

I just wanted to pass along some kudos to your BMV staff, particularly a gentleman named Lance.



My mother just went back to Arizona for the fall and winter months. Of course she had to head to Walmart immediately upon arrival to stock up on things. 😊

Walmart has a procedure where they give you your check back because they do an immediate funds transfer for the purchase when you choose to pay in that manner. My mother remembers getting her license back as well when they gave her the check back...but she could not find it when she got home. She has the check...just not her license!

She went back to Walmart the next day to see if anyone had turned it in, but no such luck. She has torn apart her home, car, and garbage bins looking for her license, but was not able to find it. Because she will be in Arizona until next spring, she was very worried and told me about her problem.

I called the BMV on her behalf this morning and spoke to Lance. He was most helpful. He gave me very clear instructions and was able to process sending her an application via the mail because I got her on another line and was able to get her SSN from her, which is what he needed to make things move along more quickly. Lance was very kind and patient with us, and I am very appreciative! Just wanted to pass along a good Public Safety story for a change.



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