

## **Rule 375-3-1-.36 Fees for Driver's Licenses, Instruction Permits, Identification Cards, and Temporary Driving Permits**

1. For each application for an instruction permit or driver's license, except as provided in O.C.G.A. § 40-5-25(b)(2), the department shall collect fees as follows:
  - (a) For instruction permits for Classes C, E, F, and M drivers' licenses and for Class D drivers' licenses..... \$10.00
  - (b) For up to five-year Classes C, E, F, and M noncommercial drivers' licenses..... \$20.00
  - (c) For eight-year Classes C, E, F, and M noncommercial drivers' licenses..... \$32.00
  - (d) For application for Classes A, B, C, and M commercial drivers' licenses or a Class P commercial driver's instruction permit..... \$35.00
  - (e) For Class P commercial drivers' instruction permits for Classes A, B, C, and M commercial drivers' licenses..... \$10.00
  - (f) For up to five-year Classes A, B, C, and M commercial drivers' licenses, initial issuance requiring a road test..... \$70.00
  - (g) For eight-year Classes A, B, C, and M commercial drivers' licenses, initial issuance requiring a road test..... \$82.00
  - (h) For up to five-year Classes A, B, C, and M commercial drivers' licenses, initial issuance not requiring a road test..... \$20.00
  - (i) For eight-year Classes A, B, C, and M commercial drivers' licenses, initial issuance not requiring a road test..... \$32.00
  - (j) For renewal of up to five-year Classes A, B, C, and M commercial drivers' licenses..... \$20.00
  - (k) For renewal of eight-year Class A, B, C, and M commercial drivers' licenses..... \$32.00
  - (l) For renewal of up to five-year Classes C, E, F, and M noncommercial drivers' licenses..... \$20.00
  - (m) For renewal of eight-year Classes C, E, F, and M noncommercial drivers' licenses..... \$32.00
  - (n) Initial issuance of Classes A, B, C, and M commercial drivers' licenses and Class P commercial drivers' instruction permits shall include all endorsement fees within the license fee. Each endorsement added after initial licensing..... \$5.00
  - (o) Issuance of temporary driving permit or identification card issued pursuant to O.C.G.A. § 40-5-21.1..... \$50.00
2. For each application for a personal identification card, the department shall collect a fee of \$20.00 or \$32.00 except as provided in O.C.G.A. §§ 40-5-103(b),(c), and (d).
3. Customers may request a refund in-person from the Department at a Customer Service Center (CSC), by telephone through the DDS contact center, or by mail to the Department.

- (a) Refunds must be requested ~~by submitting via~~ a completed DDS designated "Request for Refund" form with the original payment receipt, or payment confirmation if paid online or through the mobile application (app).
- (b) Refunds will be considered in the following circumstances:
- i. Overpayment of fees;
  - ii. Ineligibility for ALS hearings;
  - iii. Errors by a CSC Team Member;
  - iv. Duplicate payments for one transaction or service;
  - v. Reinstatement paid pre-effective date;
  - vi. Incorrect purchase (only if the refund is requested prior to processing of the purchased card being processed); or
  - ~~vii. Administrative reversal of suspension or license withdrawal if fee is no longer being required.~~
- vii. If the payment is more than \$10.00.
- (c) Customers who submit payments online or by mobile application (app) are eligible for refunds until midnight of the day of purchase. ~~However, all refund requests will be considered if the request meets the requirements of paragraph (3)(b).~~
- (d) Processing time for refund requests may take up to 30 calendar days from the date of the refund request.
- (e) A refund request submitted 120 days or more after the fee was paid will not be processed and the refund will not be made.
- (ef) Refunds may be delivered to the payer or customer electronically or by mail.
- (fg) Refunds will be delivered to the payer if payment is made in any form other than cash. Cash payments will be refunded by check to the customer of record for the transaction.

**Authority: O.C.G.A. §§ 40-5-4, 40-16-2, 40-16-3, 40-16-4, 40-16-5, 40-5-21.1, 40-5-25, 40-5-100, 40-5-101, 40-5-103.**

## **SYNOPSIS**

### **STATEMENT OF PURPOSE OF PROPOSED RULE**

The purpose of this amendment is to add more parameters to the refund process.

### **DIFFERENCE BETWEEN EXISTING AND PROPOSED RULE**

The requirement for a receipt to be included with the refund request was added to subsection (3)(a). Language was added to subsection (3)(b)(vi) to make it clear the refund

would only be considered if the transaction had not been processed. The original subsection (3)(b)(vii) was deleted because the customer receives the hearing they paid for; the outcome of the hearing is irrelevant, so no refund is warranted. The new subsection (3)(b)(vii) was added to establish a minimum threshold similar to other state agencies. The last sentence in subsection (3)(c) was deleted because it was unnecessary. Subsection (3)(e) was added to limit the amount of time a customer has to submit a refund request.