

# Innovations for the MVD: Spotlight on Digital Titling

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NIC New Mexico & CHAMP Titles

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## Quick Introduction: Ryan & NMI

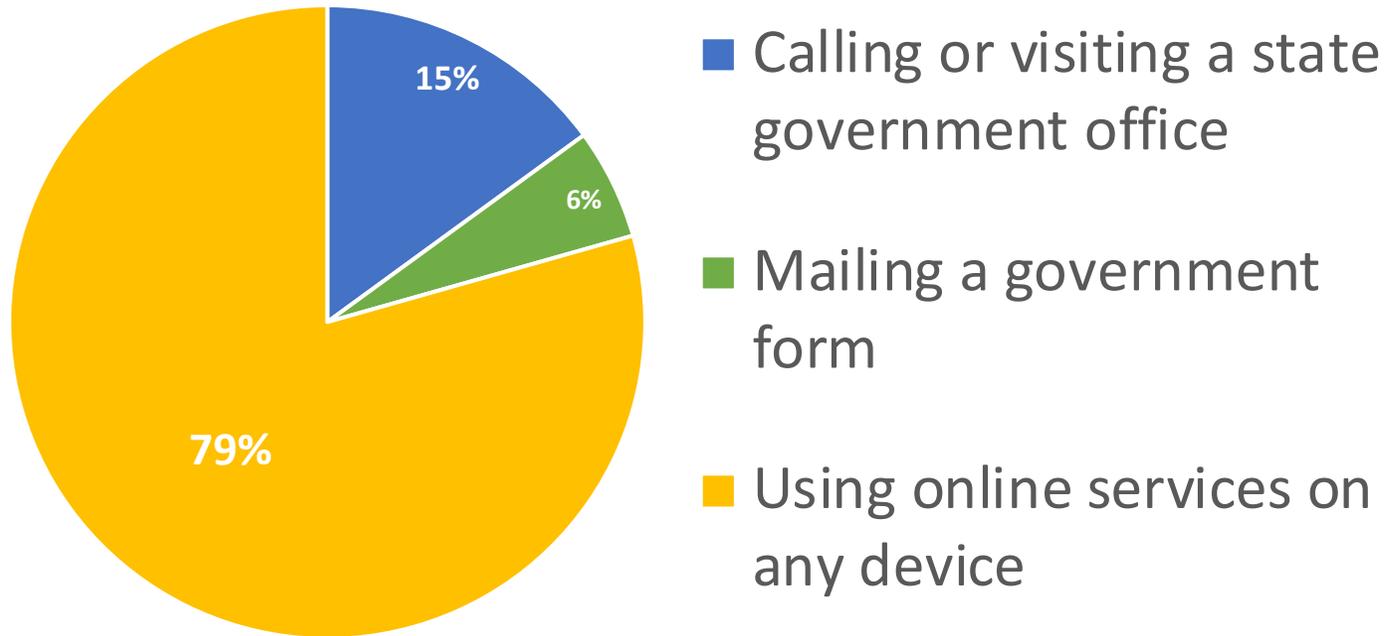
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- Dealership is in my blood
  - Earliest memories
  - Summers on the asphalt
  - Father's sales job put me through college
  
- NIC NM has been around for 15 years with a low profile
  - Maybe you've used the VRS system
  - Expand business portfolio for citizens...
  - ...as well as for dealer and automotive community
  - Parent company (NIC) works in nearly 30 MVDs nationwide



