



GEORGIA DEPARTMENT OF REVENUE

▪ MOTOR VEHICLE DIVISION ▪

P.O. Box 740381, Atlanta, GA 30374-0381 ▪ Tel: 1-855-406-5221

Robyn A. Crittenden, State Revenue Commissioner ▪ **Brent Bennett**, Director

Policy Bulletin MVD-2021-03

NOTICE TO INSURANCE COMPANIES AND THEIR AGENTS

House Bill 207 (2021) requires insurance companies to handle total loss claims *electronically* with the Department of Revenue (Department). When electronic salvage title applications become available through Electronic Title & Registration (ETR) on September 1, 2021, then the Department will only accept these transactions through ETR. This will require insurance companies to establish a business relationship with certain service providers.

When will this affect an insurance company?

This change will affect insurance companies when paying a total loss claim and applying for a salvage title on or after September 1, 2021.

If the insurance company pays a total loss claim and takes possession of the motor vehicle, the insurance company must apply for the salvage title through an ETR vendor. See below for more details on finding an ETR vendor.

How are total loss claims handled for vehicles 10 years of age or older if there is no title?

When the vehicle owner does not have a certificate of title for a vehicle 10 years of age or older, the vehicle owner must cancel the vehicle's registration and deliver the license plate to the insurance company or the county tag office for secure destruction. If the insurance company is handling the process with the Department, the insurance company must submit the Form T-158 electronically and destroy the license plate. The insurance company must securely destroy plates in a commercially reasonable manner and in a commercially reasonable amount of time. The industry best practice is to securely destroy cancelled plates on a regular schedule, at least weekly, and to maintain a log showing such destruction.

How does the change affect agents of insurance companies?

Any agent of an insurance company processing total loss claims with the Department must *electronically* handle those claims through an ETR vendor.

If a salvage dealer or auto auction is acting as an agent for an insurance company in handling a total loss claim, the salvage dealer must securely destroy any plate in a commercially reasonable manner and in a commercially reasonable amount of time. Failure by the salvage dealer, acting as agent, to securely destroy the plate can be held against the salvage dealer.

How should an insurance company or agent handle a total loss claim when the owner keeps the vehicle?

If the insurance company pays a total loss claim and the owner retains the vehicle, sometimes the owner may apply for the salvage title without involving the insurance company. If the vehicle owner does not provide the insurance company or its agent with the title, the insurance company or agent should instruct the owner to submit a paper application for a



For more information, please visit the Motor Vehicle Division website at dor.georgia.gov/motor-vehicles or scan the QR code.

salvage title directly through the Motor Vehicle Division. If the insurance company or its agent does apply for the salvage title, the insurance company or agent must apply for the salvage title through an ETR vendor.

How can an insurance company find an ETR vendor?

Currently, insurance companies must contract with one of two salvage auctions that have established the necessary connections to the ETR vendors offering salvage title services: Copart, Inc. and Insurance Auto Auctions, Inc.

Copart, Inc.

Titlesyard107@Copart.com

(770) 554-6366

Insurance Auto Auctions, Inc.

Anna Krause – akrause@iaai.com

Kevin Park – kpark@iaai.com



For more information, please visit the Motor Vehicle Division website at dor.georgia.gov/motor-vehicles or scan the QR code.