



Department of
**Safety &
Homeland Security**

Financial Responsibility Division

The **Financial Responsibility Division (FR)** with the Department of Safety & Homeland Security is tasked with administering the Financial Responsibility Law, which involves suspending/revoking/cancelling and restoring driving privileges while maintaining all driver records.

Financial Responsibility Division

FR is divided into two distinct units:

- **Correspondence Unit**
- **Information Processing Unit**

These units are also divided based on job functions.

Financial Responsibility

- Administration
- Driver Control
- Correspondence
- Call Center

Information Processing

- Administration
- Dispositions & Violations
- Data Entry
- Mailroom
- Records

Information Processing

The Information Processing Unit receives & processes abstracts, dispositions, and convictions reported by court's which may result in suspension, revocation, or cancellation action of the driving privileges. When there is pending action or action that may result in suspension or revocation the department notifies the customer at their address on file, and includes how to comply pursuant to state law.

Correspondence

The Correspondence Unit receives reinstatement documentation from courts and driver's by electronic means, fax, eservices upload, mail and in person to comply with suspension, revocation, or cancellation action taken by the department pursuant to state law. This unit also reviews to approve or deny restricted license cases created upon a driver issuing a temporary restricted license at a Driver Service Center. Approval is contingent on violation eligibility, and once all required documentation has been submitted.

Portal Reset

- A driver can access their account online via eservices after setting up a two-step verification method (text, email, or authentication app). A code will then be sent to the method chosen which verifies their identity. **Third party access is no longer accessible and should not access a driver account from this route.**
- Please contact Tiffanie Morgan (Tiffanie.Morgan@tn.gov) to set up your account for court portal access. This will allow you to access a driver's reinstatement requirements. After 60 days of inactivity your account will be closed and you will have to request your account to be reopened.

Failure to Appear (citation)

When a Failure to Appear is reported by the court to the department, the department notifies the driver via mail of proposed suspension action, and is given 30 days from notice date to satisfy the court or the driver has the option to request a hearing with the Department. The statute is written indicating there is a 30-day time frame that a driver has to obtain court documentation showing they have satisfied their citation, the case has been reset, or that there is a court reporting error. Requesting a hearing allows the driver more time to obtain such court documentation or dispute further with the court. If the court documentation is dated after the 30-day time frame, it is used as compliance by the department with a reinstatement fee and requires reapplication for a driver license pursuant to T.C.A. 55-50-502(a)(1)(I).

Failure to Pay (citation and criminal)

Failure to Pay for a citation or criminal fines & court costs can be reported by a court for suspension action once a driver is in default of their court payment plan. The court pay date/conviction date reported by the court is understood by the Department to be the default date with the court. Suspension action is taken by the Department if the case is not satisfied by re-establishing a court payment plan or satisfied in full within 30 days from the Department's proposed suspension notice.

Restricted license for Failure to Pay (citation and criminal)

When a court notifies the Department that a driver has Failed to Pay due to default, the Department will send a notice giving the driver 30 days to re-establish their payment plan with the court. If satisfied after the 30 days a driver must obtain a restricted court order obtain a restricted license or pay their case in full to reinstate.

If the driver holds a restricted license and does not re-establish the court payment plan within 30 days and submit proof to the Department, the Restricted License will be revoked for 6 months. After 6 months, the driver may re-apply for a Restricted License by re-establishing the payment plan with the court and obtaining a new court order. The 6 month revocation may be ended early by submitting proof that the case(s) has been satisfied in full.

FR Help Desk

FR houses an internal help desk via email specifically for the Department field staff at each Driver Service Center location. The assigned email is meant for internal use only. When external documentation is received an autoreply is sent advising of rejection.

If a court has the ability to report to the Department electronically, only one submission is required. Please do not submit by multiple routes as this creates additional work and increases processing wait time for driver's.

[Reinstatement documents can be submitted:](#)

- In person at any reinstatement office
- By fax to 615-242-3480 (Allow 48 hours for Dept processing)
- By mail: Reinstatements, PO Box 945, Nashville, TN 37202-0945
- <https://www.tn.gov/safety/driver-services/reinstatements.html>

Court Liaison

Send only corrective documents to the Department Court Liaison for processing. All other documents types could result in a rejection.

