NAME OF SOLE OWNER, PARTNERSHIP, LLP, LLC, CORPORATION OR ASSN

PHYSICAL ADDRESS (STREET | CITY | STATE | ZIP CODE)

NAME OF CONTACT PERSON | TELEPHONE NUMBER ( ) | AGENT REQUESTER CODE

1. The above named approved Requester ("Requester") hereby authorizes the above named "Agent" to access Department of Motor Vehicle (DMV) record information on its behalf in order to perform a specified business function. The Agent, as evidence of this authorization, shall provide a copy of this authorization to the DMV. A copy of the agreement between the Requester and the Agent shall be made available to the DMV upon request.

   The Requester authorizes the Agent to use DMV information only for the purpose(s) as specified on the Requester's approved requester account application.

2. The Requester acknowledges that misuse or compromise of their assigned requester code by the Agent could result in inactivation of their regular requester code. Requester has the option of allowing Agent to use Requester's current requester code, or have a separate code issued for specified Agent activity. If a separate Requester code is desired, a new application must be completed and returned to the DMV. Requester should contact the Account Processing Unit at (916) 657-5564 for information or application forms.

3. (a) Requester acknowledges that utilizing an Agent does not absolve the Requester of any responsibility for compliance with the provisions of Section 1808.21 et al. of the California Vehicle Code.
   (b) Requester also acknowledges that the information obtained cannot be used for the purposes of direct marketing and will instruct the Agent of this restriction.

4. Requester agrees to notify DMV, in writing, at least two weeks prior to terminating the services of the Agent. Notices should be sent to:

   Department of Motor Vehicle
   Account Processing Unit – MS-H221
   P.O. Box 944231
   Sacramento, CA 94244-2310
   (916) 657-5564

5. If the Requester becomes aware of misuse of DMV information by the Agent, Requester must notify the DMV's Policy and Information Privacy Section immediately at (916) 657-5583.

6. RESIDENCE ADDRESS INFORMATION

   Requester acknowledges that, pursuant to California Vehicle Code Section 1808.21, any residence address contained within any California DMV record is confidential information. Requester has also read and understands the following provisions of California Vehicle Code Section 1808.47:

   > *"Any person who has access to confidential or restricted information from the department shall establish procedures to protect the confidentiality of those records. If confidential or restricted information is released to any agent of a person authorized to obtain information, the person shall require the Agent to take all steps necessary to ensure confidentiality and prevent the release of any information to a third party. No Agent shall obtain or use any confidential or restricted records for any purpose other than the reason the information was requested."*

   Requester understands, acknowledges, and will instruct Agent that any failure to maintain confidentiality is both civilly and criminally punishable pursuant to CVC Sections 1808.45 and 1808.46 and the federal Driver's Privacy Protection Act (18 USC 2721-2725).

7. CERTIFICATION OF APPROVED REQUESTER

EXECUTED AT: CITY | COUNTY | STATE

SIGNATURE OF AUTHORIZED REPRESENTATIVE | DATE

PRINTED NAME OF AUTHORIZED REPRESENTATIVE | TITLE

DMV APPROVAL

STATE OF CALIFORNIA
DEPARTMENT OF MOTOR VEHICLES

SIGNATURE *(DMV REPRESENTATIVE)*

X

IMPORTANT

Information provided on this form is public record, unless expressed otherwise in statute.

No confidential information will be released to the general public.

Applicant must retain a copy of this authorization for their records.

Mail to: Department of Motor Vehicles
Accounts Processing Unit – MS H221
PO Box 944231
Sacramento, CA 94244-2310

Physical Address:
Department of Motor Vehicles
Accounts Processing Unit – MS H221
2570 24th Street
Sacramento, CA 95818

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