



Insurance Company User Guidelines for  
Nevada  
Liability Insurance Validation Electronically  
(Nevada LIVE)  
**Group C**  
(Insurance Companies Without Web Services That Insure  
Less Than 500 Vehicles in Nevada)

*Version 1.5*  
*February 2010*

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## ***Nevada's Approach to a New Liability Insurance Validation Program***

The Nevada Department of Motor Vehicles (DMV) recommends all insurance companies provide web services in order for the DMV to query each company's insurance data in real time. This method is fast, reliable and reflects the most current information on file with each company at that moment in time.

The Nevada DMV is aware not all insurance companies are ready to provide web services. Most companies are working to provide web services and the Department encourages all companies to provide this service.

For the purpose of validating insurance for vehicles registered in Nevada, there are three methods Nevada DMV will use for validating insurance. Each insurance company may participate in only one group, but can move from group B or C to A. The reporting methods are defined as:

- **Group A** includes insurance companies with web services.
- **Group B** includes insurance companies without web services and insures more than 500 vehicles in Nevada.
- **Group C** includes insurance companies without web services and insures less than 500 vehicles in Nevada.

This document primarily focuses on "Group C" Insurance companies. Group C insurance company can choose to report in Group A or B category.

### **DMV's Current Insurance Verification Process**

The current process requires insurance companies to send data on tape, compact disk or floppy disk. After the data is received, Nevada DMV processes the information by matching those records to the DMV's records. Records that match are applied to the DMV database. Those records that do not match are written as errors and are reported to the insurance companies for corrections.

### **Nevada LIVE - Nevada Liability Insurance Validation Electronically**

Nevada LIVE is the Nevada DMV's enhanced insurance program. This new program follows the guidelines outlined in the "IICMVA Model User Guide for Implementing Web Services v3 Final 5-16-08".

The direct link to the above document is available at: [http://www.iicmva.com/iicmva\\_model\\_user\\_guide\\_v3.doc](http://www.iicmva.com/iicmva_model_user_guide_v3.doc). The document is also available at IICMVA's website <http://www.iicmva.com/> - under Publications.

Nevada LIVE's implementation date is on or before **March 15, 2010**. With web services, the Nevada DMV will initiate a direct inquiry with the insurance carrier to verify the insurance information.

### **Active Liability Insurance Records**

As part of the switch from the current Insurance Verification Program (IVP) to the new Nevada LIVE program, Nevada DMV will require all insurance companies to submit data one time for all of their ACTIVE liability insurance records. The format for this one time submission will be in Excel following the required data elements outlined in this document. The Nevada DMV will schedule the submission of these files with each insurance company. The errors should be corrected and resubmitted to the Department within seven days. Failure to correct the errors could result in your customer being sanctioned.

### **Advantages to Customers**

The Nevada DMV will provide a Nevada LIVE website, which the customer can use to view their current insurance status and/or update their insurance information. It will be the responsibility of the customer to inform the DMV of any changes or updates to their policy.

To view current insurance status, the customer must enter the registered vehicle's license plate number and VIN. The output from this process will be the insurance company's name and a partial policy number. For security reasons, the Department will not display the full policy information and no personal information will be displayed.

A separate web page will allow the customer to update their insurance information. The DMV will validate the insurance coverage. When the insurance information is confirmed, the DMV database will be updated.

### **Advantages to Insurance Agents**

The Nevada LIVE website for the customer to update their insurance information will be generic enough for insurance agents to assist their customers with their insurance updates. The DMV is encouraging insurance agents to partner with the DMV by taking an active role in assisting customers by either updating information for them, or by educating the customer about their responsibilities within Nevada LIVE to provide accurate and current liability insurance information.

### **Withdraw from the Program**

An insurance company must withdraw from the Validation Program if they decide to stop selling motor vehicle liability policies in Nevada.

Nevada Administrative Code (NAC) 485.180 requires that an insurance company, within 30 days of making such a decision, notify the Department of that decision. The insurance company must also submit to the Department a record that contains the date of expiration of each active motor vehicle liability policy the insurer has issued for a vehicle in this state.

