

# *The Communicator*

CALIFORNIA MOVING & STORAGE ASSOCIATION

## GOVERNOR SIGNED AB 2118!

### **AB 2118 will Protect Consumers from Illegal Moving Companies**

SACRAMENTO – On October 1, 2012, Assemblymember Betsy Butler (D-Los Angeles) announced that Governor Brown has signed her legislation updating the Household Goods Carriers Act in order to protect consumers from fraudulent moving companies.

"AB 2118 would bring a much needed update to the Household Goods Carriers Act by going after illegal, unpermitted moving companies who prey on unknowing consumers," said Assemblymember Butler. "These criminals will quote low prices to lure unsuspecting consumers only to later hold their belongings hostage for more money. No one should have to endure this type of treatment during a life transition."

This bill clarifies that the Household Goods Carriers Act and California Public Utilities Commission rules regulating mover activities apply to unpermitted movers while increasing fines to

mirror those applicable to licensed operators. Additionally, the bill codifies the definition of a household goods broker while creating a new section to address falsification of license, membership and location by illegal movers.

"The California Moving & Storage Association is grateful for the opportunity to work with Assemblymember Betsy Butler on this important legislation," stated CMSA President Stephen Weitekamp.

"Assemblymember Butler understood and addressed the needs and concerns of both the moving public and the legal mover. She moved forward legislation that added value

for both groups. AB 2118 will help the moving public by giving the Public Utilities Commission the additional tools they need to address issues related to brokers and illegal movers who

**(CMSA-Sponsored AB 2118 cont. on page 6)**



*CMSA President Steve Weitekamp (left) and 2011-2012 CMSA Chairman Dennis Doody (right) meet with Assemblymember Betsy Butler (center) to discuss AB 2118.*



## Chairman's Corner

By: Rick Hosea

Well, we are now in October and the holidays are not far off; the thought of family and its importance comes to mind for me. We spend so much time working and furiously chasing individual goals during the summer months, so autumn can sometimes be a welcome sight. And these fall months mean much needed time with our families.

While sitting on a flight home one Friday afternoon, I was looking through the aircraft window from a height of 39,000 feet. I drew a metaphor between this point of view and the business management course I had recently attended in St. Louis: If we could all take a look at our businesses from that height, what would we see and what could we learn? We might be surprised to see much detail: positive, questionable and maybe negative alike. Nonetheless, I am certain that we would see things that we wouldn't have seen otherwise. My point is that we

need to take time to examine our businesses to see what works and what needs corrections. This would also be a good time to review our staff and see how they have performed this summer; perhaps it would also be the time to identify areas that could improve with training. This meticulous review will serve to benefit your enterprises, your staff and yourselves. In essence, it is a fall business "round-up." Generally, employees welcome these types of actions from their management team. Studies show that employees want effective leadership in their organization, and these actions would speak of your commitments to lead your companies into the future.

I just completed my first round of chapter meetings for September after visiting three CMSA chapters in Southern California. I am thoroughly impressed with the leadership of each one of those chapters; our chapter Presidents are equally creative and passionate about the work they put into their respective chapters. I was pleased to see good attendance at these meetings, and it was clear to me that our membership is alive and well in Southern California. While I still have many more future

*(Chairman's Corner cont. on page 4)*

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## **President's Comments**

By: Steve Weitekamp

If you have seen the cover of this issue, you are aware that CMSA achieved a successful outcome with our legislative project AB 2118. After months, a very rapid pace in legislative terms and the work of more than a few, I am pleased to report that on

September 25, 2012, California Governor Jerry Brown signed our sponsored bill into law.

We are proud of our accomplishment and know that there is much work ahead to ensure that the implementation of these changes have the greatest impact in the areas we envisioned. The focus of this column is to recap how this bill came to be, and how it progressed at such a rapid clip through a process ripe with pitfalls.

