



Title News & Notes

Clerk of Courts Auto Title Division

October, 2009

Vol. 1, Issue 2

Memo from the Clerk

Customer service, right to your doorstep

In this issue of the Title News and Notes, you will find the numbers of titles processed in Franklin County and state-wide for people who took advantage of the federal Car Allowance Rebate System, more commonly known as the "Cash For Clunkers" program. I may have been among them, but my 1992 Ford Taurus did not meet one crucial condition — it has a combined city/highway mileage rate of 19 miles per gallon, one gallon over the limit.

The program provided a much-needed boost to our new-car dealers, and to our office as well.

Have you looked into the Electronic Funds Transfer program that we offer?



Please read the article on the next page about the advantages of transferring your title fees electronically. Many dealerships, financial institutions and auto auction companies have

signed up for this program, and we have included testimonials from a few of the dealerships attesting to the program's advantages.

What I would like to emphasize is the fact that Dealer Liaison Bob Posey, or one of our other staff members, will be happy to come to your dealership to give you more details about the EFT program, or to speak with you about title processing or any other aspect of doing business with the Franklin County Clerk of Courts Title Division.

We take great pride in the quality of the customer service that we offer in the Clerk's office, and will do everything we can to make each title transaction as easy as possible.

As always, thank you for your business.

Maryellen O'Shaughnessy

The Franklin County Clerk of Courts



Clerk of Courts & Titling Contact Information

Main/South Branch
(please direct all correspondence to this address)

**45 Great Southern Blvd
Columbus, OH 43207**

Title Customer Service
Help Line
(614) 462-3090

Website
www.franklincountyohio.gov/clerk

New Look for Title Receipts and Memo Titles

Our office began receiving calls early this month about the look of our receipts and memorandum titles – why are they different, what has changed?

In late August 2009, the Ohio Bureau of Motor Vehicles installed new laser printers in all county title offices. This upgrade, replacing the old dot-matrix printers, allows us to print these title documents in a clearer, much quicker fashion.

Instead of receiving the 7' by 8' lower-grade paper receipt, these documents

now print off on 8 ½' by 11' on thicker copy paper.

Please do not hesitate to contact us if you have any questions about these new receipts.



State of Ohio

BMV Title Division—
Customer Service Line
(614) 752-7671

Dealer Licensing
(614) 752-7636

Department of Taxation
(614) 466-7351

Department of Watercraft
(614) 265-6480

Let us come to you to discuss the EFT, titling procedure

The Electronic Funds Transfer (ETF) program is gaining popularity with Central Ohio auto dealers, with the Clerk's office signing up more companies every day, including Wells Fargo Auto Finance, Auto Finance Corporation and the Germain Group.

Many other dealers have contacted the Clerk's office with procedural questions. Dealer Relations Coordinator Bob Posey has visited several dealerships to explain the process, and to answer questions.

The ETF program, available to new and used motor vehicle dealers, financial institutions and auto auctions, sets you up to transfer title fees and sales tax electronically from your account via a secure transaction site implemented by Huntington Bank. You will no longer be required to submit a check with your title applications.

The exact amount is automatically transferred from the dealership's account,

eliminating the need for refund checks, or a delay in returning the completed title applications if the amount submitted is insufficient. Transaction turn-around time for the funds is greatly shortened, allowing your dealership to complete vehicle deals more timely.

Bob Posey would be more than happy to come to your location to discuss this new title payment method, or for any reason relating to title procedure. Please give him a call at (614) 462-3090.

"The EFT system has been a huge benefit and makes title work much easier. The process is much faster by eliminating the time to write a check. I would recommend EFT payments to all dealers that make multiple trips to the title office."

Northwest Auto Brokers

"We love being in the EFT program – I don't have to wait on anyone to sign a check for me & don't have to second guess the amount. I am happy we joined!"

Capital City Trailers

"Eliminates tax calculation differences that can slow the titling process—and we have found quick resolution if we disagree regarding calcs."

A.D. Farrow Co.



"I never get titles kicked for not having enough funds. I very rarely have any problems, and when I do, there is always someone at your office willing to help me get it fixed." Germain Motor Co.

Cash for Clunkers—by the numbers



2,876

Number of Car Allowance Rebate System titles issued by the Franklin County title office from July 30th through October 8

22,816

Number of titles issued state-wide under this program during the same time period

10.8%

Percentage of Cash For Clunker program new vehicles in Ohio titled in Franklin County

2-3%

Percentage of titles processed in Franklin County during this time period which were CFC titles

690, 114

Number of Cash for Clunker cars traded in throughout the U.S.

668,648

Number of vouchers the federal government has paid out through October 7, totaling

\$2,815,034, 000