Plates can be renewed by phone

BY PAT MURPHY

When it comes time to renew auto license lates, Michigan drivers will soon be able to their fingers do the walking.

An innovation unveiled Tuesday by Michi-gan Secretary of State Candice S. Miller will enable motorists to renew their plates over the phone at any time of the day.

"The entire process will take about four minutes," Miller said Tuesday during a press conference at the Ameritech Complex in

Southfield.

Tolephone license plate renewal is expected to be operational within two weeks, she said, establishing Michigan as an undisputed leader in terms of technology working on behalf of motorists.

Michigan is the first and only state in the nation to offer touch-tone tolephone renewal of tiense plates using a system of electronic verification of insurance," Miller said.

Other states may already have license renewal by telephone, Miller acknowledged. But they do not require proof of insurance — as Michigan does — or they charge an additional fee, who said tional fee, she said.

Michigan is able to renew auto licenses via the telephone — and verify insurance cover-

age — thanks to a program under which insurance companies electronically identify their policy holders for the Secretary of State's office, Miller explained.

To renew by telephone, motorists will need a valid Discover, MasterCard or Visa credit card. They will also need to follow easy instructions on the renewal brochure that will be sent out by the secretary of state's office.

Motorists will also need a PIN (personal identification number) assigned by the secretary of state's office — and automatically printed on the registration form.

The PIN is assigned as a license comes up for renewal and the secretary of state's office checks it against an electronic list of policy holders submitted to state officials by the rance company, Miller explained.

The PIN, credit card number (complete with expiration date) can be punched into state computers with any touch tone telephone, Miller said.

Other insurance companies have indicated they will cooperate, Miller said, and she iso optimistic all carriers will provide lists of policy holders as a matter of convenience.

which typically handles 60,000 transactions daily.

Touch-tone license plate renewal is expected to cut down on the need number of overthe-counter contacts, she said, and enable us to use our staff more effectively for other transactions."

Since she replaced Richard Austin as secretary of state in 1991, the office has been able to increase efficiency with fewer workers, Miller said. The number of workers in her office has dropped by about 200 people to fewer than 2,100, she said, "with no layoffs." That efficiency has come because of innovations like FAX renewal of vehicle registration and telephone renewal of watereraft registration, Miller explained.

Furthermore, the electronic innovations are not finished, the secretary said. Early next year, the office expects to introduce online vehicle registration via inter-active com-

puter.
Innovations de have limitations, Miller innovations do have limitations, Miller said in response to questions, and motorists should not expect the convenience of being able to renew their driver licenses electronically, "at least not anytime in the near future."

"Michigan requires periodic testing for driver license renewal, Miller said. "And there's a need for the license photo to be current."

Here's way to renew plates

Although motorists will not be able to get new plates under the system unveiled by Secretary of State Candice S. Miller, they will be able to raceu license plates via tolephone.

Motorista need only follow the instructions included in the forms: mailed to them each year when it comes time to renewal auto tags. Hero's an example:

1. Find the PIN (Personal Identification Number) on the lower left, side of your renewal notice — you can not renew by phone without a. PIN.

2. Make sure, before calling.

PIN.

2. Make sure, before calling,

B The name and address on the renewal notice are correct.

B The license plate has not expired.

C and a valid Discover, MasterCard or Visa card is ready.

3. C all (517) 335-1155 using a touch-tone telephone.

4. Enter the nine-digt PIN followed by the # key.

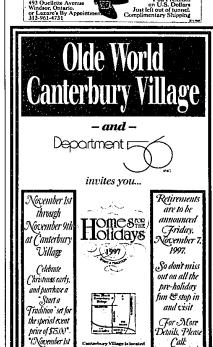
5. Enter the number of the valid Discover, MosterCard or VISA card followed by the # key.

6. Enter the month and year the credit card expires, followed by the # key.

License plate tabs will be sent by mail within seven days.







Call: (248) 391-5700

NBD supports high-risk cancer research

ShBD Bank has made a \$5,00,000 commitment to the Barhara Ann Karmanos Cancer Ingitute to support research aims at identifying women a high-risk for breast cancer.

The gift is part of the Institute's Cancer Care and Cure Campaign. a flve-year, \$100 million, initiative to fund new programs and facilities.

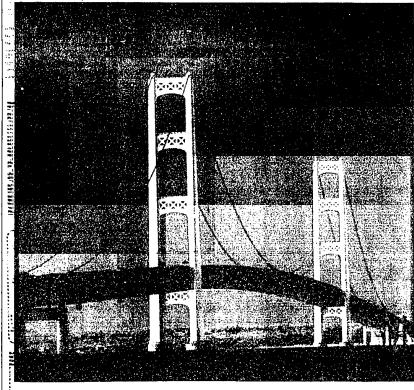
"This gift," said NBD President Thomas H. Joffs II "is important to us because it helps

and care for people at high risk for the disease. The NBD Breast Cancer Prevention Research Project will support ongoing research, using a cell line created at the Institute to identify the carliest cellular changes which rigger the disease.

October is National Breast Cancer Awareness Month. Nearly 6,600 Michigan women will be diagnosed with breast concer in 1997: 1,600 will die of the dissentify the diagnosed of the dissentification of the dissentification

October is National Breast Cancer Awareness Month. Near-ly 6,500 Michigan women will be diagnosed with breast cancer in 1997; 1,600 will die of the dis-

and Wayne State University.



You're thinking..

a) How many pounds of Judge go across it every year?

b) Who got stuck building the part that's underwater?

e) Is there a health care company out there that believes in two way communication?

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