The Department requires a completed “Insurance Company Application to Withdraw” form NVL011 be submitted to the DMV. The DMV will review the application and policy information. A confirmation letter will be sent to the insurance company informing them of their removal from the Department’s list of authorized insurance companies that are selling motor vehicle liability policies in this state.

**The insurance company must continue to meet all reporting requirements until the confirmation from the Department of Motor Vehicles is received.**

## **DEFINITIONS**

**DLN/ID** is the Driver's License Number or Identification Number issued by the Nevada DMV.

**FEIN** is the Federal Employee Identification Number.

**Fleet** - 10 or more vehicles registered with the Department to the same person or business. (NAC 482.644)

**Insurance Effective Date** is the date the insurance coverage is in effect, or the date the vehicle was added to the policy.

**Insurance Termination Date** is the date liability insurance is expires, terminated, canceled, or considered 'out of force.'

**IICMVA** – Insurance Industry Committee on Motor Vehicle Administration

**Motor Carrier Vehicles** is any person or operator who holds himself out to the public as willing to transport by vehicle from place to place, either upon fixed route or on-call operations, passengers or property, including a common motor carrier of passengers, a common motor carrier of property and a taxicab motor carrier. Included in this definition are commercial vehicles with a GVW of 26,001 pounds or more. Taxicab companies are considered a fleet.

**Non-motor Carrier Vehicles** is a passenger vehicles, light trucks, and motor homes with a GVW of 26,000 pounds or less.

**Registered Owner Name** is the name of a natural person, firm, corporation or association whose name appears in the files of the Department of Motor Vehicles as the person to whom the vehicle is registered. (NRS 482.102) In most cases, the natural person's name on record is their full legal name as displayed on their Nevada Driver's License or Identification card (NRS 481.0515). The Nevada DMV considers the policy owner name and named insured the same as the registered owner name.

**Vehicle Identification Number (VIN)** means the identification number or other distinguishing number or identification number or identification mark of a vehicle or part of a motor vehicle that was placed or stamped on that vehicle or part by the manufacturer pursuant to federal law or regulation, or as assigned by the Department of Motor Vehicles.

**INSURANCE COMPANIES WITHOUT WEB SERVICES WITH LESS THAN 500  
VEHICLES IN NEVADA (Group C)**

For insurance companies who write Nevada policies for 500 vehicles or less and do not have web services, the Nevada DMV will provide a website to manually upload the policy information. The Insurance Company will have the ability to login into the DMV website with a User ID and initial password. DMV NVLIVE user would set up the User ID after receiving proper documentation from the Insurance Company. The upload file must be in an Excel format (XLS or XLSX) or CSV (tab delimited.) The submitting insurance company will know immediately if the records were linked to an existing registered vehicle in the DMV database. Errors will be returned immediately to the company with proper error codes. When an insurance record is submitted, but the vehicle has not yet been registered, the data will be stored in a table for 30 business days. If after the 30 days, the record is not yet linked, a “No Match” record will be returned to the insurance company in an error file. After the customer registers their vehicle, the insurance company and the customer will have the ability to check the Nevada LIVE website to ensure the policy linked to the vehicle. The error details for policies that do not link are in the development stages.

Each company must report all vehicle and/or policy terminations and all vehicle and/or policy additions within seven (7) business days from the effective date. Policy changes reported later than thirty (30) business days could cause the customer to receive the written notice discussed in the Process for Validating Insurance section.

**Types of Records Reported**

1. Only Nevada motor vehicle insurance is to be reported.
2. All registered motor vehicles under 26,000 pounds are included: automobiles, commercial vehicles, motor homes, rental cars, motorcycles, and golf carts that have golf cart permits. The only exclusions are trailers and off road vehicles as defined by statute (NRS 485.313).
3. Only policies issued by insurance companies licensed to write policies in Nevada are acceptable for motor vehicles registered in Nevada.
4. If the vehicle information is known, submit the record according to the instructions for vehicle specific insurance.
5. If a fleet or an operator policy is issued with no vehicle information, submit the record according to the instructions for non-vehicle specific insurance.
  - The Department will assume all vehicles registered to the named insured are covered.
6. All add transactions must be equal to or less than the date created.

