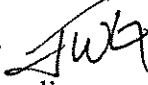


March 29, 2013

TO: All Fire and Property and Casualty Companies
Authorized to Issue Motor Vehicle Policies in Florida

FROM: Julie W. Gentry, Chief 
Bureau of Motorist Compliance

SUBJECT: Return Files Retrieval Time Change from the Department

Currently, files are processed at 8:30 am. Their corresponding return files are available for retrieval generally no later than 2:00 pm.

Effective April 1, 2013, return files on both the old and new server will not be available until after 4:00 pm. The department will be running a process in the morning for files submitted in XML coding format (with the exception of transaction type 12, 22, 33, 44, 26, 36, 46) and a separate process will handle all flat files beginning at 1:00 pm. Please adjust your retrieval processes accordingly.

Please refer to the memo dated March 11, 2013 for more information concerning the changing to the new server.

It is important that you review our website to clarify any questions that you may have before contacting us. We feel confident that the majority, if not all of your questions, can be answered from the manual. Please review our website for any notifications, our reload manual and our daily manual at <http://www.flhsmv.gov/FRManualFTP/>.

Please direct all redesign questions to FRRedesign@flhsmv.gov. Please format your email specifically so that we can identify your company account and process accordingly;

1. Username/Florida C.ode in the Subject (i.e. 01234FTP)
2. Starting in the body of the email if it is a reload or a daily process;
3. Stating clearly if the file is for test or production.

JWG/lwf/ll