Our involvement with this bill started with a call from California Assemblymember Betsy Butler's staffer John Skoglund, who proved to be a real asset in the advancement of the bill. Skoglund called me because the CPUC had contacted Butler's office to author a bill that would make a relatively small modification to the CPUC code. Skoglund wanted the industry's opinion on the modification. Amazingly, he had spent some time before working in the state Legislature as an employee of CMSA member California Moving Systems, where his father is a longtime employee. Special thanks to former CMSA Chairman Chris Higdon for suggesting that Skoglund call me, and for his support and participation throughout the process, including joining me for several committee hearings. Skoglund's cold call looking for industry input about a proposed bill, where the CPUC had suggested a small but important tweak in code language, turned into something more than he expected. I spent the better part of an hour explaining our issues with illegal operators and the need to provide the CPUC with additional tools to address the problem. He appreciated our input and suggested that we meet with his boss, Assemblymember Butler, to share our concerns.

I immediately started to assemble our team and knew that somehow we were going to impact this bill in a positive way for CMSA, improving the regulatory landscape for our membership and the moving public. In that first hour, I contacted then-CMSA Chairman Dennis Doody who was all in, and ready to participate in any and every way. I called CMSA

*(President's Comments cont. on page 5)*

**(Chairman's Corner cont. from page 2)**

meetings to attend, I hope that chapter members will continue to stand by their Chapter Presidents. These men and women work extremely hard to put together programs which deliver a tangible value to each of you. It's like a dividend earned after investing in your personal growth. This is what we call our Value Proposition to our membership.

This has been a very busy month for me and our CMSA group; our management team has begun to shift gears for what is now their peak season. This pace of work will keep them busy until and even after our Convention in Santa Barbara, Calif. As many of you may have noticed, CMSA has sent the Convention registration forms; this was done at the request of our membership. Many have requested that CMSA also send out applications for earlier registration opportunities due chiefly because of the financial strength of our businesses coming out of peak season. Folks, we have listened! We hope that those of you wishing to take advantage of this offer do so. Don't miss out on the fun of being at the center of everything. We hope to see our moving members along with their families at our next Convention in May 2013.

In closing, I would like to thank those of you who welcome us during our visits. I believe this reinforces CMSA's core values. By nature, we are the most giving group of business owners I have ever met. Your willingness to share your time as you opened up your organizations for us was something I sincerely appreciate. I would like to thank Tom Oakley (Atlas Transfer & Storage Co.), Tim & Tom McCarthy (McCarthy Transfer and Storage, Inc.), Steve DeBolt (San Diego Van and Storage Co.), Daniel Lammers (Ace Relocation Systems Inc.), and finally Joe Hammer Jr. and Brandon Dolman (California Relocation Services, Inc.) for their generosity of time and information.

For each of those CMSA members that shared their stories, history and commitment towards our industry, I am happy to report that your various passions were clearly all pointed in the same direction. Each of you spoke about your concerns and appreciations for your van operators/service teams, something which resonates deeply with me since I too was once a van operator myself.

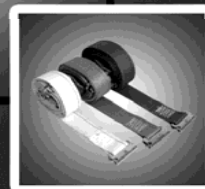
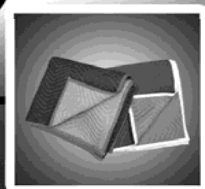
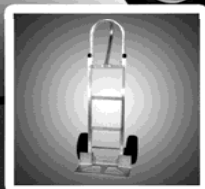
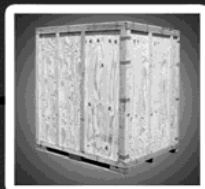
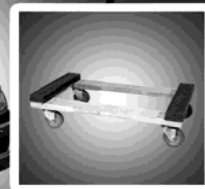
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**(President's Comments cont. from page 3)**

Legislative Advocate Chuck Cole and he made preparations for our first meeting; he was a key member of our team throughout the process. I also spent time with CMSA Counsel Mark Hegarty, discussing possible next steps. I cannot overstate the value of Hegarty as a partner in the process. Hegarty's work, including the development of a positive and cooperative spirit with CPUC legislative staffer Nick Zanjani, played a significant role in the pace with which the bill advanced.

Shortly after our first call, Assemblymember Butler invited us to meet with her in Sacramento to discuss our concerns. Chairman Doody, Chris Higdon, Chuck Cole and I met with Butler and her staff, spending the next hour explaining the negative impact of illegal movers on our industry: those who follow the rules, the moving public and the taxpayers of California. While I think she was surprised, she definitely appreciated our passion, and we quickly agreed that we would all work together to develop a bill that both provides better protection for the moving public and further supports legal movers.

