

## MVD Procedural Quick Update

#6

**RE: Reports of Possible Fraud**  
**Effective date: Immediate**

Date: August 9, 2006  
To: All MVD  
From: Mac Lewis, MVD Policy and Procedure Manager

*[This is the latest in a series of procedural updates. These updates deal with specific MVD procedures and practices. Managers and Supervisors should consistently distribute the updates to all personnel and integrate them into regular information and training sessions.]*

**An MVD agent who suspects fraud related to an MVD transaction (drivers license, ID card, vehicle titling and registration, etc.) must report the suspected fraud immediately to his or her field office manager.**

**If the manager agrees that there is fraud, the situation should be referred to the appropriate Bureau Chief. The Bureau Chief should report the suspected fraud to the Deputy Director, who may refer the case to TRD's Tax Fraud and Investigation Division (TFID).**

The process:

1. Clerk suspects fraud in an MVD transaction.
2. Clerk immediately informs field office manager.
3. If the manager doesn't feel that fraud is present, the transaction is to be completed. No further action is needed
4. If the field office manager does feel that fraud is involved, he or she should immediately refer the situation to the appropriate Bureau Chief.
5. If the Bureau Chief doesn't feel fraud is present, he or she should work with the manager to complete the transaction. The situation and its resolution should subsequently be reviewed with the Deputy Director, but no further action is needed.
6. If the Bureau Chief does agree that fraud is involved, he or she should report it to the Deputy Director, who may refer the case to the Tax Fraud and Investigation Division (TFID) with all pertinent information and documentation.

Non-MVD related fraud (identity theft, credit cards, insurance, etc.) should be referred directly to law enforcement by the field office manager.

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Please refer any comments or questions regarding this Quick Update to Mac Lewis, Policy and Procedure Manager at [mac.lewis@state.nm.us](mailto:mac.lewis@state.nm.us).

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