# What Do NM Residents Want?

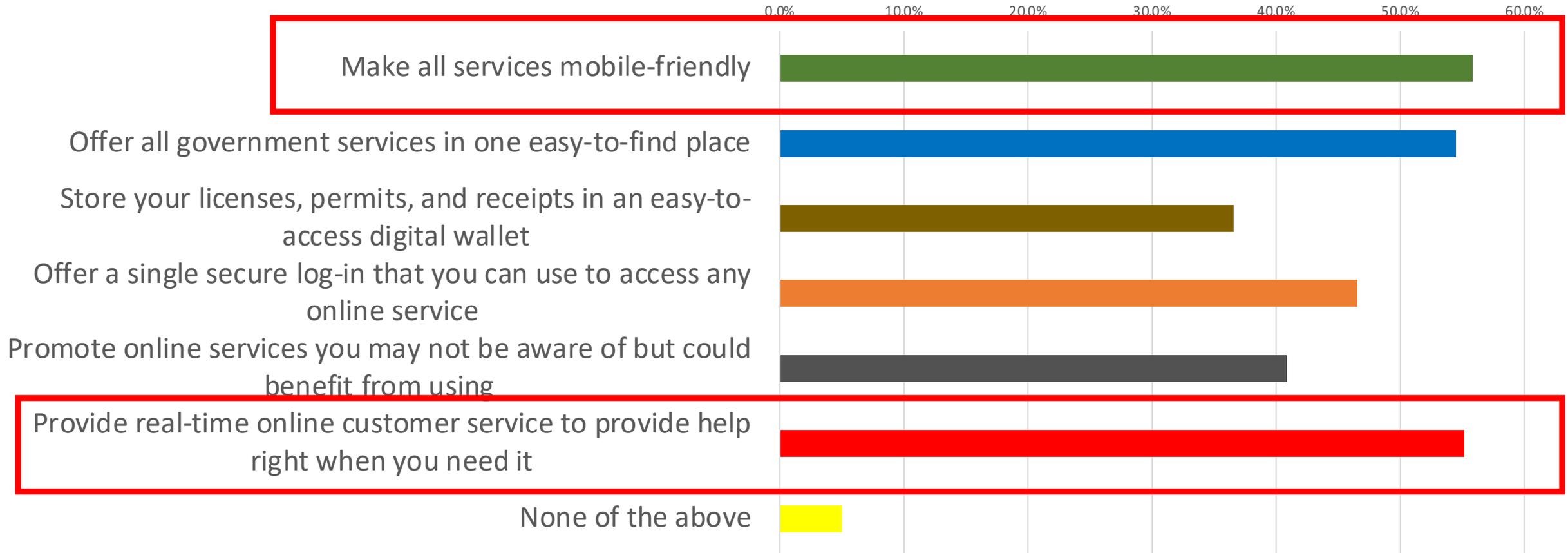
Q: I would prefer to conduct my government business with New Mexico by:



- Why guess? Let's ask residents
- We are constantly conducting research nationwide
- Survey conducted in New Mexico May 15

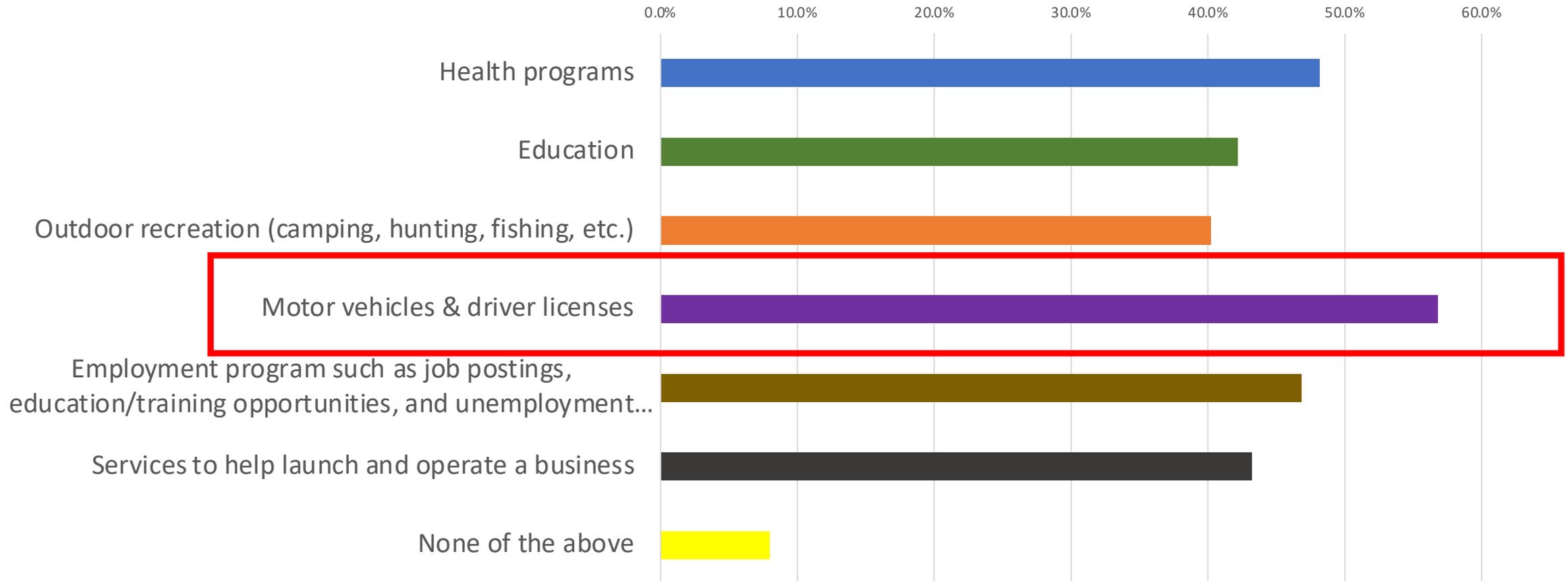
# In a Perfect World...