The next steps included Hegarty and I independently reviewing the CPUC code in detail with a critical eye on what we want to change.

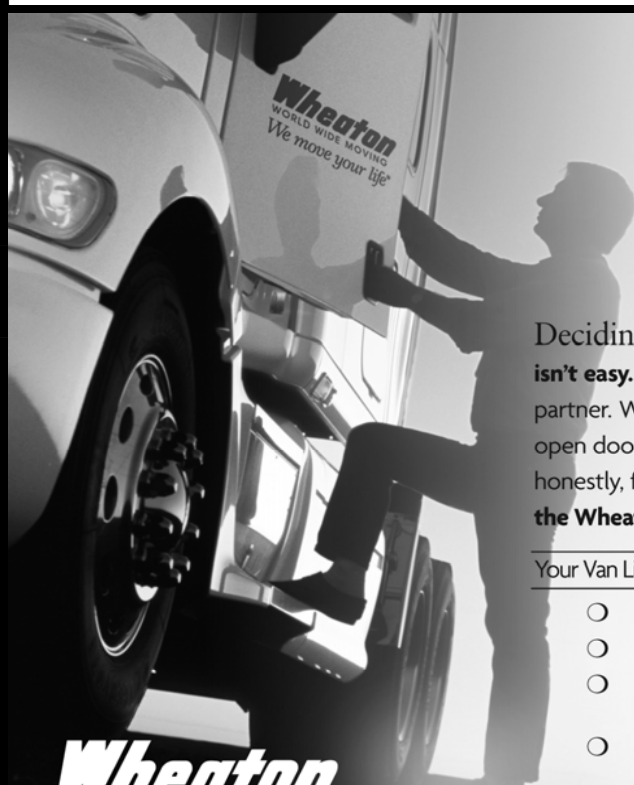
We came up with a significant list of items that we wanted addressed. Assemblymember Butler was willing to incorporate our requests for inclusion in the bill, whether they were modifications, deletions or brand-new code sections.

This project required more than a few visits to Sacramento, and I am grateful to all who helped along the way. Over the course of the next several months, we found it necessary to drop and modify some of our requests to prevent our bill from dying in the tricky process of advancing a bill, but we are pleased with the end product.

In addition to those already mentioned in this column, I would like to acknowledge the support of the boards of directors of both Chairmen Dennis Doody and Rick Hosea for their support.

If you sent a letter on any of the three occasions that we requested, your actions helped play a part in this process. Thanks to my staffers Renee Hifumi and Brianna Wahlstrom for their support and efforts in the advancement of this project.

What's next? Working with the CPUC in what we hope will be an environment of enhanced enforcement. Working with our members, both Movers and Associates, to understand the changes and take advantage of opportunities.



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misrepresent their identity."

AB 2118 will also direct the Commission to create a "Know your Rights" website that will be linked to all PUC-permitted moving companies' websites in order to educate and promote consumer rights and protections.

AB 2118 is supported by the California Moving and Storage Association and the California Public Utilities Commission.

### Highlights

- Brokers will be required to be permitted and follow all the same rules and regulations as permitted carriers.
- Falsification of permit, membership in Association or location will be a direct CPUC code violation and can be punishable with daily fines up to \$2500.
- By July 1, 2013, the CPUC must develop a program to allow carriers, with the approval of the consumer, to transmit moving documents electronically.
- Other areas of the code have been modified to assure that there will be minimum

fines for non-permitted carriers and that no scenarios will exist where the fines for the activities of non-permitted carriers would be less than what they would be for legal operators.

- The establishment of a consumer-friendly moving page on the CPUC website will explain to the moving public the pitfalls of selecting illegal movers and provide information on permitted carriers. When completed, permitted carriers with websites will be required to link to this page.

### Effective Dates

When do the CPUC code changes addressed in this approved bill become law? There are actually two answers: 1) for all changes, excluding the transmittal of electronic information, the date is January 1, 2013; 2) to allow the CPUC some time to prepare for electronic transmission of data, the implementation date for this new option is no later than July 1, 2013.