Phone/Fax # for TDOS Court Liaison

Court Liaison

Email.court@tn.gov

Phone (615)251-5254

Fax (615)401-2523

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A revocation, suspension, cancellation, citation or reinstatement can be removed with the proper documentation. Listed on the next slide are the most frequent types of removals and the reason for the removal.

Reinstatement Submissions

Reinstatement fees can be satisfied in several ways:

- Online at: <https://dl.safety.tn.gov/> / Card only
- In person at any reinstatement office. Card, cash, money order
- In person using the ipad Kiosk in any driver service center. Card only.
- My mail: Reinstatements, PO Box 945 Nashville, TN 37202-0945
Money order only

Reinstatement documents can be submitted:

- In person at any reinstatement office
- By fax to 615-242-3480 (Allow 48 hours for Dept processing)
- By mail: Reinstatements, PO Box 945, Nashville, TN 37202-0945
- <https://www.tn.gov/safety/driver-services/reinstatements.html>

Court Liaison

Citations

All citations can be removed for the following reasons (speeding, stop signs, etc.):

1. Document received from court showing dismissed, vacated, negate, squash, retired, rescinded, remand, recall, Nolle Prosequi, diversion, judgement withheld, acquittal, adjudication withheld, etc.

Mandatory Revocations

All mandatory revocations can be removed for the following reasons:

1. Document received from court showing dismissed
2. Document received from court showing case has been appealed.
3. Document received from court showing case has been expunged unless it is a DUI or alcohol related case such as vehicular homicide. Those have to be sent to Director/Legal.
4. Document received from court showing case has been reduced to a lower charge.

Court Liaison

Unpaid Citations or Criminal Fines & Costs

Suspensions for unpaid citations can be removed for the following reasons:

1. Document received from court showing paid prior to action date.
2. Document received from court showing case was for seat belt or parking.
3. Document received from court showing dismissed, reset, set aside, recalled, etc. prior to Department post date.
4. Document received from court showing rescheduled prior to the action date.
5. Document received from court showing the citation was sent in error. The error must be specified to the Department in order to make an accurate determination if it's a true error.

Court Created Account

The Department does not set up secured court created accounts from each court because maintaining 400+ accounts is not manageable for the Department.

Reinstatement documents should be sent to one of the following routes below when a court does not have the ability to submit to the department electronically.

[Reinstatement documents can be submitted:](#)

- In person at any reinstatement office
- By fax to 615-242-3480 (Allow 48 hours for Dept processing)
- By mail: Reinstatements, PO Box 945, Nashville, TN 37202-0945
- <https://www.tn.gov/safety/driver-services/reinstatements.html>

Restricted License

Under Tennessee law, individuals may be eligible under certain circumstances for a restricted license.

The individual's privilege to drive cannot be under revocation, suspension, or cancellation for any other reason in Tennessee or any other state. If the individual has an additional revocation, suspension or cancellation they must reinstate those violations to be eligible for a restricted license.

The original certified Court Restricted Order must be taken to a Driver Services Center within ten (10) days of the Court Order along with any other required documentation to apply for the restricted license. They will be required to surrender current driver license if in their possession. If the current driver license is expired over five (5) years, or did not previously have a license a full test is required.

Restricted License

When the individual applies, they are issued a 90-day temporary restricted license. The application is sent to Central Office for review. If the individual has met the requirements and is determined to be eligible, the record is updated and a Restricted Driver License is mailed to the driver. If the individual is not eligible the application is denied and the individual advised of the reason for denial. If the driver needs to satisfy any outstanding requirements for other violations or needs to have their court order corrected, the driver will be sent a missing information letter advising to submit before a hard copy restricted license is approved and issued.

