Larry Hogan
Governor

Boyd K. Rutherford
Lt. Governor

Greg Slater
Acting Secretary

Christine Nizer
Administrator

MARYLAND DEPARTMENT
OF TRANSPORTATION

MOTOR VEHICLE
ADMINISTRATION

01/08/2020

Dear Insurance Partners:

The Maryland Department of Transportation Motor Vehicle Administration (MDOT MVA) is implementing the Customer Connect system to modernize all customer-facing IT systems. The application of Customer Connect will provide system users with a more streamlined customer experience, enhance communication with partners through improved interfaces, and help in achieving our goal of providing premier customer service to Marylanders every day.

As part of this system modernization, MDOT MVA is requiring insurance companies to provide their book of business, which is the insurance company's existing active policy records. This will allow the MDOT MVA to ensure it has the most recent and complete information for Maryland vehicle insurance policies.

The book of business needs to be submitted to the MDOT MVA using the FR-00 submission specifications. **Please send these submissions to the MDOT MVA between May 4-15, 2020.**

If you have any questions or concerns, please email MVACC_InterfaceSupport@mdot.state.md.us.

Sincerely,

Christine Nizer
Administrator

cc: Mr. Bruce Chaillou, Project Manager, MDOT MVA