Q: To make your life easier, do you wish New Mexico would:



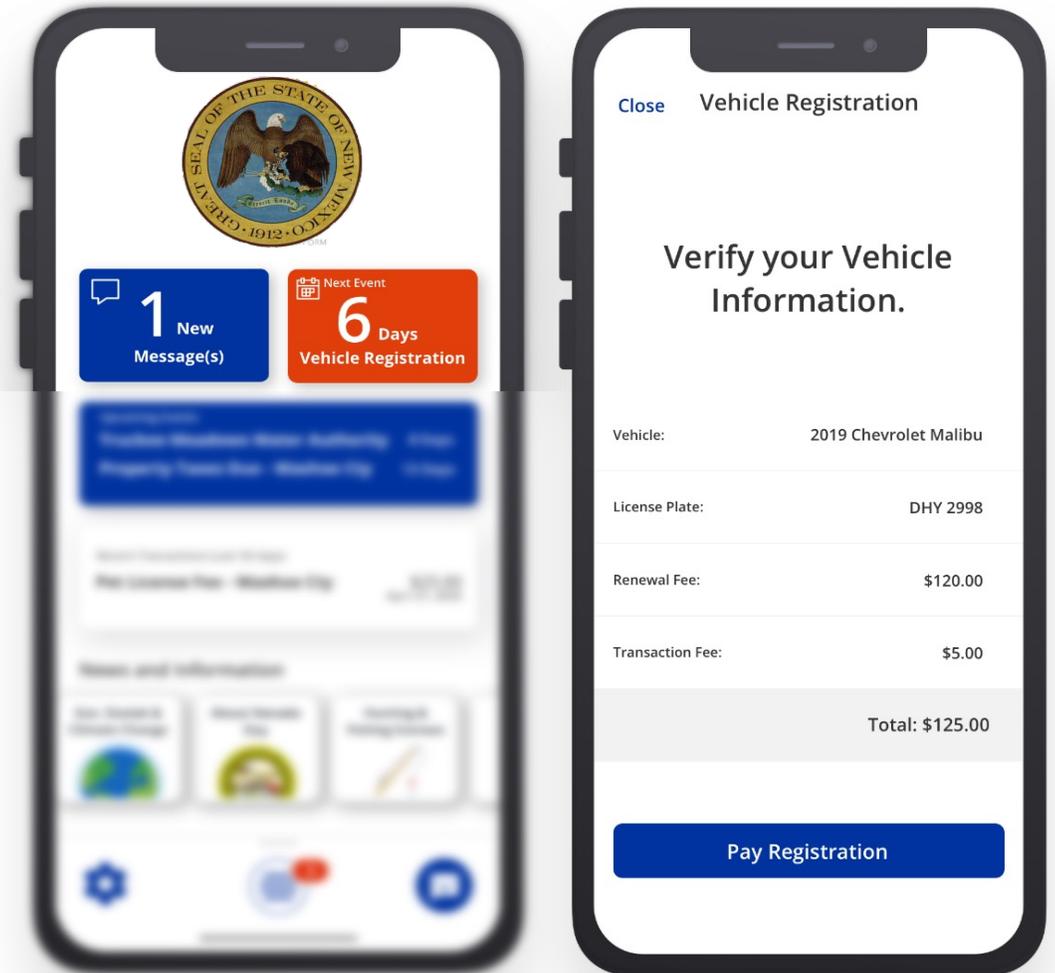
# And Where Should We Start?

