

Bulletin

Date: January 7, 2020

Bulletin: All Banking, Dealers, Driving Schools, Insurance Companies, Motor Carriers, and Tag and Title

From: MDOT MVA

RE: Customer Connect Digital Town Hall on January 16, 2020

Save the date – Thursday, January 16, 2020, 9 a.m.

The Maryland Department of Transportation Motor Vehicle Administration (MDOT MVA) invites you to a digital town hall on **Thursday, January 16, 2020, at 9 a.m.** to preview its new software application, Customer Connect, and learn more about what to expect during cutover weekend.

MDOT MVA is implementing the Customer Connect system to modernize all customer-facing IT systems. The application of Customer Connect will provide system users with a more streamlined experience, enhance communication with partners through improved interfaces, and help in achieving our goal of providing premier customer service to Marylanders every day.

Customer Connect is a motor vehicle software application from FAST Enterprises, LLC, that has already been successfully implemented in 14 states. FAST is working with MDOT MVA to personalize the software to align with Maryland's specific needs. Real-time updates and verification will prevent fraud and outdated information from being used, as well as simplify approval processes.

Rollout 1 will occur on May 26, 2020, and will include vehicle services, business licensing, and the International Registration Plan (IRP).

To access the digital town hall, [Join Microsoft Teams Meeting](#). You will be prompted to download the Teams app or to join in Microsoft Edge. Choosing Microsoft Edge will allow you to view in your Internet browser. If you have any questions, please reach out to Katie Kuehn at kkuehn@mdot.maryland.gov.