**CHAPTER 27**

**INFORMATION REQUESTS**

Table Of Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction</td>
<td>27.000</td>
</tr>
<tr>
<td>Attorneys</td>
<td>27.005</td>
</tr>
<tr>
<td>Commercial Requesters</td>
<td>27.010</td>
</tr>
<tr>
<td>Dealers</td>
<td>27.015</td>
</tr>
<tr>
<td>DOJ/NCIC Hits</td>
<td>27.020</td>
</tr>
<tr>
<td>Fair Political Practices Commission Statement</td>
<td></td>
</tr>
<tr>
<td>Of Economic Interest (Form 700)</td>
<td>27.025</td>
</tr>
<tr>
<td>Government Requesters</td>
<td>27.030</td>
</tr>
<tr>
<td>Individuals</td>
<td>27.035</td>
</tr>
<tr>
<td>Law Enforcement</td>
<td>27.040</td>
</tr>
<tr>
<td>Lien Sales</td>
<td>27.045</td>
</tr>
<tr>
<td>Misuse Complaints</td>
<td>27.050</td>
</tr>
<tr>
<td>Public Records Act, Freedom of Information Act, or Information Practices Act</td>
<td>27.055</td>
</tr>
</tbody>
</table>
CHAPTER 27

INFORMATION REQUESTS

27.000 Introduction

The Department of Motor Vehicles (DMV) maintains information on vehicles, vessels, driver licenses, identification cards, and occupational licenses. The information contained in these records is considered public information, except for physical and mental condition information, which is always confidential. Residence address and social security numbers are confidential, unless the requester is authorized by law to receive it.

27.005 Attorneys

An attorney may obtain residence information in order to represent their client in a civil or criminal matter directly involving the use of a motor vehicle or vessel. Attorney’s Information Request (INF 1161E) forms must be forwarded to DMV headquarters for processing.

27.010 Commercial Requesters (CVC §1810.2)

DMV is authorized by California Vehicle Code (CVC) §1810.2 to establish Commercial Requester Accounts (CRA) and issue requester codes for individuals, businesses, or organizations for the purpose of requesting information from DMV records. A requester may be approved for driver license, vehicle, vessel, financial responsibility, and/or occupational licensing information.

DMV has two types of requesters:

• Requesters who are preapproved to receive information from DMV to fulfill a legitimate business need pursuant to: CVC §§1808, 4465, 22851.8, California Civil Code §§3067-3075, or California Harbors and Navigation Code §§500-509.

• Requesters who are not preapproved and request DMV record information on a one-time or occasional basis as authorized under CVC §1808.

CRA are established for applicants who:

• Have a legitimate business need for obtaining DMV information.

• Properly complete and return the appropriate forms.

• Pay the required application fee.

• File an acceptable bond in the amount of $50,000, if required.

• Agree to establish and maintain logs which track the receipt, use, and dissemination of DMV information.

• Agree to maintain the confidentiality of the information provided.
27.010 Commercial Requesters, continued

A requester code limits access based on the requester’s statutory authority to receive the following:

- Residence address.
- Mailing address (when available).
- Basic record information (without address).
- Residence address with post notification to the subject.

As a requester, information may be obtained directly from DMV via hardcopy, magnetic tape, online, or indirectly through an approved information provider or reseller. A list of approved information providers may be obtained at [www.dmv.ca.gov/others/cra](http://www.dmv.ca.gov/others/cra).

A requester code may be denied if the proposed use of the information is not related to the legitimate business needs or commercial purposes of the requester and:

- The requester code may be cancelled immediately if the requested information is used for a purpose other than that which the requester code was issued.
- Requesters are required to maintain the security of the information received from DMV and to protect it from unauthorized access.
- Commercial Requesters may be subject to an audit by DMV.

All information requests from commercial requesters must be forwarded to DMV headquarters for processing. Additional Commercial Requester information may be obtained at [www.dmv.ca.gov/others/cra](http://www.dmv.ca.gov/others/cra).

27.015 Dealers

Vehicle registration information may be released to a dealer or its agent if the information is requested and used for the purpose of completing a vehicle registration transaction. The request may be submitted in person or by mail.

**In-Person Requests** — the following must be submitted:

- A Dealer Vehicle/Vessel Registration (VR) Information Request (INF 1120) form.

**Note:** The INF 1120 is **not** available online and must be obtained from a DMV field office or ordered through the DMV Materials Management section.

**Mail Requests** — all information requests submitted by mail **must** be forwarded to DMV headquarters for processing.
27.020 DOJ/NCIC Hits

**Information Requests**—Use the following procedure when a DOJ stop or NCIC hit is encountered on an information request:

<table>
<thead>
<tr>
<th>If the Customer Is</th>
<th>Then</th>
</tr>
</thead>
<tbody>
<tr>
<td>Present <strong>and</strong> is the:</td>
<td>Give the printout to the requester.</td>
</tr>
<tr>
<td>• Registered owner of record</td>
<td></td>
</tr>
<tr>
<td>• Legal owner of record</td>
<td></td>
</tr>
<tr>
<td>• Insurance company representative</td>
<td></td>
</tr>
<tr>
<td>Present and is <strong>not</strong> the:</td>
<td>• <strong>Do not</strong> attempt to detain the customer or in any way indicate that something is wrong.</td>
</tr>
<tr>
<td>• Registered owner</td>
<td>• Verify the requester’s identification.</td>
</tr>
<tr>
<td>• Legal owner of record</td>
<td>• Notify the office manager.</td>
</tr>
<tr>
<td>• Insurance company representative</td>
<td>• Follow the manager’s instructions.</td>
</tr>
<tr>
<td>Not present (mail or bundle item)</td>
<td>• <strong>Do not</strong> process the request.</td>
</tr>
<tr>
<td></td>
<td>• Notify your manager.</td>
</tr>
<tr>
<td></td>
<td>• Send a photocopy of the information request and printout of the vehicle record to the nearest Investigations office.</td>
</tr>
<tr>
<td></td>
<td>• Complete the usual notification process if released by the investigator.</td>
</tr>
</tbody>
</table>

