



OFFICE OF THE GOVERNOR

NEWS RELEASE

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Gov. Christie Whitman today directed the Division of Motor Vehicles to offer customers who were inconvenienced by a series of computer network problems at DMV agencies a one month extension to complete their transactions and will waive any late fees for initial title work.

"People's time is valuable. Many DMV customers took time from work or rearranged their schedules this week to conduct their motor vehicle transactions and were unable to have the work completed. We must do what we can to accommodate customers who were inconvenienced," said Gov. Whitman.

"I am directing the Director of DMV to give a one-month grace period for any motorist whose work was not completed because of the computer problems," said the Governor.

Motorists whose registration or license was due to be renewed and were unable to do business will have an extra month to complete their transaction. In addition, penalty fees will be waived for those motorists who were unable to complete title transactions due to the computer problems.

"Everyone should be able to do business with Motor Vehicle Services as quickly and efficiently as possible," the Governor added. "We will do our part to ensure that technical problems do not occur, but if they do, customers should not be inconvenienced because of our error."

The Director of Motor Vehicles will issue an enforcement bulletin to police showing that business that expires Aug. 31 will have until Sept. 30 to be processed.

Customers should continue to use Motor Vehicle Service's toll free number -- 1-888-486-3339 if they wish to ascertain that services are available at their nearest agency.

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