



INDIANA BUREAU OF MOTOR VEHICLES COMMUNICATIONS

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FOR IMMEDIATE RELEASE

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BMV Announces Service Interruption

INDIANAPOLIS – The Indiana Bureau of Motor Vehicles has announced all branches are unable to process transactions for the remainder of the evening due to a technical failure from its credential vendor, IDEMIA. This outage impacts all branches, myBMV, and BMV Connect kiosks.

Branch staff will remain on site to assist customers by taking contact information, offering information, and providing Comeback Passes for Tuesday, November 5 until 8:00 p.m. this evening.

Customers who visited a branch during the outage were offered the opportunity to wait for services to return or provide branch staff with their contact information to receive a call as soon as transactions could be completed. The BMV serves customers the day before the election as well as on Election Day to ensure all Hoosiers that want to vote have the opportunity to get identification.

“We understand the BMV plays a critical role leading up to Election Day helping Hoosiers get necessary identification to vote. We will work with our vendor until this issue is resolved,” stated BMV Commissioner Peter Lacy. “We will work diligently with IDEMIA to ensure this issue does not occur in the future.”

Branches in counties holding elections in the November general election will remain open **tonight until 8 p.m.** Branches will continue to take down customer information until the system is restored. Branches will also be open on **Tuesday, November 5, from 6 a.m. to 6 p.m.**

Updates on the system will be shared on IN.gov/BMV and across social media platforms.

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