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## CARB Truck Rule Update:

### New Fact Sheets Posted & Advisory on How to Verify Agents and Contractors is Expected this Fall

By: Sean Edgar, *CleanFleets.net*

California's new clean air laws will continue to transform the way that van lines, movers and their customers do business in the future. The Statewide Truck & Bus Rule has new fact sheets posted at <http://www.arb.ca.gov/msprog/onrdiesel/documents/FSRegSum.pdf> to help movers understand how the Rule impact them. CleanFleets remains a resource to do fleet-specific analysis for a fee if that is necessary.

The Rule also requires that, "Any in-state or out-of-state motor carrier, California broker, or any California resident who operates or directs the operation of any vehicle subject to this regulation shall verify that each hired or dispatched

vehicle is in compliance with the regulation and comply with the record keeping requirements...." An advisory posting is expected this fall at [www.arb.ca.gov/dieseltruck](http://www.arb.ca.gov/dieseltruck), which will specify who and how compliance verification is needed.

CMSA members should also be aware that CARB completed "Gear Up for Clean Truck Month" by inspecting more than 7,200 trucks and issuing more than 800 citations during the month of August 2012. CleanFleets is positioned to support the compliance needs of CMSA members, and you may email [Service@CleanFleets.net](mailto:Service@CleanFleets.net) with any questions related to this article.

## The 2012 Roster Update Form is available!

**Members must fill out and return the form by November 30, 2012, for the changes to be printed in the 2013 Roster.**

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# Clean Truck Requirements are Being Enforced on California Roads

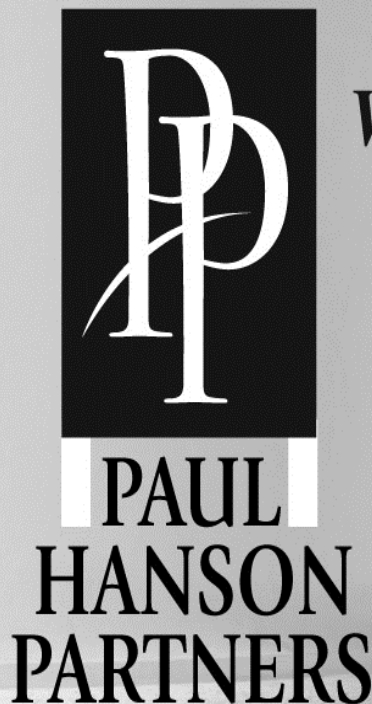
Violations with ARB diesel programs may result in the following penalties and sanctions:

- Civil penalties ranging from \$300 to \$10,000 per vehicle per day.
- Collection procedures with additional late fees and fines.
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- ARB may obtain a judgment in superior court and can place liens on assets.
- A Department of Motor Vehicles (DMV) Vehicle License Title Stop (VLT). A DMV VLT Stop will prevent registration, renewal or transfer of your vehicle(s).
- At the request of ARB, the California Highway Patrol may remove the vehicle in violation from service.
- ARB may file with the State Controller a request to offset any amount due a state agency from a person or entity, against any amount owing that person or entity by any state agency. Generally, ARB may file a tax offset request with the Franchise Tax Board for any amount owed due to unpaid violations.



*If you have received a citation, a notice will be mailed to you within 2-3 weeks. The letter will explain the necessary steps required to clear the citation. It is important that you follow the instructions provided to you to avoid any late penalties or further enforcement actions.*

*If you have questions about the citation, please contact the appropriate number at the top right corner of the citation — in general, there will be a check mark next to the listed number. More information can also be found on the back of a citation regarding appeal deadlines and procedures.*



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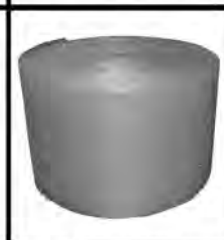
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SEP 20 2012

AMSSD-SPS

MEMORANDUM FOR Transportation Service Providers, Services, and Agencies

SUBJECT: Department of Defense's Fuel Rate Adjustment (FRA) for non-Defense Transportation Coordination Initiative Shipments

1. On 14 August 2012, Military Surface Deployment and Distribution Command (SDDC) met with motor and household goods Transportation Service Providers to gain industry's perspective on the effect of a FRA baseline increase to \$3.93. Industry recommended a compromise on the baseline to a more equitable level and proposed moving to a mileage based fuel surcharge calculation. As a result of this meeting, SDDC developed a method to incorporate a mileage and weight based formula that equally compensates carriers for fuel spikes given current diesel fuel prices and conveyance capacity used per shipment.

