



Springfield B2B Service Moving to Chicopee Effective Monday, May 18

To Our Critical B2B Partners:

Due to the evolving situation with COVID-19 (coronavirus) and in an effort to continue protecting RMV staff, customers, and business partners, the RMV is moving B2B service for Western Massachusetts to the Chicopee RMV Service Center, effective Monday, May 18.

In following 'social-distancing' practices, the Chicopee RMV will exclusively perform *drop-off B2B transactions / bundles only* via the facility's existing drive-thru window.

B2B services will cease at the Springfield RMV to allow for additional appointment-only services for the general public. New IRP transactions will still be conducted at the Springfield Service Center. B2B Services will also continue to be provided on a drop-off only basis in Milford and Wilmington. These facilities will not serve or allow entry to the general public, and you will not be allowed to 'wait' in any of these locations for pick-up.

The RMV continues to serve members of the general public on an appointment-only basis at additional locations, consolidated into the larger Service Centers, and has redeployed teams from nearby, closed offices to ensure staffing resources are available to assist customers and business partners like you.

Please note: Any B2B service request appearing at the Service Centers that serve the general public will be redirected to Milford, Wilmington, and Chicopee RMVs.

In keeping with recommendations from the Massachusetts Department of Public Health, the RMV has also adopted enhanced cleaning practices for its facilities, purchased additional contactless hand sanitizer dispensing stations, issued anti-viral disinfectant wipes and individual-size hand sanitizers to certain employees, and expanded areas to be disinfected.

Thank you for your cooperation and partnership.