7. All termination transactions must be equal to or less than the end date previously submitted.

### **Types of Transactions Reported**

1. **New Issues (A)** New issue is used when liability coverage for a vehicle is initiated. An Effective date and Termination date are required. A new issue is sent when:
- A new liability policy is issued.
  - A vehicle is added to an existing policy (sending the date the vehicle was added to the policy.)
  - Insurance is reinstated after it had been terminated (there was a lapse in coverage.)
  - Use this transaction when reporting the renewal of an existing liability policy.

Use this transaction type on all records submitted for the initial database creation.

2. **Termination (T)** Termination is used when a vehicle no longer has liability insurance coverage. An Effective date and Termination date are required. A termination will be sent when:
- Liability coverage is terminated, canceled or out of force
  - A vehicle is dropped from an existing policy.
  - Insurance is not renewed.

3. **Rescind Termination (R)** The rescind termination is used only to correct terminations sent in error and it reactivates the insurance by undoing the previously sent termination. An Effective date and Termination date are required.

4. **Previous Coverage (P)** Previous coverage is used to submit an insurance record on a vehicle that has a lapse in coverage. There has to be an existing active record of insurance on file with the same NAIC. An Effective date and Termination date are required.

Lapse in coverage is if liability insurance coverage is 'out of force' and then reinstated:

A. A termination is sent when the coverage is considered 'out of force', or the vehicle is no longer covered by insurance.

B. A new issue is sent when the coverage is reinstated.

Vehicles identified as having lapses in coverage will be suspended. The insured must then provide evidence of insurance and pay the reinstatement fee to remove the suspension.

## **Information Reported**

Information is reported according to whether or not the policy contains vehicle specific information. The record format does not change, but the content of the record does. The requirements for both vehicle specific and non-vehicle specific records are outlined below. See the record layout in the Technical Specification Section for complete details.

1. Vehicle Specific Insurance Record Requirements. One record per vehicle is submitted.

A. Insurance Company Information

- NAIC code.
- If you do not have a NAIC code, use the number assigned by the Nevada Division of Insurance at the time of licensing.

B. Policy Number.

C. Insurance Effective Date. The policy inception date or the date the vehicle was added to the policy.

D. Insurance Termination Date. The date liability insurance is expires, terminated, canceled, or considered 'out of force.'

E. Policy Type.

- V = Vehicle specific

F. Complete Vehicle identification Number (VIN)

- The VIN is the primary key used for matching insurance records to the registration records.
- **VIN accuracy is critical.** VIN's for 1981 or newer vehicles are 17 digits long, with the exception of homemade vehicles.

G. Person or Company insured information. To ensure proper reporting and matching, the insurance company must submit the name of the registered owner as it will appear on the vehicle registration.

- (1) Company Indicator. Use a "Y" indicator when the insurance is for a company or family trust and whose name is or will be listed as the registered owner. Using the "Y" indication must contain the name of a business or family trust.

Example: ABC Landscaping has four vehicles. Three vehicles are registered to ABC Landscaping and one is registered to the owner, Joe Smith. The three vehicles registered to ABC Landscaping should contain the "Y" indicator and the vehicle registered to Joe Smith should not.

(2) Name of Insured

a. Individual – the Registered Owner(s) name must be reported as it does or will appear on the vehicle registration. Other insured persons, up to four names can be submitted for one vehicle. The name must be separated into last name and first name. DO NOT use a "Y" indicator if the registered owner is an individual.

b. Company and Family Trusts complete name is used in the last name field; a "Y" is put in the company indicator field.

(3) It is also acceptable to report the insured using both the name of the Family Trust and an individual.

H. Identification number of the registered owner.

(1) For an individual, the Nevada Driver's License Number is required. If the individual does not have a Nevada Driver's License, enter "NO\_NEVADA\_DRIVERS\_LICENSE".

