

Dealer Advisory

March 13, 2020



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SOS Branches Require Dealers to Drop Off Paperwork

Secretary of State Jocelyn Benson has announced temporary changes to branch office transaction requirements while the state is working to minimize the potential spread of Coronavirus. All 131 branches will operate with some changes, beginning Monday, March 16. This will reduce the chance of disease transmission among potential groups of people gathered in the branches.

Temporary branch office hours:

- Branch hours will be extended to 8:00 am to 6:00 pm on Mondays, Tuesdays, Thursdays, and Fridays
- Wednesday business hours remain 11:00 am to 7:00 pm
- Saturday hours are canceled (including Saturday, March 14) for the next three weeks
- Branches will be closed Sundays, as normal

Non-business (resident) transactions - by appointment only

Branch transactions will be limited to critical transactions. Residents will not be able to show up and get in line at this time. Late fees will be waived.

Dealer transactions - drop off paperwork only

Dealers are highly encouraged to submit as much paperwork as possible through CVR. During this temporary time frame, dealers will only be permitted to drop off paperwork. **Dealers may NOT schedule an appointment time.** Dealers can also expect that paperwork dropped at the branch will take an additional 72 hours (beyond the regular turn-around time). Again, use CVR whenever possible.

We realize the delayed processing time may cause issues meeting regulatory timelines for paperwork. In some instances there may be a potential for late fees. Secretary Benson has said these issues will be reviewed on a case-by-case basis. If you are unable to meet a timeline, please contact your association so we can communicate with the secretary of state's office.

We will continue to keep dealers updated as we learn more. Please contact DADA at (248) 643-0250 or MADA at (800) 292-1923 if you have any questions.

*This advisory has been prepared in conjunction with
Colombo & Colombo, P.C., and Abbott Nicholson, P.C.*

East Lansing, MI 48826-2525

www.michiganada.org

Phone (517) 351-7800

Fax (517) 351-3120

Troy, MI 48084-3537

www.dada.org

Phone (248) 643-0250

Fax (248) 643-8788