

ICD-08-05-20

Date: August 5, 2020
Bulletin: All Insurance Companies
From: Insurance Compliance Division
Subject: Customer Connect Updates

With the implementation of Customer Connect the Maryland Department of Transportation Motor Vehicle Administration's (MDOT MVA) Insurance Compliance Division (ICD) would like to provide all Insurance companies with the following information and reminders.

Inquiry Files (Fr-19)

With the implementation of Customer Connect the MDOT MVA will no longer send one monthly Inquiry file. Instead multiple inquiry files will be sent more frequently throughout the month. The files will be smaller in size thus allowing responses to be timelier.

Acknowledgement Files

The MDOT MVA will continue to send acknowledgement files.

Error Codes

With the implementation of Customer Connect the MDOT MVA is now enforcing errors that our previous system was not able to do. For the book of business file (aka "BOB", FR-00 file type), the MDOT MVA attempts to match the soundex and/or name against the registered owner(s). If there is not a match on either parameter, the FR-00 record is marked with a "261" error code and sent back to the insurance company. It is important to note that the book of business process supplements our insurance policy data; it did not replace it.

A list of error codes is attached as a reference guide.

ICD Online Service

Customers and Insurance Agents now have access to look up and monitor Insurance Lapse Cases and make updates directly from the new online portal. Insurance Agents will be able to monitor cases, provide updated insurance, and view closed cases. Customers can now report new insurance preemptively to the MDOT MVA, allowing us time to verify before creating a lapse case.

Insurance Verification

With the implementation of Customer Connect the MDOT MVA will now verify insurance at the time of registration renewal and for all newly titled vehicles via the IICMVA web service. If verification cannot be confirmed the renewal will be denied.

MDOT MVA ICD Online Portal <https://mymva.maryland.gov/tap/Ind/?Link=Insurance>

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Daily Reporting of Insurance Policies to MDOT MVA – Error Codes Enforced as of 7/15/2020

Error Code	Decode	Description
016	Invalid or Missing NAIC	Invalid or Missing NAIC
018	Invalid Owner Type	Invalid Owner Type. Must be 1 or 2
075	Invalid Transaction Type	For FR-13 must be NBS, XLC or REI. For FR-19 must be ACK or NIS
085	Missing Policy Number	Missing Policy Number
115	Invalid or Missing Policy Effective Date	Invalid Or Missing Policy Effective Date
116	Effective Date is greater than Expiration Date	Effective Date is greater than Expiration Date
125	Invalid Policy Expiration Date	Policy Expiration/Cancel Date: Missing or Invalid format
131	Missing Cancellation Code	Cancellation Reason Code Must be present if transaction type is XLC
132	Cancellation Code not needed	If transaction type is NBS or REI, cancellation code must not be present
133	Invalid Cancellation Code	Invalid Cancellation Code
200	Invalid VIN	Vehicle VIN : Invalid Length
201	Missing VIN	If policy type is V, VIN must be present
220	Invalid Vehicle Year	Invalid Vehicle Year
222	Missing Vehicle Year	Vehicle Year must be present if Policy Type is V
225	Missing Owner DOB	Invalid or Missing Owner Date of Birth if Owner Type is 1
227	Owner DOB not needed	If Owner Type is 2, Owner Date of Birth must not be present
228	Invalid Owner Age	Owner Age too young or too old
230	Invalid Owner Jurisdiction	Invalid Owner Jurisdiction
231	Missing Owner Jurisdiction	Missing Owner Jurisdiction. Must be present if Owner type is 1 and Owner Soundex is present
235	Missing Owner Last Name	Missing Owner Last Name
240	Missing Owner First Name	Owner first name must be present if owner type is 1
241	Owner First Name Not Needed	Owner First Name Not Needed if Owner Type is 2
245	Owner Middle Name Not Needed	Owner Middle Name Not Needed if Owner type is 2
255	Owner Suffix Not Needed	Owner Suffix Not Needed if Owner Type is 2
260	Owner Soundex/Tax ID Missing	If not available, '000000000000' should be the value
265	Owner Address Missing	Owner Address Missing
270	Owner City Missing	Owner City Missing
275	Invalid or Missing Owner State	Invalid or Missing Owner State
280	Invalid or Missing Owner Zip	Invalid or Missing Owner Zip
281	Invalid Owner Zip Plus	Invalid Owner Zip Plus
501	VIN Not Found	VIN Not Found
506	Trailer, not required to be reported	Trailer, not required to be reported
507	Duplicate Record	Duplicate Record