(2) For a company, the Federal Employer Identification Number (FEIN) must be used.

(3) Other insured, up to four numbers can be submitted. Identification Numbers are required for each.

I. Transaction Type.

- A = New Issue – Active Insurance
- T = Termination
- R = Rescind Termination
- P = Previous Coverage

2. Non-Vehicle Specific Insurance Record Requirements. The records are for blanket fleet, blanket operator, and self-insured insurance coverage when the vehicle information is not available.

Fleets with policies covering all vehicles for a company can be reported as one policy per company. The DMV will assume all vehicles registered to the named insured are covered under the policy. One record per policy is submitted.

## Reporting Information:

### A. Insurance Company Information

- NAIC code.
- If you do not have a NAIC code, use the number assigned by the Nevada Division of Insurance at the time of licensing.

### B. Policy Number.

### C. Insurance Effective Date. The policy inception date or the date the vehicle was added to the policy.

### D. Insurance Termination Date. The date liability insurance is expires, terminated, canceled, or considered 'out of force.'

### E. Policy Type.

- N = Non-Vehicle specific

### F. Person or Company insured information. To ensure proper reporting and matching, the insurance company must submit the name the same as it will appear on the vehicle registration.

- (1) Company Indicator. Use a "Y" indicator when the insurance is for a company or family trust and whose name is or will be listed as the registered owner. Using the "Y" indication must contain the name of a business or family trust.

Example: ABC Landscaping has four vehicles. Three vehicles are registered to ABC Landscaping and one is registered to the owner, Joe Smith. The three vehicles registered to ABC Landscaping should contain the "Y" indicator and the vehicle registered to Joe Smith should not.

#### (2) Name of Insured

- a. Individual – the Registered Owner name must be reported as it does or will appear on the vehicle registration. Only one name may be submitted. The name must be separated into last name and first name. DO NOT use a "Y" indicator if the registered owner is an individual.
- b. Company and Family Trusts complete name is used in the last name field; a "Y" is put in the company indicator field.

### G. Identification number of the registered owner.

(1) For an individual, the Nevada Driver's License Number is required if it is known. If the driver's license number is not provided, the record will be rejected.

(2) For a company, the Federal Employer Identification Number (FEIN) must be used.

**H. Transaction Type.**

- A = New Issue – Active Insurance
- T = Termination
- R = Rescind Termination
- P = Previous Coverage

**Companies Initial Insurance Database Creation Process:**

1. Submit Active liability insurance records only.
2. Use a transaction type of "A" (new issue - active insurance) for all records submitted.

Everything else is the same as the periodic record submission process.

**Required data elements**

Each data element must be in a column. Each record in a row. When submitting an insurance record with multiple insured's, the Optional fields become required.

The required data elements to be submitted by the eligible insurance companies are:

FIELD NAME	TYPE	SIZE	REQUIRED/ OPTIONAL/ CONDITIONAL
Insurance Business Number (NAIC)	N	5	Required
Policy Number	A	25	Required
Insurance Effective Date	N	10	Required
Insurance Termination Date	N	10	Required
Policy Type	A	1	Required
VIN	A	30	Conditional
Business Indicator	A	1	Required
Last Name – 1	A	40	Required
First Name- 1	A	15	Conditional
ID Type- 1	A	1	Required
ID Number- 1	A	25	Required
Last Name- 2	A	40	Optional
First Name- 2	A	15	Optional

FIELD NAME	TYPE	SIZE	REQUIRED/ OPTIONAL/ CONDITIONAL
ID Type- 2	A	1	Optional
ID Number- 2	A	25	Optional
Last Name- 3	A	40	Optional
First Name- 3	A	15	Optional
ID Type- 3	A	1	Optional
ID Number- 3	A	25	Optional
Last Name- 4	A	40	Optional
First Name- 4	A	15	Optional
ID Type- 4	A	1	Optional
ID Number- 4	A	25	Optional
Transaction Type	A	1	Required

