

Media Contact: Charlie Moore
Charlie.Moore@state.nm.us
(505) 670-5406

Nov. 13, 2020

Tax, MVD offices closed until Nov. 30

SANTA FE – All Taxation and Revenue Department offices, including both tax and Motor Vehicle Division field offices, will be closed to the public until Nov. 30 to combat the spread of COVID-19.

Offices have been operating on an appointment-only basis. Appointments scheduled for the closure period will be rescheduled, and additional staff will be directed to responding to customer emails and answering customer phone calls.

“This isn’t a step we take lightly. We know it will inconvenience our customers, but we are doing our part to help New Mexico’s health care system manage the strain of COVID-19 cases. We have to do everything we can to limit the spread of this virus,” said Taxation and Revenue Department Secretary Stephanie Schardin Clarke.

Executive Order 2020-016, signed by Gov. Michelle Lujan Grisham in March 2020, continues to offer MVD customers a grace period if their licenses or registrations expire during the pandemic. State Police are directed not to issue citations for expired MVD credentials during the pandemic.

Since the onset of the COVID-19 pandemic, MVD has expanded the number of transactions that can be completed online at mvdonline.com. Transactions that can be completed online include:

- Renewing most driver’s licenses. That now includes renewals for drivers aged 79 and older and commercial license holders. Drivers who want to obtain their first Real ID compliant license, or their first New Mexico license of any kind, do need to obtain those in person.
- Drivers whose licenses expire by the end of December can obtain a 90-day temporary license at mvdonline.com by choosing Online Services, Eservices and then Drivers & Placards. This option is not available to drivers who have an interlock license or suspensions based on points.
- Vehicle registration renewals (with the exception of fleet vehicles).
- Updating insurance information and addresses.
- Paying many tickets and citations.

Some transactions also can be conducted using MVD’s automated phone system.

The service, available at 888-683-4636, accepts credit and debit card payments. Customers may also email MVD at MVD.closure@state.nm.us with general questions. Seniors may email questions to MVD.forseniors@state.nm.us.

The tax call center may be reached at 866-285-2996, where customers can speak with an agent or use an automated system to make payments by credit and debit card. Tax payments may also be made by the Department's Taxpayer Access Point (TAP) self-service portal at <https://tap.state.nm.us/TAP>.

Taxpayers may reach the Department for assistance at the following email addresses:

Registration: business.reg@state.nm.us

Tax levies: TRD-Levy@state.nm.us

Liens: TRD-liens@state.nm.us

Oil and gas: Oilgas.outreach@state.nm.us

Insurance premium taxes: Inspremium.outreach@state.nm.us

Assessments, estimated payments, balances, payments: IOwe.Taxes@state.nm.us