

Bulletin

ICD-01-21-21

Date: January 21, 2021

Bulletin: All Insurance Companies

From: MDOT MVA 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 in order to ensure compliance and reduce customer inconvenience.

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.

For the MDOT MVA to give credit for the policy, an exact match on the driver's license number or the name is required.

Non-Specific Files

When a non-specific file is received, we attempt to match on driver's license number or FEIN. If the driver's license number or FEIN doesn't match, the record is rejected.

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 does not replace it.

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 encourages all insurance providers to familiarize themselves with these new processes and take appropriate action to ensure compliance and reduce any inconvenience for our shared customers. MDOT MVA will be providing report cards to all providers documenting their level of compliance.

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

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