27.025 Fair Political Practices Commission Statement of Economic Interest (Form 700)

If a customer asks for a DMV Official’s Fair Political Practices Commission Statement of Economic Interests (Form 700), follow the steps below:

**In-person requests**—the procedures below must be followed:

**Do not** ask the requester’s name or reason for the request.

- Give the requester the choice of:
  - You forwarding their request to the DMV Human Resources Branch (HRB).
  - Directly calling, faxing, writing, or visiting the DMV HRB, Administrative Support Unit at:
    DMV Human Resources Branch  
    Attn: COI Coordinator  
    2415 1st Avenue, MS C208  
    PO Box 932315  
    Sacramento, CA 94232-3150  
    Phone: (916) 657-7541  
    Fax: (916) 657-6733
27.025  **Fair Political Practices Commission Statement of Economic Interest (Form 700), continued**

- The fee to obtain a copy of the Form 700 is $0.10 per page. A $5 retrieval fee will be charged for a copy of a Form 700 that is five years or older.

27.030  **Government Requesters**

Government Agency Request for Driver License/Identification Record Information (INF 254) form **must** be forwarded to DMV headquarters for processing. There is no fee for the information.

**In emergency situations only,** a government agency may submit an INF 254 to a field office, and information may be released with the **office manager’s approval.**

27.035  **Individuals**

Driver license (DL), vehicle or vessel information may be released to:

- An individual requesting their own record.
- An individual for whom the requester has a general power of attorney (POA).

Requests for another person without POA or a minor child, spouse, or domestic partner **must** be forwarded to DMV headquarters for processing.

**In Person by Individuals Requesting Their Own Record**—the following must be submitted:

One of the following:

- Their driver license (DL) or identification (ID) card.
- Their vehicle or vessel license plate, CF number, vehicle identification number (VIN), or hull identification number (HIN).
- The appropriate fee.

**In Person by Individual Requesting the Record of Another Person for Whom the Requester has a POA**—the following must be submitted:

- One of the following forms properly completed:
  - Request for Record Information (INF 70) form which **must** be completed online. A blank or handwritten INF 70 **cannot** be accepted.
  - Request for Your Own Driver License/Identification Card (DL/ID) or Vehicle/Vessel Registration (VR) Information Record (INF 1125).
  - A copy of the POA. The original POA **must** be notarized.
- Their DL/ID card.
- The appropriate fee.

**Mail Requests**—Requests for information received in the mail must be forwarded to DMV headquarters for processing.
27.040 Law Enforcement

Law Enforcement Request for Driver License/Identification Record Information (INF 252) forms must be forwarded to DMV headquarters for processing:

• Law enforcement individuals may request information from individual’s driving record, such as photo, prints, etc.
• No fee is charged to law enforcement.

27.045 Lien Sales

Vehicle/vessel registration information may be obtained by a person or entity for the purpose of conducting a lien sale for:

• Vehicle valued at $4,000 or less.
• Vessel or vessel/trailer valued at $1,500 or less.

Printouts for lien sale purposes must be:

• Obtained by the vehicle identification number (VIN) or vessel hull identification number (HIN), not the license plate or CF number configuration.
• Submitted within 15 days of the date the lien arose (the date the owner was billed or when the public agency impounded the vehicle) for vehicles and within 60 days for vessels.

The Registration Information Request for Lien Sale (INF 1126) form, available at www.dmv.ca.gov may be submitted in person or by mail.

In-Person Requests—the following must be submitted:

A completed INF 1126.
• The appropriate fee.

Mail Requests—all information requests submitted by mail must be forwarded to DMV headquarters for processing at:

Department of Motor Vehicles
Public Operations, MS G199
PO Box 944247
Sacramento, CA 94244-2470

Note: For a vehicle valued over $4000, the lienholder must submit an Application for Lien Sale Authorization and Lienholder’s Certification (REG 656) form with the appropriate filing fee to the Lien Sale Unit at DMV headquarters within 30 days of the date the lien arose.

For a vessel or vessel trailer valued over $1500, the lienholder must submit an Application for Lien Sale Authorization and Lienholder’s Certification Vessel or Vessel/Trailer over $1,500 (BOAT 152) forms with the appropriate filing fee to the Lien Sale Unit at DMV headquarters within 60 days of the date the lien arose.
27.050 Misuse Complaints

If a customer feels that their driver license or vehicle registration record has been inappropriately accessed, updated, or the information was inappropriately disclosed, provide them with a Misuse of Record Information Complaint (INF 1164) form. The completed INF 1164 must be mailed to the address on the form.

27.055 Public Records Act, Freedom of Information Act, or Information Practices Act (CCC §1798)

Information requests made by customers under the Public Records Act, Freedom of Information Act, and/or Information Practices Act may be made in-person (verbally or written), or called in, faxed in, or mailed in. DMV must respond to Public Records Act requests within 10 days.

Requests for inspection or copying of public records should sufficiently describe the record so the records can be identified, located, and retrieved by DMV personnel.

Legal Affairs Division staff will determine the appropriate division to direct the request to, the information to be released, and the total cost based upon salary and time information provided by that division.

If the applicant is a party to a lawsuit, the applicant and their attorney may consider serving a subpoena at the Legal Affairs Division to obtain documents.