



FOR IMMEDIATE RELEASE

Motor Vehicle Services Outage at Hall County Tax Commissioner's Office

Gainesville, GA, July 19, 2024 – The Hall County Tax Commissioner's Office regrets to inform residents and customers that all motor vehicle services are currently unavailable due to a state-wide outage affecting our systems. This outage impacts in-person services at our office, self-service kiosks, and online e-services.

The outage began at 8:00 am on July 19, 2023. At this time, we do not have an estimated timeline for when services will be restored. We understand the inconvenience this may cause and assure you that we are working diligently to restore services as quickly as possible.

During this outage, the following services are affected:

- **In-Person Services:** Customers visiting our office for transactions such as vehicle registrations, tag renewals, and title transfers will be unable to complete these transactions until services are restored.
- **Kiosk Services:** Self-service kiosks located at all Kroger locations in Hall County for vehicle registration renewals and other transactions are currently out of service.
- **E-Services:** Online services through our website, including tag renewals, online payments, and other motor vehicle transactions, are inaccessible at this time.

We apologize for any inconvenience this outage may cause and appreciate your patience as we work to resolve this issue. Updates regarding the restoration of services will be provided on our website at www.hallcountytax.org and through our official social media channels.

Drop off tag renewals will be processed upon system restoration.

Customers with urgent needs, such as expired tags or time-sensitive transactions, are advised to monitor our updates closely or contact our office directly at 770.531.6950 or text us at 833.602.8497 for further assistance.



We thank you for your understanding during this disruption and assure you that we are committed to restoring full service as quickly as possible.

Contact: Christian Mims
Hall County Tax Commissioner Public Information Officer
Phone: 770.297.2339
Email: cemims@hallcounty.org

###