



# Bulletin

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**Date:** November 23, 2021

**Bulletin:** All Insurance Companies

**From:** MDOT MVA Insurance Compliance Division

**Subject:** Customer Connect Updates

Dear Partners,

The final phase of Customer Connect, MDOT MVA's IT modernization project, is set to go live on December 6, 2021, and will include driver services, driver enforcement, investigations, and financial services.

With this final phase of implementation, Customer Connect will consolidate existing IT systems at MDOT MVA into a single portal, giving us a complete view of the customer and real-time updates, which decreases delays for our customers. For customers, this means greater access to their information online and a more secure product with the implementation of MD ID, a randomly generated number that will protect a customer's personal information.

The impacts of this transition range from minor location changes for file pickups to new business processes that will forever change how we conduct business with our customers and partners. **Branch, central office, and most system functionality will be restricted or unavailable from 9 p.m. on December 2 until 8 a.m. on December 5.** Here are some key dates:

- Thursday, December 2 – Final day of legacy system operations. Shutdowns and transitions will begin close of business.
- Friday, December 3 and Saturday, December 4 – MDOT MVA branches and central operations will be closed to the public as systems are down in transition.

- Sunday, December 5 – All systems and interfaces will be coming back online sometime throughout the day. Specific times will be coordinated directly with partners who need to update pick up or web service paths and directories.
- Monday, December 6 – the MDOT MVA will be back online, fully operating within Customer Connect.

Additionally, the new **Maryland ID number will go live with this rollout**. The Maryland ID number will replace the traditional Soundex going forward, however, all current products will still be searchable and valid. It provides enhanced security and personal information protection but is the same number of digits as the Soundex number, to minimize impact on other users.

We are looking forward to your partnership during this critical and exciting time. Please consider the above dates when key personnel availability and support will be critical. If you have any questions or concerns, please contact me at [MDOTMVAAAdministrator@mdot.maryland.gov](mailto:MDOTMVAAAdministrator@mdot.maryland.gov).

Sincerely,

Christine Nizer