



California DMV No Check Policy – Scripting

This script is a reference point for Team Members to get acquainted with the change in process. Feel free to rehearse through the script and think of possible topics or pain points that may affect our Members. Share them with our Team! It gives us the feedback to create better Member Experiences. ***Please do not share this document with Members.***

****** Please take note of how we present alternate payment options. We want to encourage Members to pay by debit card or cash, so please list credit card as an option only when the Member asks.

TM: Team Member

M: Member

TM: Welcome to AAA. What brings you in today?

M: I am here to pay my vehicle registration.

TM: Wonderful, I will gladly assist you with that. First I need to verify your Membership and identification. Do you have your Membership card? And identification?

M: Yes, I do and here you go.

TM: Thank you, now that I have verified your Membership, how will you be paying for your DMV services today?

M: I would like to pay by personal check.

Before August 5:

TM: We will happily accept your check today, however starting August 5th, AAA will no longer be accepting personal or business checks for DMV services. But you will still be able to pay by Cash or Debit card.

On or after August 5:

TM: Unfortunately we no longer accept personal checks for DMV services. However, you can pay by Cash or Debit card.

M: Will you take a credit card?

TM: Yes, we accept all major credit cards.

M: Why are you no longer accepting personal checks?

TM: Over time we have seen a decline in the number of check payments by Members. Also, using cash and card expedites the transaction process, saving time for you. Additionally, cash and card are a more secure form of payment.