Q: Do you wish New Mexico would offer more online state services for:



# A Glimpse of the Future

- Digitize EVERYTHING
  - Not online PDFs
- Make navigation simple
- Deploy Automated Intelligence & Machine Learning (AI/ML)
  - Propose relevant resident services
- Use Chatbots for real-time customer service
  - Chatbots have come a LONG way
- ALL APPLICATIONS AND SERVICES ARE MOBILE



# Dealerships Are a Critical Part of Every Community

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- Regardless of how we emotionally feel about vehicles, dealerships are critical to every community
- NIC New Mexico will bring forward best practices and strategic partners to help you

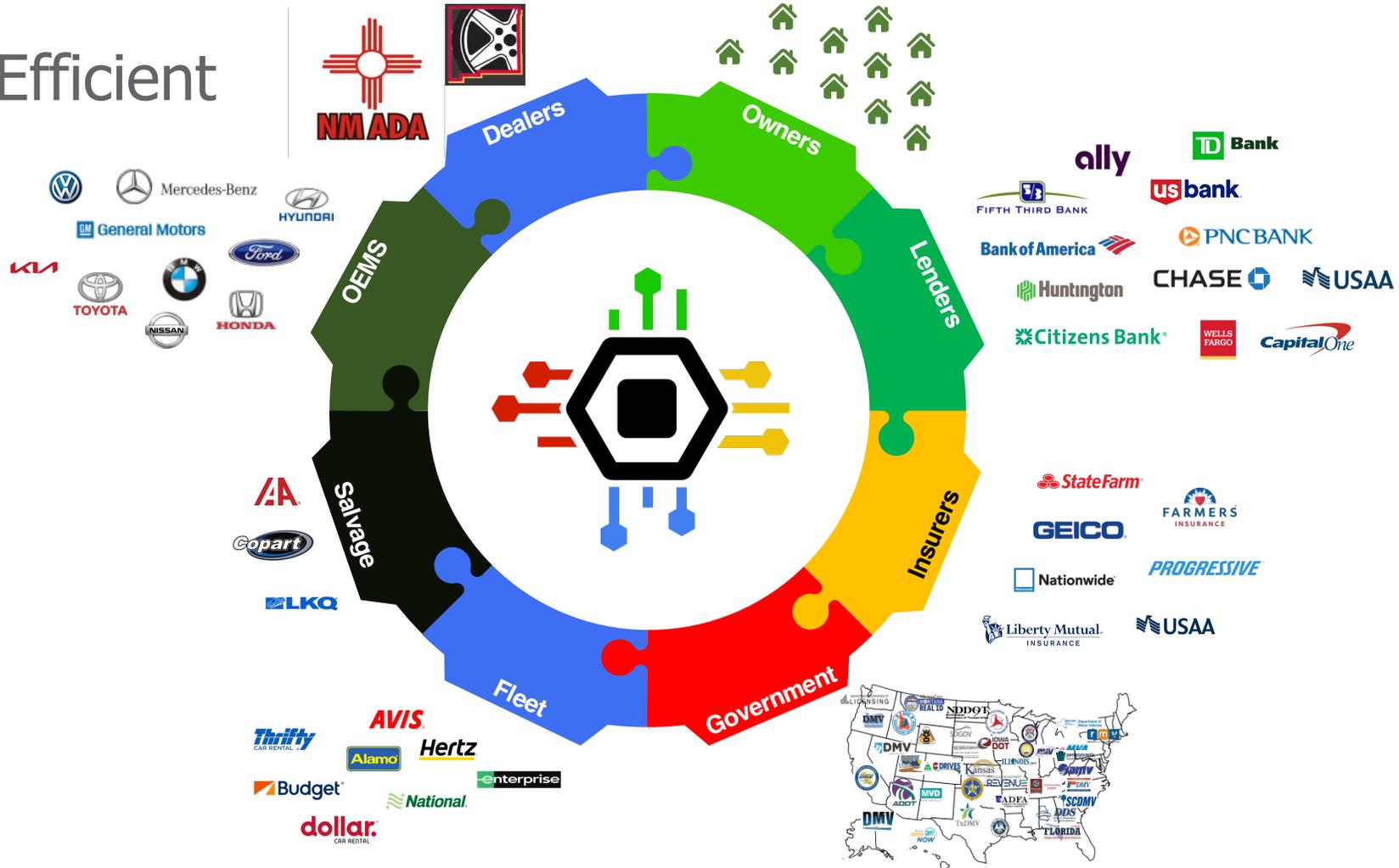


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# What is Digital Titling?

