

Brian Sandoval
Governor



Bruce H. Breslow
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**Minutes of Nevada Live IICMVA Task Force Teleconference
Held on February 25, 2011 at 10:00 am
Director's Conference Room**

PRESENT: Bruce H. Breslow – DMV Director, Troy Dillard – DMV Deputy Director, Rhonda Bavaro – CSD-DMV, Prashanth Vankalapati – MVIT DMV, Bernadette Nieto – MSP DMV, Doreen Rigsby – CSD DMV, Mani – MVIT DMV, Mark Froese – MSP DMV, Kathy Williams – MSP DMV, Bruce Manning – CSD DMV, Mike Jensen – Attorney General – DMV, Loren McGlade – IICMVA, Chartis, AIG, George Cooper – State Farm Insurance, Kelly Olsen – Zurich Insurance and IICMVA, Angela Miller – State Farm Insurance, Brenda Weers – State Farm Insurance, Marianne Allard – IICMVA - Travelers

CONFERENCE CALL PARTICIPANTS: Sandy Babich – Hartford, Linda Fossey – Arch, Jennifer Hansen - American Family Corporate, Bill Riedley – Farmers Insurance, Andrea - Fireman's Fund Representative, Virginia Boyles – ACE American

Bruce H. Breslow, DMV Director opened the meeting. Since January 11, 2011, the DMV has been working on resolving issues on the non-commercial side of NV LIVE. We have also been discussing policy issues that affect the DMV with the Attorney General's office. We have worked with the Insurance Commissioner and sent out a letter to all insurance companies in the "B" Group informing them they must come into compliance with state law by July 2011, and for the "C" Groups by December 2011 to migrate to web based "A" Group. The DMV is going forward with a web-based platform. The DMV understands the web-based platform does not suit all of the needs on the commercial side. The Director asked the insurance industry representatives what the remaining issues and potential solutions are. On the non-commercial side we have built temporary bridges. We are getting corrupted data from the "A" companies, like putting the letters "NV" in front of the policy number. Our programmers have made internal changes in the system to accept this information. The DMV has formed a strike force team to help companies migrate to "A" Group. We have also changed some of the data we were requiring. The front of the DMV web page now asks if you have received a card to click here and it requires less data than it did in the past. We have changed the cards so they are friendlier. As of yesterday, DMV representatives met with the Attorney General's office to draft a document that agents can use to validate insurance on behalf of the companies they write for. This form must be notarized and sent back to DMV. We have many agents that want to help their customers, but they call the company and wait for the company to contact the DMV.

Issue: The DMV validating insurance on Commercial businesses.

The insurance companies are asking for an exemption from online verification. The insurance companies are requesting the methodology be adjusted to accommodate the way the commercial business registers their vehicles under multiple names and multiple FEIN's under a single policy.

This type of insured has an umbrella policy that includes all of their subsidiaries. The vehicles and subsidiaries are not known by the insurers. The insurance companies further have issues because the policy number changes, insurance company changes, and where the vehicles are registered is unknown. These issues make it almost impossible for the insurance companies to validate or report insurance coverage.

DMV responded that the State is concerned about compliance with our laws and if that vehicle is actively covered with liability insurance for the protection of the people of Nevada.

After discussion, it was apparent the problem is when Nevada DMV sends the query, the registered owner's name is sent but the insurance company only stores the name of their insured, the name the umbrella policy was written to and not the subsidiaries. DMV responded that in Nevada, we have a law that says commercial vehicles are part of the insurance verification program.

Director Breslow offered the assistance of the Attorney General's office and the Administrator of Motor Vehicles Information Technology Division to help the insurance companies find a solution where they can comply with Nevada statutes.

Issue: Ping Frequency.

The insurance companies reported their systems continue to receive multiple duplicate queries from DMV. DMV responded that as of February 14, 2011, we will be looking at two dates instead of six. In March the duplicate insurance records will be merged.

Issue: Policy number change with lapse.

The members of the IICMVA were polled regarding policy numbers not changing when a lapse occurs and no insurance company ever has a lapse in coverage in a single policy without changing the policy number. DMV has evidence that this is not the general rule for all insurance companies.

Issue: 380 day history.

Insurance companies reported if a customer needs verification going back to February 1, 2010, the DMV is not sending an inquiry. DMV explained programming does not allow a query to go back more than 380 days. In a case where insurance needs to be validated for a period past 380 days, it has to be completed manually by a technician.

Issue: Nevada DMV programming changes.

State Farm reported they have about ten IT people dedicated to Nevada LIVE and have about 100 people authorized to assist their customers. Some of the solutions Nevada DMV implements have an impact on their operations and customers. State Farm may have a perspective on an issue that DMV may not have. George Cooper would like to encourage DMV to talk to him about what DMV is doing or planning on doing because he might have some valuable perspectives for DMV. Director Breslow thanked Mr. Cooper and asked him to exchange contact information.

Director Breslow closed the meeting by stating we have started a dialogue that can continue in a friendly way to create solutions. The DMV is not against anything and we are open and willing to work with the insurance industry to find a way to fix things. The Director asked if there are ways to do better business practices that we can implement within the law, show us and we will work to do it. If laws need to be changed and you are going to work with your lobbyist, let us know ahead of time what you want to do and we will spend time with you.

Action Items:

Doreen Rigsby will send examples of reports that show lapses to Chartis, Hartford, and Travelers.