2. SDDC will adjust the domestic FRA baseline using a fair base factor formulated from the United States Energy Information Administration (EIA) monthly forecasted averages and historical data. SDDC will adjust the baseline from \$2.50 to \$3.51 to better reflect current fuel market conditions. In addition to a baseline adjustment, the FRA formula will change from a percentage of line haul formula to a mileage and weight based formula.

Mileage and Weight Based Formula: Fuel Surcharge =  $(W/20,000) * (M/6) * (EIA \text{ rate} - \text{baseline})^1$

3. The adjusted baseline of \$3.51 will become effective 1 January 2013 for freight-all-kinds and transportation protective services and 15 May 2013 for standard personal property shipments. The new FRA formula will become effective June 2013 for freight-all-kinds and transportation protective services and 15 May 2014 for standard personal property shipments.

4. SDDC and United States Transportation Command appreciate your full support during implementation of this policy and understand that the formula change and revised baseline will result in changes to your operations. Expect publishing of the policy in the federal register no later than 1 October 2012. Should you have any questions, please feel free to contact Mrs. Debbie Harvey-Davis, at (618) 220-5725 or Mrs. Isis Green at (618) 220-5078; email address: [usarmy.scott.sddc.mbx.hq-g35-strat-analysis@mail.mil](mailto:usarmy.scott.sddc.mbx.hq-g35-strat-analysis@mail.mil).

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<sup>1</sup> Given: mileage of the haul (M), weight of the haul (W), minimum truck load weight of 20,000 lbs, assumed fuel consumption as 6 MPG, baseline cost and EIA rate. Additional analysis will be conducted to determine the minimum truck load weight for personal property shipments.

# Analysis of SDDC Change to Fuel Surcharge

- Effective May 15, 2013, after rates are re-filed
- Baseline increases to \$3.51 (from the current \$2.50)
- No change to 400-NG base linehaul rates (other than regular inflation)
- Rate Caps to be adjusted
- Also impacts SIT delivery charge
- Federal Register notice within a week

## 2014 Restructure of Fuel Surcharge

- Charge to be based on weight and miles
- In addition to baseline change (above)
- Same surcharge regardless of discount
- Miles divided by 6 MPG to determine fuel used
- Deadhead miles uncompensated
- Similar to GSA on miles but also adds weight factor
- Shipment weight divided by 20,000 pounds to determine portion of vehicle used
- HHG formula may be different than 20,000 pounds
- Ignores non-peak times when trucks often aren't full

## EXAMPLES

### **5,000 pound shipment Ft. Hood to Ft. Belvoir at 50% discount; Diesel at \$4.127**

Today: 17% fuel surcharge = \$723.61

2013: 7% fuel surcharge = \$297.96

2014: fuel surcharge = \$35.50

Fuel surcharge is less than 5% of what it is today.

### **10,000 pound shipment Norfolk to Jacksonville at 60% discount; Diesel at \$3.850**

Today: 14% fuel surcharge = \$628.62

2013: 4% fuel surcharge = \$179.60

2014: fuel surcharge = \$17.28

Fuel surcharge is less than 3% of current amount.

### **7,000 pound shipment Colorado Springs to San Antonio at 55% discount; Diesel at \$4.001**

Today: 16% fuel surcharge = \$672.45

2013: 5% fuel surcharge = \$210.14

2014: fuel surcharge = \$25.00

Fuel surcharge is less than 4% of current surcharge.

Source: Scott Michael, AMSA Vice President of Military and Government Affairs

# FMCSA Tightens Noose on New Entrants Failing Safety Audits

WASHINGTON — The Federal Motor Carrier Safety Administration is tightening the noose on carriers that fail the new entrant safety audit.