Eligible Offenses for a Restricted License

- DUI
- Implied Consent
- Drag Racing
- Accumulation of Convictions/Points (Frequent Traffic Violation)
- FTP Default on Court Payment Plan (Citation and Criminal)
- Driving Away from Pumps without Paying for Fuel
- 18-20 Year Old Alcohol Beverage Violation/Drug Free Youth Act
- Failure to Establish Financial Responsibility/Accident or Judgement
- Child Support (DHS issued)

Ignition Interlock Device

Pursuant to T.C.A. 55-10-425, all drivers convicted of DUI violations occurring July 1st, 2016 or later will be restricted to operating only vehicles equipped with a functioning ignition interlock device for a the length of their revocation period, and upon reinstating the driving privilege. Proof of installation from an approved ignition interlock provider must be submitted to the Department electronically.

Ignition interlock is required for a minimum of 365 days or the entire length of the driver license revocation period, whichever is longer. Removal of the device is compliance-based.

Ignition Interlock Device

The ignition interlock requirement may begin during the mandatory revocation period provided that the driver applies for a restricted license.

The driver must obtain a restricted license from the Department of Safety during their revocation or suspension period in order for the ignition interlock installation to be recognized by the Department.

Failure to do so will result in the interlock requirement being imposed after their license is reinstated.

Restricted licenses are not available after a mandatory revocation period has ended.

Out of State Waiver

A resident of another state may request a waiver of the Tennessee ignition interlock requirement. They should contact our office at 866-903-7357 to request an out of state waiver.

The driver and a representative from the licensing authority of the issuing state will be required to complete the waiver and send it back to our department. Once approved, the ignition interlock requirement will not be required for Tennessee while they remain a resident of another state.

Should they wish to obtain a license in Tennessee in the future, they will be required to submit proof of ignition interlock installation before application and the ignition interlock requirement will begin at license issuance.

Out of State Waiver

When other state jurisdiction's won't sign the TN interlock waiver a driver must get the device installed, and the interlock provider must report the device installation 'electronically' to TN Department of Safety on the TN license number. The device should be maintained for the length of the revocation period and until approved for removal by the department. Once all TN requirements have been met the driver status will be updated to Eligible – with interlock in TN. The driver will then no longer be listed on the National Driver Registry and can issue in their state of residence.

Ignition Interlock Waiver

Ignition Interlock Wavier – Court Findings

In certain circumstances ignition interlock may be waived if a finding of fact is submitted to the Department by the judge/court where convicted.

Implied Consent / Refused to Test – Interlock may be waived if a driver violated the implied consent law under T.C.A. 55-10-406, and in the 5 years prior to the date of violation does not have a conviction for:

- Implied Consent under T.C.A. 55-10-406
- Underage DWI under T.C.A. 55-10-415
- Open Container Law under T.C.A. 55-10-416
- Reckless Driving under T.C.A. 55-10-205 where the charged offense was T.C.A. 55-10-401

Ignition Interlock Waiver

Driving Under the Influence – Interlock may be waived if the DUI meets the following conditions:

- The violation was alcohol only and the BAC% was under .08% or the violation was drugs only with no alcohol present. A test must have been completed and the results of that test must be available including BAC%, AND;
- The driver was not accompanied by a person under 18 years of age, AND;
- The driver was not involved in a reportable traffic accident or the accident was not the proximate result of the DUI, AND;
- The driver does not have a prior DUI in the 10 years prior to the date of the current DUI violation
- T.C.A. 55-10-425 & T.C.A 55-10-409

Ignition Interlock Waiver

A driver may obtain an interlock certification waiver by contacting our Department at 866-903-7357. The court should complete the waiver and then submit the completed waiver to our Department for review.

If the court fails to make a specific finding that T.C.A. 55-10-409(b)(2)(B) is not applicable in the instant case, if the finding made by the court is incomplete, or if the finding does not contain adequate information for the department to determine the applicability, the person shall be required by default to install and use a functioning ignition interlock device for the length of their revocation period.

Points of Contact

Phone Number for the Public

Correspondence

(866)903-7357

Information Processing Unit

Disposition Processing

DOSHS_court.reporting@tn.gov

Fax (615)401-6786

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Phone/Fax # for TDOS Court Liaison

Court Liaison

Email.court@tn.gov

Phone (615)251-5254

Fax (615)401-2523

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