

## Lost in the Mail

1. I requested that my registration be updated in February; however, it was reportedly lost in the mail. Since then, I have been going back and forth with the Concord DMV attempting to resolve the issue.
2. While corresponding with the Concord DMV, I decided to take the initiative to remove myself from the organ donor list by submitting a record change request, however it was returned. They stated that an out-of-state address can only be listed for military personnel, which was not my request. I had provided both my physical address and a separate mailing address. The request was to remove my consent to donate organs and tissues.
3. My experiences with the Concord DMV have been difficult. When attempting to update my address, I waited for hours, only to have my original application denied because the document I provided as proof of address was deemed not "good enough." Multiple demands were made regarding my notary business, as well as the documents I submitted. I felt bullied and that there was an overreach of authority. During that time, staff took lunch while I continued waiting. They took my documents to review them, an hour passed before I was assisted, and then my application was denied.
4. When I applied for my license, I encountered further issues. One of the tellers gave me a difficult time regarding my name change documentation. I am legally recognized as both Dannielle Cowdrey (birth name) and Dannielle Courchene (changed name).
5. At the time of printing, I explicitly requested not to be listed as an organ donor. However, my license was issued with the organ donor designation regardless. They apologized but issued it anyway. It could have been reprinted; however, that did not occur.
6. While I have been an organ donor for most of my life, I recently made the personal decision to withdraw from that designation. This decision is based on my own concerns and the need to feel secure in my medical choices. Despite clearly communicating this at the DMV, my request was not honored.
7. At this time, I am still waiting for my registration to arrive.
8. I also remain listed as an organ donor, despite multiple requests over several years to be removed.
9. Overall, I believe there needs to be greater accountability and respect for customers within the DMV system. Processes should be improved to better accommodate individuals with varying circumstances, including those who travel seasonally. At present, these issues feel outside of my control, yet I continue to bear the consequences of them.
10. Having lived in many states, I can say that the Concord DMV has been my most difficult customer service experience to date. This is especially disheartening given that this is my home state.