The agency will publish a notice in the Federal Register Thursday that provides notice of an agency policy that the FMCSA must receive a new entrant motor carrier's evidence of corrective action within 15 days of the date of a new entrant safety audit failure notice or within 10 days of the date of an expedited action notice.

A new entrant motor carrier that does not submit evidence of corrective action within these time periods could have its registration revoked and be placed out-of-service (OOS).

This decision became effective on July 20 for expedited action notices and became effective

August 20 for safety audit failure notices.

A new entrant motor carrier that fails the safety audit must provide the agency evidence of demonstrating corrective action for all violations contributing to the carrier's failure. Except for certain passenger carriers and hazardous materials carriers, which must take corrective action within 45 days, new entrants must take corrective action within 60 days.

If the new entrant fails to submit timely evidence of corrective action that is acceptable to FMCSA, its new entrant registration will be revoked and its interstate motor carrier operations ordered OOS.

In addition, a new entrant that commits certain violations may be subject to an expedited



*(Safety Audits cont. on page 13)*

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**(Safety Audits cont. from page 12)**

ed action, which may include being subjected to an expedited safety audit or compliance review, or being required to submit evidence demonstrating corrective action.

The agency said it was taking the action because it had observed that a number of new entrant carriers have waited until the end of the corrective action periods to submit evidence of corrective action, leaving FMCSA officials little to no time for review.

If agency officials do not have sufficient time for review, the agency cannot make a determination within the appropriate time period as to whether evidence of corrective action has been properly demonstrated, FMCSA officials said.

If FMCSA receives evidence of corrective action within 15 days of the date of the new entrant safety audit failure notice or within 10 days

of the date of the expedited action notice, agency officials will either review and make a decision on whether it is acceptable before the end of the corrective action period or, in the case of new entrant safety audit failures, grant an extension of time to complete the review if the agency determines that the motor carrier is

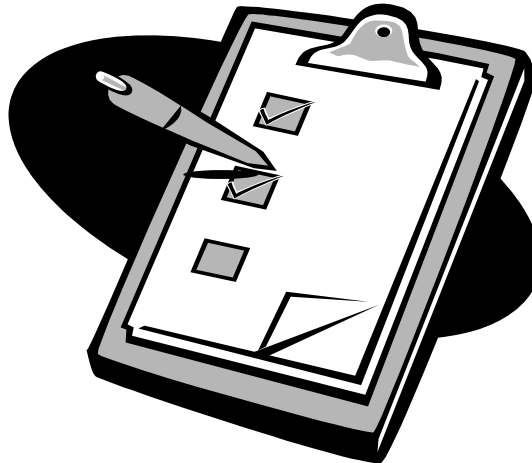
making a good faith effort to remedy deficiencies.

The agency said it would not grant an extension in the case of an expedited action notice or for motor carriers that transport passengers or hazardous materials.

Transportation Secretary Ray LaHood last year ordered the agency to end extensions for passenger carriers after a motor coach company that had been granted

an extension had a fatal accident during the period of its extension.

Source: *The Trucker News Services*



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## Calendar of Events

Wed., October 17	V./S.B. Chapter Meeting	Tues., January 15	Mid Valley Chapter Meeting
Wed., October 17	Northern Region Chapter Meeting	Wed., January 16	Monterey Bay Chapter Meeting
Thurs., October 18	Sacramento Chapter Meeting	Thurs., January 17	Central Coast Chapter Meeting
Tues., October 23	O.C./B.C. Chapter Golf Tournament	Tues., February 12	Greater Los Angeles Chapter Meeting
Tues., November 13	Mid Valley Chapter Meeting	Tues., February 19	North Bay Chapter Meeting
Tues., November 13	Twin Counties Chapter Meeting	Wed., February 20	Northern Region Chapter Meeting
Wed., November 14	San Diego Chapter Meeting	Thurs., February 21	Sacramento Chapter Meeting
Thurs., November 15	Central Coast Chapter Meeting	Wed., March 13	San Diego Chapter Golf Tournament
Fri., December 7	Northern Region Chapter Crab Feed	Thurs., March 21	Sacramento Chapter Golf Tournament
Tues., December 11	LA-OC Joint Chapter Meeting	Sun., March 24	Greater Los Angeles Day at the Races
Wed., December 12	V./S.B. Chapter Meeting	Tues., April 9	Greater Los Angeles Chapter Meeting
Thurs., December 13	Central Valley Chapter Meeting	May 14-19	95th Annual Convention
Tues., January 8	Twin Counties Chapter Meeting		



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# California Economy Ranked 9th Largest in World

By: Dale Kasler, *The Sacramento Bee*

California's economy is the world's ninth-largest.

