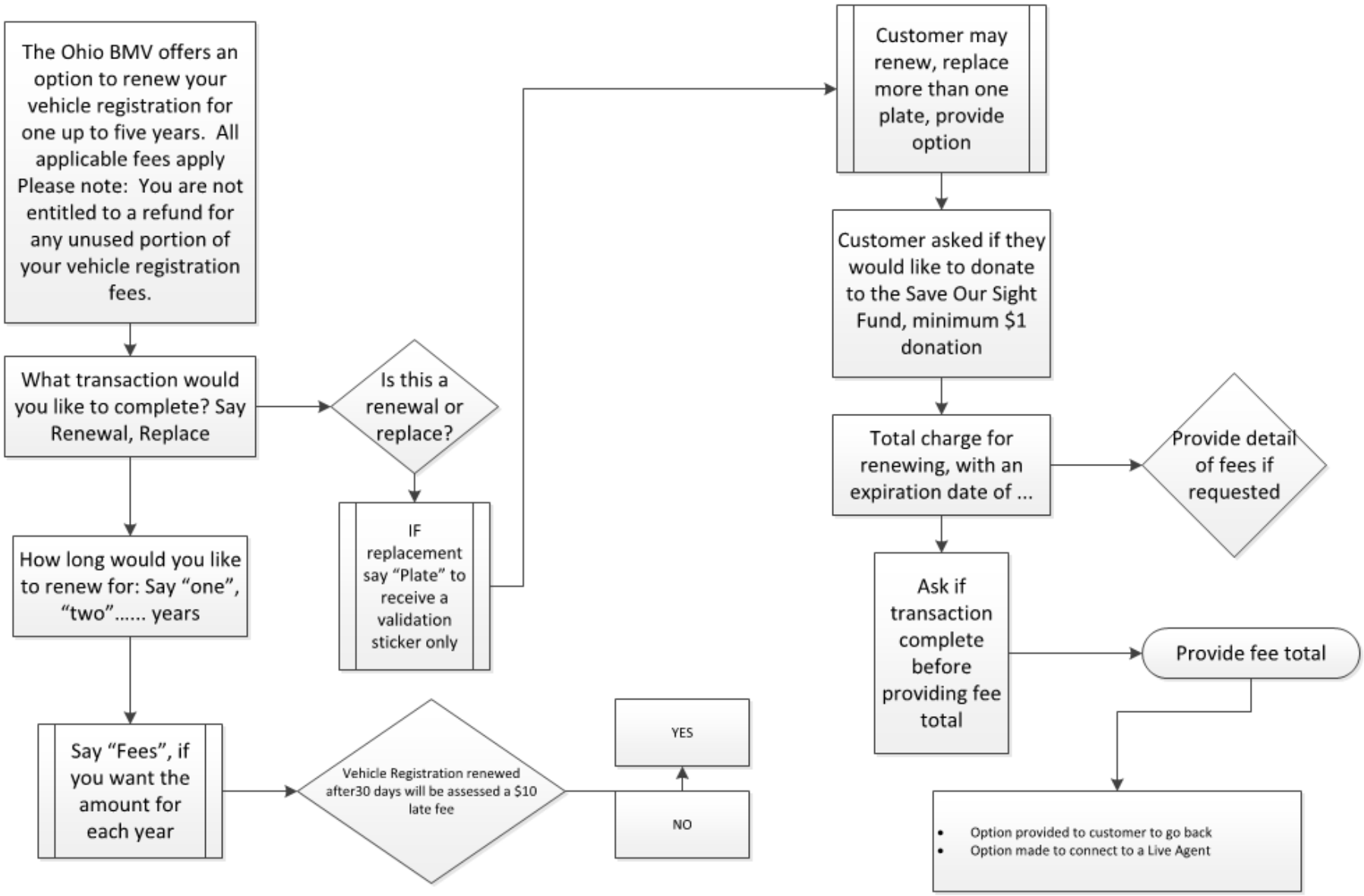
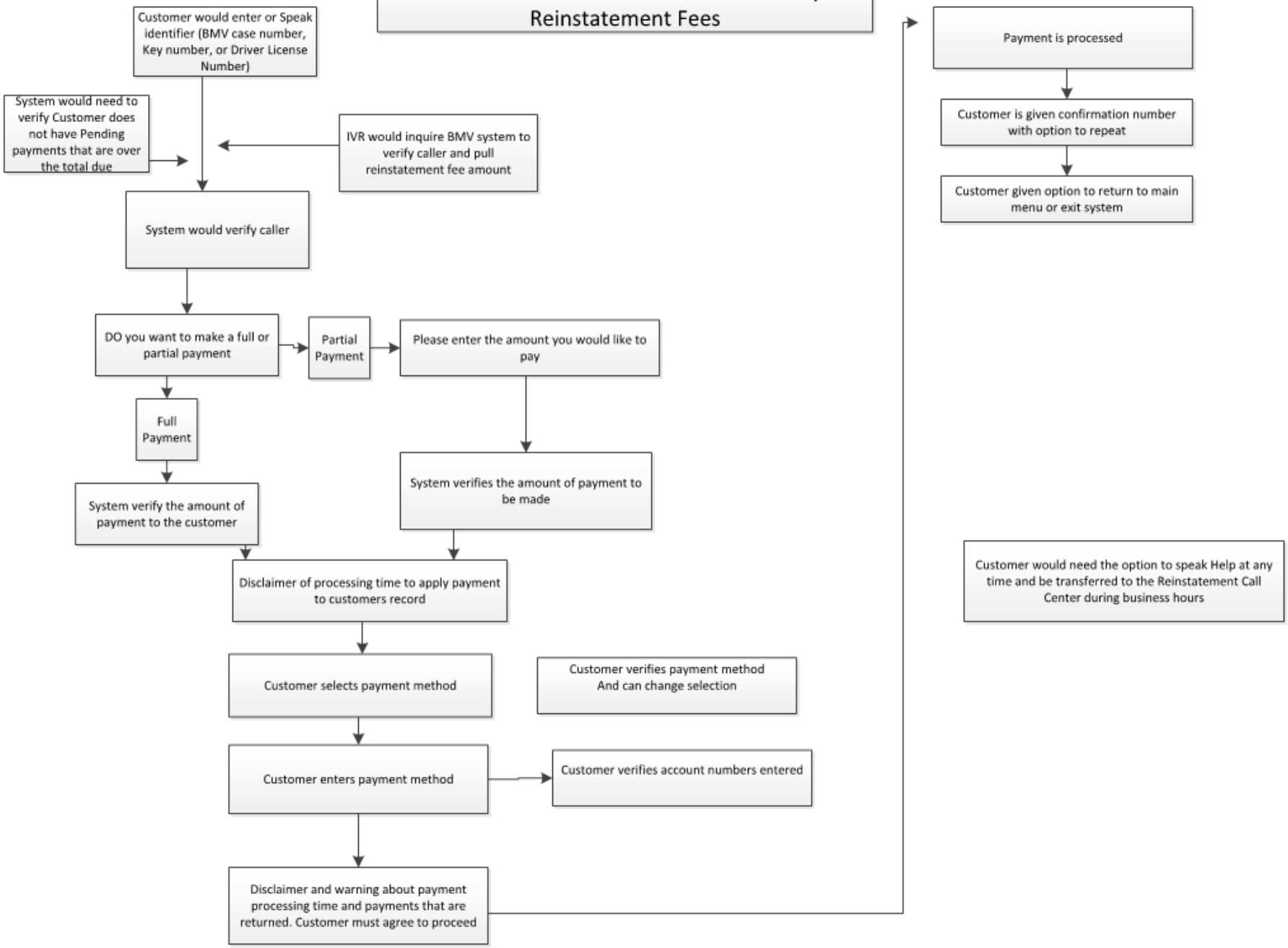
VR CALL FLOW


The Ohio BMV offers an option to renew your vehicle registration for one up to five years. All applicable fees apply Please note: You are not entitled to a refund for any unused portion of your vehicle registration fees.
What transaction would you like to complete? Say Renewal, Replace
Is this a renewal or replace?
IF replacement say "Plate" to receive a validation sticker only
How long would you like to renew for: Say "one", "two"..... years
Say "Fees", if you want the amount for each year
Vehicle Registration renewed after30 days will be assessed a $10 late fee
YES
NO
Customer may renew, replace more than one plate, provide option
Customer asked if they would like to donate to the Save Our Sight Fund, minimum $1 donation
Total charge for renewing, with an expiration date of ...
Provide detail of fees if requested
Ask if transaction complete before providing fee total
Provide fee total
Option provided to customer to go back
Option made to connect to a Live Agent

Call Flow for When Customer Selects Pay Reinstatement Fees