FIELD DESCRIPTIONS			
No.	Field Name & Description	Type/Size	Req/Opt /Cond
1.	<p><b>INSURANCE COMPANY NUMBER</b> Unique number used to identify the insurance company. If the company has an NAIC code it is used. If not, the number assigned by the Nevada Division of Insurance at time of licensing is used.</p> <p>The number is numeric, right justified and zero filled.</p>	N/5	Required
2.	<p><b>POLICY NUMBER</b> • Liability insurance policy number.</p>		
3.	<p><b>INSURANCE EFFECTIVE DATE</b> The date liability insurance is in effect, active, or 'in force.' Format: MM/DD/YYYY</p>	N/10	Required
4.	<p><b>INSURANCE TERMINATION DATE</b> The date liability insurance is expires, terminated, canceled, or considered 'out of force.' Format: MM/DD/YYYY</p>	N/10	Required
5.	<p><b>POLICY TYPE</b> V = Vehicle Specific N = Non-Vehicle Specific</p>	A/1	Required
6.	<p><b>VIN</b> The full Vehicle Identification Number. This field is the primary key used for matching insurance records to registration records. <b>VIN accuracy is critical and is required for all vehicle specific records. Leave blank for Non-Vehicle Specific policies.</b></p>	A/30	Conditional
7.	<b>BUSINESS INDICATOR</b>	A/1	Conditional

FIELD DESCRIPTIONS			
No.	Field Name & Description	Type/Size	Req/Opt /Cond
	Y = name supplied is a company or family trust name. Space = name supplied is not a company name. <b>Required if name supplied is a company name.</b>		
8.	<b>LAST NAME – 1</b> The last name of the registered owner is required. The complete company or family trust if the insured is a company or family trust.	A/40	Required
9.	<b>FIRST NAME – 1</b> First name of registered owner. <b>First name is required if registered owner or named insured is not a company or family trust.</b>	A/15	Conditional
10.	<b>ID TYPE – 1</b> Identifies the type of ID for the first insured. D = DLN F = FEIN	A/1	Required
11.	<b>ID NUMBER – 1</b> Unique number identifying the first insured. For an individual, the Nevada Driver's License Number is requested. For a company, the FEIN is used. (If it's a fleet policy (non-vehicle specific) and does not have a valid identifying number (DLN or FEIN) then it will get an edit error. If it has a number that is not > 999, or equal to zeros or 11111111, then we attempt to match it. If it is not in our system, or the vehicle is registered to another entity with the same name but not the DLN or FEIN, then we get a no match.)	A/25	Required
12.	<b>LAST NAME – 2</b> Last name of additional registered owner(s) or named insured.	A/40	Optional
13.	<b>FIRST NAME – 2</b> First name of additional registered owner(s) or named insured.	A/15	Optional
14.	<b>ID TYPE – 2</b> Identifies the type of ID for the second insured. D = DLN F = FEIN	A/1	Required
15.	<b>ID NUMBER – 2</b> ID of additional registered owner(s) or named insured.	A/25	Required
16.	<b>LAST NAME – 3</b> Last name of additional registered owner(s) or named insured.	A/40	Optional
17.	<b>FIRST NAME – 3</b> First name of additional registered owner(s) or named insured.	A/15	Optional
18.	<b>ID TYPE – 3</b> Identifies the type of ID for the third insured.	A/1	Required

