

## **Frequently Asked Questions**

### Renewal for Motor Vehicle Sales Finance

#### **1. How much does the renewal cost?**

\$368 per License Location (1<sup>st</sup> location)

\$344 per Registered Office (Additional locations)

#### **2. Why is the fee higher than last year?**

\$460 is the legally allowed renewal cost.

There is a 20% discount this year.

Last year there was a greater discount.

#### **3. I just created an account, but can't renew. Why?**

Please allow 1-3 business days. You will be emailed as soon as your business link is approved.

Detailed Explanation:

Under the dashboard tab, there is a line item that says "claim business". That means you entered either the company FEIN or the sole proprietor's SSN as prompted, and a request was sent to the OCCC to allow you access to the company information. Once the request is approved, you will be able to renew, and when you log in, you will see your company master file number above the dashboard tab.

#### **4. I can't pay. I saw the pay option, but I can't see it anymore.**

From dashboard, click on the tab "My Business Transactions". Click on the line item that shows your renewal was initiated. Click on pay to proceed.

#### **5. What is the due date?**

July 1<sup>st</sup>. However, there is a grace period until July 31<sup>st</sup>. If licenses are not renewed by July 1<sup>st</sup>, delinquency notices will be mailed.