



**Minutes of Nevada LIVE IICMVA Task Force Teleconference
Held on March 24, 2010
MVIT Conference Room**

PRESENT: Bernadette Nieto – DMV R&D, Mani – DMV MVIT, Martha Barnes – DMV CSD, Jim Link – DoIT, Doreen Rigsby – DMV – IVP, Terri Carter – DMV – R&D, Debby Howard – DMV – IVP, Allison Wall – DMV – CSD, Sondra Baker – DMV – MVIT, Dennis White – DMV - MVIT, Elena Aherns - DOI

CONFERENCE CALL PARTICIPANTS: Tony Rodriguez & Representatives – Amica Mutual, Arielle Brath – Sentry, Tina Kefalas & Cathy Hall – CHUB, Mohan – Lexis/Nexis, John Cruz - ISO, John Key – Ameriprise, Jerry Piechocki – Foremost, Shawn Higgins – GEICO, Jay Vitsorek – 21st Century, Vince Baker Permanent General, Chad Sailer – State Farm Insurance, Gina Miller & Diane – Progressive, Brad Deluka – Horace Mann, Sandy Babich – Hartford, Michele Hendy – Ivans, Pam Drewery – ISO, Vince Carbone and Trish - CNA, Mark - Nationwide, Craig Trusdale - Allstate Insurance, Paul Deforge & Ryan Krueger - USAA

Nevada LIVE status updates:

Bernadette Nieto – DMV:

- Group C companies: By the end of this week we hope to give you your passwords and i.d.'s and the web link to test the loading of files to make changes to your records.
- Regulations: We are still in the process of finalizing and sending them to the Legislative Counsel Bureau.
- From the comments and questions we are receiving we will revise the guidelines and post them on the web in a few weeks.

Question and Answer Period:

Jerry Piechocki – Foremost Insurance:

- I was told to send back by SFTP the VIN number corrections the same way as Group B companies. There is one change the software has not been able to fix and that is you changed to ADD which was previously A and P in the transaction, should I remove the two DD's in ADD? I will be using the software previously used.

Doreen Rigsby – DMV:

- Our software was good prior to 2007 and will no longer work with our new process. Since 2007 we adjusted our requirement that allows you to do more than one header. Once you put in your data, save it to another file then add the dates and make sure that each line remains at 550. It may be visually seen to you as ADD but when it comes out in the file it will be A. Make sure the trailer record is on the file.

Arielle Brath – Sentry:

- We were told the A companies have access to a web site that we would be able to update our records just like the insured's have on their web site. I thought that wasn't available yet.

Doreen Rigsby – DMV:

- It is the same one the customer's use.

Arielle Brath – DMV:

- If we need to send updates or corrections to our Book of Business are we still required to update our database and send the records SFTP to you?

Bernadette Nieto – DMV:

- You need to correct them and send them back to the DMV; otherwise it's going to show that your customers' do not have insurance. We will not be able to tell that they are your customers and we will not be able to query your system. We need the corrections sent back to us.

Jerry Piechocki – Foremost:

- If we give a verbal response will those customers be able to use the online verification system to verify?

Doreen Rigsby – DMV:

- Yes. We can enter the information while on the phone with the insurance company.

Gina Miller – Progressive:

- I thought there was going to be an additional web site that was going to be available towards the end of this week that is different from the one currently out there that we can use for just one verification request.

Bernadette Nieto – DMV:

- That is correct. It will be for companies that do not have six month's history on their web. You will be given a user i.d .then log in and give us a confirmation one record at a time. We hope to have the site available within a month.

Arielle Brath - Sentry:

- If we do not have six months or one year of history and you are not able to verify with the web services, can we verbally verify but won't be able to update the database to query? Are we stuck there until the web site is available?

Doreen Rigsby – DMV:

- That is why we opened up the option to submit the records you would have previously submitted. If that doesn't work either then we're not sure how you will validate. We still need confirmation on the verbal we are given, either by updating the database or by sending a record.

Arielle Brath – Sentry:

- So until the web site for the insurance companies is available we can either SFTP those records or update our database for online verification?

Doreen Rigsby – DMV:

- Correct.

Task Force Participant:

- Why are we getting queries outside the six month period?

Doreen Rigsby – DMV:

- That has never changed. There is a one year registration period so you may find it is in the customer's last year's registration we are querying.

Task Force Participants:

- Why are we seeing multiple confirmed and unconfirmed on the same VIN#'s?

Mani – DMV:

- The confirmed and unconfirmed are coming back from the insurance companies. The reason this is happening is that on the web the customers are impatient and not waiting for a response. They are hitting the submit button over and over again which is causing this issue. We are working on resolving this. The customer is also calling the agent and the agent is doing the same as the customer. We are working on fixing this issue and we will post the notice on the website when this is resolved.

Task Force Participant:

- Customers are not understanding the process of the unconfirmed and checking back in a week to verify if the insurance information is in the system. This is causing the insurance companies to be inundated with calls.

Doreen Rigsby – DMV:

- For better explanation we will reword the message the customer receives.

Task Force Participant:

- Why are we getting queries for dates back to 1999?

Mani – DMV:

- We are not going back more than 380 days from the current date unless the customer goes on the web and puts an effective date of 1999. We are trying to fix this so even if the customer puts a date that far back we will only query back 380 days. Customers are putting these dates because they have been with the company for 10 years instead of the current policy effective date. We are working on limiting the number of queries for these dates they are entering.

Sandy Babich – Hartford:

- In the error file we are receiving no matches. Does that mean you are not finding a registration in your database?

Sondra Baker – DMV:

- The error1 file you get back is more specific as to what type of no match it is, whether it is not matching on VIN, name or we do not have the registration on file in our system. You would have to go back and research on those specific reasons in your files.

Doreen Rigsby – DMV:

- If it doesn't match on registration you may have to call the insured and find out if they are registered in Nevada, or that it's not a trailer, or a vehicle over 26,001 lbs. Trailers and vehicles over 26,001 lbs are not part of the Nevada LIVE program.

Bernadette Nieto – DMV:

- Note: We are going to enter what is on the policy number line excluding special characters and spaces and that is what we are going to be sending to the insurance company. You need to know that if your evidence of insurance card has data other than what the policy number is in your database you will need to look at that and extract the actual policy number. The DMV and the customer will be entering what is on the card

Next meeting: April 7th, 2010 10:00 a.m. Pacific Standard Time

Please Note:

Please check each agenda for the PIN code for teleconference calls as they change for each meeting.

Adjournment: 11:10

Recording:G:\Research & Development\Vehicle Programs\Nevada_LIVE\Agendas and Minutes\Recording Nevada LIVE IICMVA Task Force Teleconference 03_24_10DS400711.wav