# CHAMP Connects All Transaction Parties

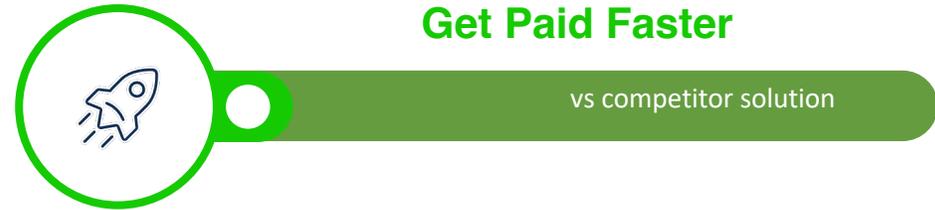
Secure & Efficient



# Benefits for Dealers



- Our Solutions can be launched in as little as **6 months**



- The Faster Titles are processed the faster Dealers get paid

## West Virginia

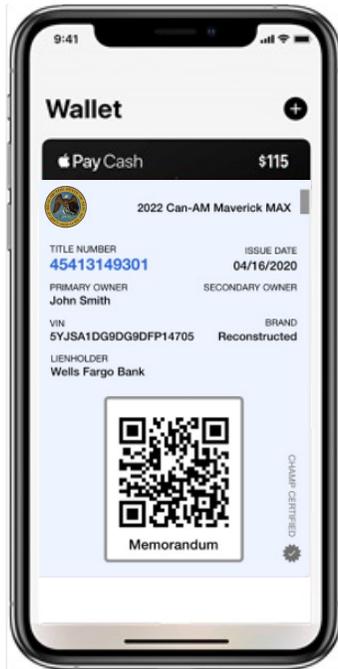


- Weeks to Days for Title approval
- Days to hours for Lien perfection from Lenders

# Digital Vehicle Titles: Example Rendering

- Title is accurately displayed IN REAL TIME from system of record.

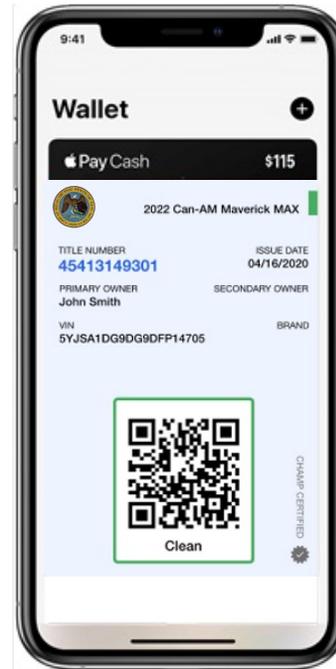
**Memo Title**



**Power of Attorney**



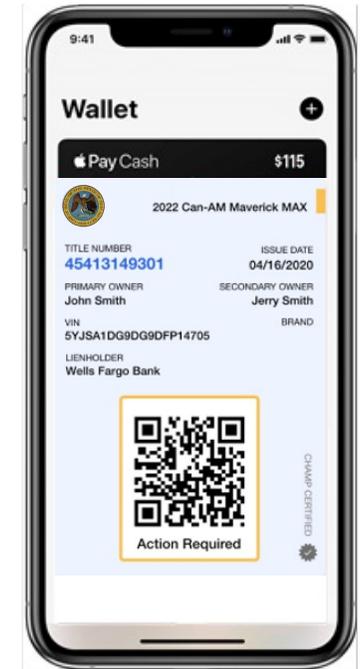
**Certificate of Title**



**Invalid Title**



**Action Needed**





## Thank You!

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