<b>FIELD DESCRIPTIONS</b>			
<b>No.</b>	<b>Field Name &amp; Description</b>	<b>Type/Size</b>	<b>Req/Opt /Cond</b>
	D = DLN F = FEIN		
<b>19.</b>	<b>ID NUMBER – 3</b> ID of additional registered owner(s) or named insured.	A/25	Required
<b>20.</b>	<b>LAST NAME – 4</b> Last name of additional registered owner(s) or named insured.	A/40	Optional
<b>21.</b>	<b>FIRST NAME – 4</b> First name of additional registered owner(s) or named insured.	A/15	Optional
<b>22.</b>	<b>ID TYPE – 4</b> Identifies the type of ID for the forth insured. D = DLN F = FEIN	A/1	Required
<b>23.</b>	<b>ID NUMBER – 4</b> ID of additional registered owner(s) or named insured.	A/25	Required
<b>24.</b>	<b>TRANSACTION TYPE</b> <b>A = New Issue – Active Insurance</b> used when: <ul style="list-style-type: none"> <li>• A new liability policy issued;</li> <li>• A policy is renewed;</li> <li>• A vehicle is added to an existing policy;</li> <li>• Insurance is reinstated after a lapse in overage;</li> <li>• An active record is submitted during the initial reporting process.</li> </ul> <b>T = Termination</b> used when: <ul style="list-style-type: none"> <li>• Liability coverage is terminated, canceled or out of force;</li> <li>• A vehicle is dropped from an existing policy;</li> <li>• Insurance is not renewed.</li> </ul> <b>R = Rescind Termination</b> used when: <ul style="list-style-type: none"> <li>• A termination was sent in error; reactivates insurance by undoing the previously sent termination.</li> </ul> <b>P = Previous Coverage</b> used when: Reporting previous insurance coverage on a vehicle.	A/1	Required
<b>25.</b>	<b>Error Return Codes</b>		Returned by Nevada DMV

**Error Return Codes Detailed Description**

\*Please note the error codes will be revised in a future version of this document.

**Testing**

DMV will work with insurance companies to verify the process is working correctly. The testing instructions will be provided to the insurance company at the time testing begins.

### **Notification of Non-Compliance Process**

The following items are considered Non-Compliance:

1. If an insurance company fails to report for two reporting **weeks** within a one year period.
2. If an insurance company fails to correct the error records the DMV reported within seven business days on two occasions within a one year period. The DMV understands some errors can not be corrected within seven days due to lack of information from the customer and will work with the companies on these individual cases.
3. If the insurance company has added sub-users without submitting the External DMV User Information Technology Security Form, the USER IDs issued to the insurance company must be immediately suspended.

**Important Notice: For any of the above non-compliance issues, the Department will send a “Not In Compliance Notice”.** This notice indicates non-compliance with the requirements of the Validation Program and notifies companies they will not receive driver and vehicle information from the Department until such time the company is back in compliance with the Department.

The Department shall notify the Commissioner of Insurance when an insurer has not met the reporting requirements, is out of compliance, or provides false, incomplete or misleading information to the Department.

### **Process for Validating Insurance**

The registered owner will be responsible for providing the Department with the insurance company’s NAIC, the policy number and the effective and termination dates. The agent may also provide this information on the customer’s behalf. The insurance company must validate the insurance information provided to the Department by a registered owner.

When a registered owner claims insurance coverage, but the Department has no record of the insurance, the following will occur:

- A written notice will be mailed to the registered owner(s) of the vehicle notifying them insurance coverage is not on file. The registered owner must respond to the notice and provide the Department with current insurance information, or admit to having no insurance.

- If a response is not received from the registered owner(s) within 15 days, a certified letter will be sent informing the registered owner(s) their vehicle registration will be suspended in 10 days. The certified letter will instruct the owner to contact their insurance company.
- If a response is received from the registered owner, the information on the notice will be reviewed by a Department technician. The Department will check the record to see if insurance has been linked to the vehicle's record. If no record of insurance is found, the response will be sent to the insurance company.
  - When the insurance company receives the response from the Department, the insurance company must ensure their records match the information on the response and submit the information to the Department **if the policy was in effect.**
  - If the Department does not receive the information within ten days of the DMV's receipt of the notice to verify insurance coverage, a certified letter will be sent to the customer informing them their registration will suspend in ten days.
  - If the customer did not maintain Nevada insurance, the insurance company must complete the Insurance Information Area on the response to deny insurance coverage and return the notice to the Department of Motor Vehicles.
- If the response from the customer is "Admits No Insurance", the registration will suspend immediately and a certified letter will be sent to the customer advising them how to reinstate their registration.
- **If the Department can validate the insurance coverage within the 10-day period after the certified letter has been sent, the customer will receive a notice stating their registration will not be suspended. If the information is receive after the 10-day period the customer will receive a notice stating their registration has been rescinded.**

To meet the vehicle registration reinstatement requirements, the registered owner(s) must submit proof of insurance and pay reinstatement fees. The registered owner(s) may also be asked to supply other documents.

