

Responding to Constituent Questions About DMV-Related Spam Texts

Overview

Vermonters have recently reported receiving fraudulent text messages claiming to be from the Vermont Department of Motor Vehicles. These messages often reference suspended licenses, unpaid fees, or required account updates. They are **not** sent by the DMV. The Department does not use text messaging to notify customers of problems with their license, registration, or myDMV account.

What Constituents Should Know

- These messages are **scams** designed to obtain personal information, financial details, or myDMV login credentials.
- The DMV will **never** ask customers to click a link in a text message to update information, pay a fee, or resolve a suspension.
- Official DMV communications occur through:
 - Mail
 - Email (only if the customer has opted in)
 - Secure myDMV notifications
 - In-person visits

How to Identify a Scam Text

 Common red flags include:

- Messages claiming “urgent action required” or threatening immediate suspension
- Links that do not point to a **vermont.gov** domain
- Requests for personal information, passwords, or payment
- Poor grammar, unusual capitalization, or unfamiliar phone numbers

What Constituents Should Do

- **Do not click any links** in the message.
- **Do not reply** to the text.
- **Delete the message** after reporting it.
- If they entered information into a fraudulent link, they should:
 - Change their myDMV password immediately
 - Monitor financial accounts
 - Consider reporting identity theft to the FTC (IdentityTheft.gov)

How to Report a Scam

 Constituents can report suspicious texts to:

- <https://reportfraud.ftc.gov/#/?orgcode=VTDMV>
- Their mobile carrier (many accept reports via forwarding the message to **7726**)

Where to Find Accurate DMV Information

 Customers should always use official DMV resources:

- **DMV website:** <https://dmv.vermont.gov>
- **myDMV login:** <https://mydmv.vermont.gov>
- **Contact page:** <https://dmv.vermont.gov/contact>

Key Message to Constituents If a Vermonter receives a text message about their license, registration, or myDMV account, they should assume it is **not** from the DMV. The safest action is to avoid interacting with the message and verify information directly through the official DMV website, in person, or by calling 802-828-2000.

DMV SCAM TEXT ADVISORY



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What You Should Do:

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Think Before You Click.

Be Smart. Be Safe.
Be Vigilant.

DMV.Vermont.Gov