As for Sacramento, it's No. 58, tied with Bangladesh.

The latest rankings, compiled from World Bank data and other sources, show that California remains one of the heavyweights of the global economy. But many countries are moving up quickly.

California generated \$1.96 trillion in gross domestic product in 2011, keeping the No. 9 spot for the second year in a row.

The world rankings have long been a source of pride in California, but the numbers show the state is gradually dropping behind other fast-growing economies.

A decade ago, California was ranked fifth. It was No. 8 as recently as 2009. But in recent years, it's been overtaken by the likes of China and Brazil.

Stephen Levy, an economic consultant in

Palo Alto, said Monday the state could jump ahead of slumping Italy, which ranked eighth in 2011. But California could also fall behind fast-growing India and Russia.

Levy said California is growing, just not as quickly as some of the emerging economic powerhouses.

"It's not a failing on California to be passed by these much larger countries," said Levy, who runs the Center for Continuing Study of the California Economy.

Brazil, for example, has five times California's population.

"It's not like we're slipping," said Dennis Meyers, principal economist at the state Department of Finance.

He said California's economy experienced 2-percent growth last year.

Meyers said California "took some hits" in the recession, but "we're recouping that."

Using U.S. Bureau of Economic Analysis data from 2010, Levy calculated world rankings for

*(California Economy cont. on page 16)*

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**(California Economy cont. from page 15)**

California's metro areas.

With \$861 billion in GDP, the Los Angeles area came in 16th, behind South Korea. The Bay Area was 20th with \$479 billion, behind Switzerland.

Sacramento was tied with Bangladesh at No. 58, with around \$100 billion.

### **Top Ten**

The world's 10 largest economies in 2011, in billions of U.S. dollars:

1. United States, \$15,094
2. China (excluding Hong Kong), \$7,298
3. Japan, \$5,867
4. Germany, \$3,571
5. France, \$2,773
6. Brazil, \$2,477
7. United Kingdom, \$2,432
8. Italy, \$2,195
9. California, \$1,959
10. India, \$1,860

Sources: World Bank, U.S. Bureau of Economic Analysis, California Department of Finance

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## The Importance of Identity Protection and the DMV's Role

Identity theft is one of the fastest growing crimes in the United States. Identity thieves can gain access to a wide variety of personal information by hacking computers, stealing mail and wallets, and resorting to other scams to trick people. Once these thieves get hold of your personal information, accessing your banking and credit card information will be a breeze. Some thieves may go as far as applying for a driver's license (DL) and identification card (ID) under your name. Be sure to follow the steps below to keep your information private and to prevent thieves from being issued a fraudulent DL or ID:

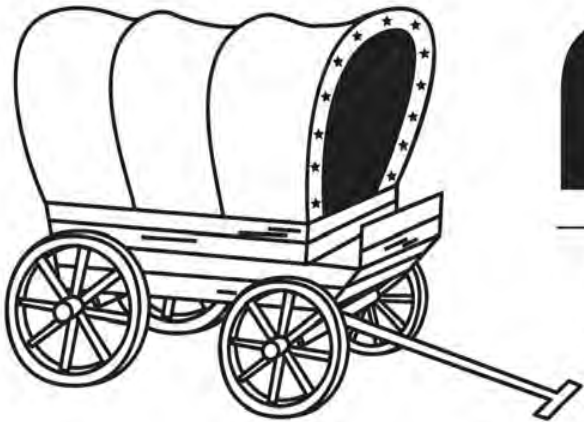
- Store your personal information in a se-

cure place.

