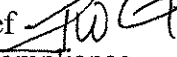


April 22, 2013

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: Insurance Industry Instructions Regarding Faxed SR22/FR44 Certificates

We are continuing to receive many SR22 and FR44 faxes daily. These should only be faxed when there is a programming error or in hardship cases. These must be electronically submitted to our department. Please reach out to your agents and ensure that they are filing these forms electronically.

As previously advised, until the new process is implemented entirely in XML format, the SR22/FR44's will be processed through our old system. This will usually take about 48 hours to process and add to the customer's record so it is imperative that you educate the customer of this timeframe.

We really appreciate your patience as you allow time for the SR/FR transactions to update electronically. We ask that you only fax to the Department in extreme emergency situations which we would define to include the following situations:

- CDL driver stopped at DOT weigh station who will not be released until license is reinstated
- Customer is in immediate danger of being incarcerated due to the suspension on their license
- Customer is in immediate danger of losing their job in which driving is their livelihood (Example: delivery drivers)

Please forward this information to your agents and request their help ensuring that the electronic process is enforced and that faxes are only sent in emergency situations, or in cases of programming errors. If a fax is sent, please include a fax cover sheet detailing the nature of the emergency. All requests without an explanation will not be updated manually. Instead, the customer will have to wait for the electronic process to be completed.

JWG/lwf/ll