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## Partnership Update

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The Massachusetts Registry of Motor Vehicles (RMV) would like to inform you that customers aged 65 and older, and customers with disabilities, can schedule an appointment at (most) [Service Center locations](#) during any available time **Monday** through Friday between 9:00 a.m. and 5:00 p.m.

- An appointment is **required** for [Driver's License related transactions](#).
- An appointment is **required** for [ID related transactions](#).
- An appointment is **not required** for [Registration-related transactions](#).

### How to make an Appointment

Customers aged 65 and older and customers with disabilities can ask for assistance with an appointment by sending an email to:

- [MassDOTRMVSeniors@dot.state.ma.us](mailto:MassDOTRMVSeniors@dot.state.ma.us)
- Customers can expect to receive a response from the RMV within 48 hours.

### Friendly Reminder

- Massachusetts law requires customers age 75 and older to [renew their driver's license in person.](#)

### Select RMV Services Available at AAA Branches

AAA members may be eligible to renew your license/ID or registration at AAA. You must make a reservation to conduct RMV transactions at AAA. Learn more [here](#).

### Stay Connected!

- For the latest RMV updates and information, follow the RMV on Twitter [@MassRMV](#).
- For the latest MassDOT news and information, including RMV updates, follow MassDOT on Twitter [@MassDOT](#), [Facebook](#), and [Instagram](#).

**Thank you for sharing this notice with your colleagues and clients.  
Your partnership is appreciated.**



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