### **Document Examples**

#### 1. Administrative Authorization Form

- This notice is used by the Department to obtain insurance company information.
- This notice must be completed and returned to the Department within 30

days of licensing in Nevada or whenever a change occurs in company staff, address or phone numbers.

- When appointing a new administrator or changing the administrator, the form must be accompanied by a letter from the President or CEO of the company authorizing the new administrator.
- DMV will contact the IT Contact listed on the Administrative Authorization form to begin the process for connecting and testing.
- The completed form may be scanned and sent via electronic mail or faxed.

## 2. Terms of Participation

- Insurance companies will have access to a web page to submit Nevada liability policies that are in their database. Before this access is granted, the Terms of Participation must be completed by the Administrative Contact previously identified on the Administrative Authorization form.

## 3. External DMV User Information Technology Security Form

- This form must be completed and signed by an officer of the company who has the obligatory authority to appoint the Super User(s). A Super User has the authority to add users who may logon to the DMV web and conduct business. Each business will have a limited number of super-users and sub-users dependent upon the business size. Super Users may complete and sign the form to add sub-users. Each user must be entered on a separate form. All completed forms must be returned to the Division who issued this form to your business.

## 4. No Activity to Report

- The insurance company must report if they had no activity for the reporting period. The Department must receive the electronic data for no activity by the **weekly** for the previous week's entire reporting period. Reporting June 1<sup>st</sup> to June 7<sup>th</sup> is acceptable. Reporting **May 30<sup>th</sup> to June 5<sup>th</sup>** is not acceptable. Weeks should not overlap.

## 5. Notification of Non-Compliance:

- This is a sample of the notice sent to an insurance company when they are out of compliance. Please refer to "**Notification of Non-Compliance Process**" Section to view reasons for non compliance.

DEPARTMENT OF MOTOR VEHICLES  
CENTRAL SERVICES AND RECORDS DIVISION  
Nevada LIVE  
555 WRIGHT WAY  
CARSON CITY, NV 89711-0400

11/20/2009

COMPANY NAME  
ADDRESS  
CITY, STATE ZIP  
ATTN: CONTACT NAME

Reference: NAIC: #####

Dear COMPANY NAME,

NRS 485.314 requires all licensed Nevada insurance companies who write automobile liability insurance policies to report to the Department of Motor Vehicles, **weekly**, any activity for the prior **week**.

Department records indicate you have not complied with the reporting requirements for the period(s) of:

DATES: 06/1/2010  
09/2009  
06/7/2010

Your account with the Central Services and Records Division, Records Section, has been suspended pursuant to NAC 485.165. You are not eligible to receive vehicle registration or driver's license information from the Department until you have filed the required report(s).

If you have any questions regarding this notice, please call the Insurance Nevada LIVE Program at (775) 684-4850 or e-mail [DMYNVLIVEReporting@dmv.nv.gov](mailto:DMYNVLIVEReporting@dmv.nv.gov) for assistance.

Sincerely,

Nevada LIVE Program  
Processing Center

## DEPARTMENT CONTACTS

Contact information for the Nevada LIVE Program staff at the State of Nevada, Department of Motor Vehicles:

### Mail to:

DMV Motor Vehicles  
Central Services Processing  
Nevada LIVE  
555 Wright Way  
Carson City, NV 89711-0800

### Primary contact for the program:

Nevada LIVE Program  
Phone: (775) 684-4850  
Fax: (775) 684-4543  
Address: 555 Wright Way  
Carson City, NV 89711-0800

E-mail: [DMVNVLIVEReporting@dmv.nv.gov](mailto:DMVNVLIVEReporting@dmv.nv.gov)

**Web Site** to download copies of the Nevada Reporting Requirements Manual:  
<http://www.dmvnv.com/nvlive.htm>