- Shred mail that may contain personal information before throwing it away.
- Make sure passwords are strong passwords that can not be easily guessed, and keep them in a secure location.
- Do not carry your social security card in your wallet.
- Only carry one credit card at a time in case your wallet is stolen.
- Limit the number of pre-approved credit offers you receive by calling 888-567-8688 toll free to opt out of



*(Identity Protection continued on page 18)*



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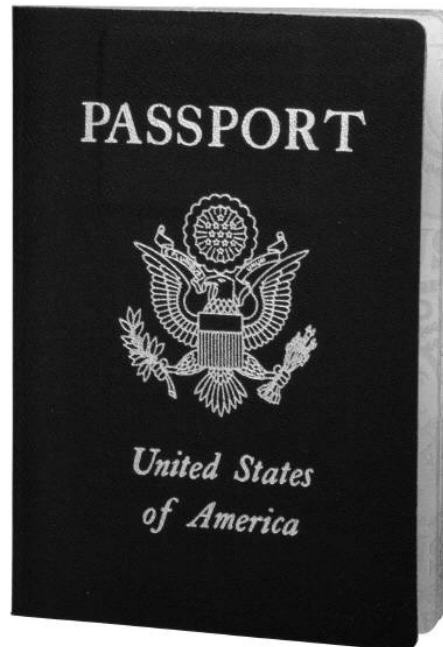
**(Identity Protection continued from page 17)**

prescreened credit and insurance offers.

### Notifying the DMV

To help keep your identity secure, the DMV is doing its part to ensure your personal information remains private. In field offices throughout California, DMV employees are continuously being trained to detect the possible use of any fraudulent documents to ensure the safe keeping of people's identities. If you are a victim of identity theft, notify the DMV immediately by calling 1-866-658-5758 or emailing [dlfraud@dmv.ca.gov](mailto:dlfraud@dmv.ca.gov), so the DMV is aware that your DL or ID has been stolen. If your ID or DL is stolen, you must schedule an appointment at your local DMV field office to initiate the replacement process. Be sure to schedule your ap-

pointment online for faster service. The process will be different from renewing your DL or ID and will involve additional steps to confirm your identity.



At the appointment, you may be asked to provide a statement describing the details of the identity theft. If you filed a police report, make sure to bring a copy with you. If a report was not filed, you may be asked to explain why. You should also bring copies of canceled checks and bills, to confirm your identity, as well as letters from companies or banks indicating the fraud. Confirming your identity is necessary to prove that you have, in fact, been a victim of identity theft and these documents will help you do so. To prevent thieves from

applying for a DL or ID under your name, the

**(Identity Protection continued on page 19)**

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**(Identity Protection continued from page 18)**

DMV needs to take extensive steps to confirm your identity to ensure that a DL or ID is being issued to the correct person.

In addition, you will need to prove and validate your identity with additional official documentation. With the exception of an expired California DL or ID card, only valid, unexpired documents are accepted. Here is a partial list of acceptable original documents that can be used to prove your identity:

- California DL or ID card
- U.S. Birth Certificate
- U.S. Passport
- U.S. Certificate of Birth Abroad or Report of Birth Abroad
- Certification of Citizenship
- Certification of Naturalization
- Permanent Resident Card
- U.S. Military Identification Cards

Other forms of identification may be acceptable, but is determined on a case-by-case basis. Contact your local DMV for other acceptable

documents.

**Additional Steps**

Along with notifying the DMV of the fraud, you should also file a police report and contact all creditors and the three major credit bureaus (Experian, Equifax and TransUnion). Keep a copy of the police report and a log of all conversations related to your identity fraud case so that you have a record to refer to. The more details you have, the better; dates, names of people you talked to, telephone numbers of the agencies you called, the time you spent on each conversation and expenses incurred are all things that should be noted.

Follow up on important conversations in writing, and send them by certified mail and request a return receipt. You want to document everything so that you can prove that you are a victim of fraud.

Identity theft is a scary thing and can happen to anyone at any time, so protect yourself against fraud by following these tips. For more information regarding identity theft, visit [http://www.DMV.ca.gov/pubs/brochures/fast\\_facts/ffd125.htm](http://www.DMV.ca.gov/pubs/brochures/fast_facts/ffd125.htm).

Source: Department of Motor Vehicles

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