

Dear Team,

I am excited to introduce the "next generation" of Massachusetts driver's licenses and identification (ID) cards going into production this month.

The newly designed cards demonstrate our commitment to continuous improvement and maintaining the integrity of the Commonwealth's most important identification documents. We can take pride in the fact that they remain among the most secure and technologically advanced credentials in all of North America.



As we move forward with the roll out, here are some important facts I would like to share with you:

- **Beginning July 24<sup>th</sup>, 2016**, all driver's license and ID cards issued by the RMV will be produced using the new design.
- **Both the current and new card designs will be in circulation** throughout the transition period (approximately 5 years).
- **Current cards will be phased out through the normal renewal process** – there is no need to rush to the RMV.
- **Current (*non-expired*) license and ID cards will remain acceptable credentials** throughout the transition period.
- **There will be no impact to RMV employees**; you will continue to use your normal procedures and processes for license and ID production.
- **New cards contain REAL ID security features.**

The new driver's license and ID cards contain a new design along with advanced security features including:

- Tactile feature – raised lettering similar to a credit card
- Laser technology (making duplication difficult)
- Distinct and innovative design highlighting the history of Massachusetts

Be on the look out for additional information including posters and brochures so you can better familiarize yourself with the new design.

Thank you for the work you do each day to improve our business and the overall customer experience. Together, let's make this a summer of success.

~Erin