

What if My Driving School Closes and I Have Not Completed My Training?

Driving schools usually do not close in the middle of training. But, if the school you are attending does close unexpectedly, there are steps the driving school must follow and steps that you should take:

Driving Schools:

- Must send all student records dating back three (3) years from the date of closure to the Motor Vehicle Administration's Driver Instructional Services Division (DISD), Room 207 at the Glen Burnie MVA headquarters, 6601 Ritchie Highway, Glen Burnie, MD.
- Are required to **immediately cease providing training** in any form after sending all of their records, licenses, and official MVA documentation to DISD.
- Encouraged (but not required) to provide refunds to any customer who has paid for, but not received, any aspect of training.

Driving School Students:

- **Make sure to have copies of your records, both the classroom and behind the wheel forms.** Both of these forms are multiple copy colored forms. The school should be documenting completion of each BTW and classroom component on those forms. You should have a pink copy of the form as you go through the program. The form titles are:
 - DE 003A, Classroom Student Record and Completion Form
 - DE 003B, Behind the Wheel Student Record and Completion For
- **Contact the Driver Educational Programs Unit at 410-787-7769 for assistance if you do not have a copy of your records.** Upon receipt of student records from the driving school, the MVA will immediately begin organizing and cataloguing those records for easy reference and access. Please be patient. This process can take a several days or several weeks, dependent upon how many records are involved. If your call is received before this process is complete, the MVA will make every attempt to locate your records as quickly as possible.
- **If MVA has copies of your records, we will send you copies by regular mail. If you would like to receive these records sooner, you can arrange to pick these up, in person, at room 207 of the Motor Vehicle Administration building, 6601 Ritchie Highway, Glen Burnie, Maryland, 21062.**
- **If you already have a copy of your records, there is no need to contact the MVA to obtain an additional copy.**
- **File a claim with the insurance company that issued the school's Surety Bond.** The Surety Bond is intended to protect the customer against financial losses resulting from just this type of occurrence. The insurance company will require copies of student records and receipts showing any payments made to the driving school, so it is recommended that you have these documents ready when you first make contact. The insurance company will provide specific directions regarding the steps must be taken to complete a claim.

- **If you have your records or after you have obtained them from the MVA, select a new driving school to complete training.** A list of licensed/certified driving schools can be found on our website at: www.mva.maryland.gov
- **Present the new school with the completion forms described above.** Allow your new school to make copies of these forms for their records, but keep your original records for your records.
- The new school will determine what training has been completed based on the completion forms and determine the cost to complete training. After completing all requirements, the new school will certify completion of training so you can schedule your Skills Test at the closest MVA branch.

Please Note: Driver Instructional Services and the MVA will make every effort to keep this process as simple. Things can, however, go wrong. It is possible a school may lose a student's files or never send them to the MVA. In these cases, the MVA will make every attempt to give students credit for training completed based on the available documentation. Close coordination with the Driver Instructional Services and the MVA in these cases is essential.