

## New Special License Plate Development Frequently Asked Questions

- 1. How much will this new special plate cost ?** Contact the sponsor/organization for the cost of the non-personalize plate. The cost for a personalize plate will be an additional \$10. There is no plate fee prorating when processing the 350 plus applications submitted to develop this new plate.
- 2. Can the sponsor/organization pay for all the applications?** No, the applicant is responsible for submitting the plate fee to the sponsor/organization.
- 3. Does the cost of this new special plate include my vehicle registration fees?** No, your registration fees are not included during the new plate development process. After DMV issues your new plate, the plate fee will be included in your next vehicle registration renewal. You must renew your current vehicle registration with the Virginia Department of Motor Vehicles when it is due.
- 4. Will DMV process my vehicle registration renewal while issuing this new special plate?** As courtesy, if your registration is within two months of expiration at the time we are issuing your new plates. DMV will renew your registration and bill you for payment.
- 5. Can I get this new special plate for my passenger car, multi-purpose vehicle, van or truck?** Yes, license plates are available for passenger cars, multipurpose vehicles (i.e. Jeeps, Blazers, and motor homes), vans and trucks weighing 7,500 lbs. or less.
- 6. Can I get this new special plate for my truck, weighing 7,501 lbs.?** No, these license plates are not available for trucks weighing 7,501 lbs. or more.
- 7. Can I put this new special plate on my lease vehicle?** Yes.
- 8. Can I get this new special plate for my motorcycle?** No, these license plates are not available for motorcycles.
- 9. Can I get a souvenir license plate?** Applications for souvenir plates cannot be included as part of the required 350 applications submitted. However, souvenir plates will be available when the plates become available statewide.
- 10. I have the International Symbol of Access (ISA aka wheelchair) on my plate now, can I get one on this new special plate?** Yes, the ISA symbol is available for this license plate.
- 11. What will this new special plate look like?** The sponsor/organization creates and submits the design. Please note that the design is subject to change until officially approved by the Virginia Department of Motor Vehicles.
- 12. How is the license plate numbers assigned?** The numbering system for special license plates is usually four numeric and two alpha characters for a series. Example: 1001ZZ – 9950ZZ or ZZ1001 – ZZ9950.
- 13. Can I personalize this new special plate?** Yes, you can personalize this plate. On your application, please indicate your four choices in order of preference to increase your chances of

receiving your request. The maximum number of characters on the license plate is six, if it has a logo. The Department of Motor Vehicles (DMV) will review your choices and determine availability. As an applicant during the development process, if the character combination you requested and paid for is not available, you will receive a production issued number on your license plate and DMV will refund your \$10 personalization fee you submitted with your application.

The combination of characters used to personalize your license plate must not violate the DMV's personalized plate policy. The DMV reserves the right to refuse issuance of any combination of objectionable characters if they, in any way, carry a connotation that may be reasonably seen by a person viewing a license plate as 1) profane, obscene or vulgar in nature, 2) sexually explicit or graphic, 3) excretory related, 4) describing intimate body parts or genitals, 5) describing drug culture or use, 6) condoning or encouraging violence, 7) describing illegal activities or substances, 8) socially, racially, ethnically offensive or disparaging.

- 14. If I already have a personalized plate and wish to put the same character combination on this new plate, what do I need to do?** Complete the application, check the box next to "transfer existing license plate", record the character combination in the boxes provided on the application, and submit the fees.
- 15. I submitted my application with payment but my information (i.e. mailing address, vehicle information) has changed. What should I do?** Send an updated application along with a brief explanation to the sponsor/organization collecting the applications. Do not send your new application to DMV.
- 16. I submitted my application with payment, but since have sold and/or re-titled my vehicle. What should I do?** Send an updated application along with a brief explanation to the sponsor/organization collecting the applications. Do not send your new application to DMV.
- 17. Will I receive a refund if you are unable to obtain the 350 prepaid applications needed to develop this plate?** Yes, you will receive a full refund.
- 18. How long will it take to receive my new special plates once I submit my prepaid application?** The process could takes up to nine months after DMV receives the applications.
- 19. How will I receive my new plates?** DMV will mail your new plates to the address on your DMV customer record. If you changed your address prior or during this process, please contact DMV to update your customer record. Your order will include one set of plates – one for the front and back of your vehicle, year and month decals, and a new vehicle registration card.
- 20. What should do with my old plates after I receive my new special plates?** Upon receipt of your new license plates, please return your old ones to the DMV, at any location. Also, as a suggestion, please be sure to notify your insurance company of your new vehicle plate information.
- 21. Why did I receive a bill from DMV?**

You may receive a bill from DMV for the following reasons:

  - A. **Your vehicle registration was renewed.** As stated above, if your vehicle registration was within two months of expiration, as a courtesy, it was renewed.
  - B. **You had a multi-year registration.** The plate fee you submitted with your application was for one year. If these reasons do not apply, please contact DMV at 804-367-9711.

- 22. Can the sponsor/organization submit an application on my behalf?** No, the applicant must complete and sign the application.
- 23. When do I check the box for Transferring Existing License Plate?**  
Check this box if you would like to put your current plate number on your new plate.
- 24. If I keep my existing license plate number, must I pay the personalize plate fee?** Yes, any plate number other than the standard series assigned to this plate is considered personalize, and will cost \$10 annually in addition to the cost of the plate.
- 25. Do I check the "SPECIAL INTEREST" box?**  
Yes, and write the name of the plate on the line.
- 26. When do I check the PERSONALIZED PLATES box?**  
Check this box when you want a new personalize plate number.
- 27. How many choices must I list?**  
To increase your chances of obtaining your request, list four choices.
- 28. How do I fill out the APPLICANT INFORMATION section on the application?**  
Use your current vehicle registration card and transfer the information on to your application. If the information on the card is out dated, please contact DMV to update our vehicle record.
- 29. I just bought a new car and I do not have a title number yet, what should I do?**  
If possible, wait until you receive your metal plates, than transfer the information from your registration card and submit your application. Alternatively, submit the completed application without the Vehicle Title Number and provide it later.
- 30. Can someone else complete and sign my application?**  
No.
- 31. Can I submit payment by credit card?**  
No, you cannot submit payment by credit card unless the sponsor/organization has the means to process your credit card payment.
- 32. Can the sponsor/organization pay for my plates?**  
No, to maintain the integrity of the Program, the payment should be submitted, by the applicant, along with the application.
- 33. Can the sponsor/organization modify the License Plate Application (VSA10)?**  
Only slightly, the back of the application may house pertinent information about the new plate. In addition, the Purpose and Instructions on the front at the top may be altered.