

September 29, 2009

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

FROM: Deborah Todd, Chief *DT Todd*
Bureau of Financial Responsibility
Division of Driver License

SUBJECT: Advisory Bulletin
Processing Time for Electronic filing of SR22s and FR44s

Effective July 1, 2009, all insurance companies with **1000 policies or more** were mandated to complete programming and start reporting all SR22/26s and FR44/46s to this department electronically via File Transfer Protocol (FTP).

Understanding the processing time is essential to your customers. When an SR22 or an FR44 is submitted to us electronically it takes up to 24 hours to update on our database for the customer to be able to clear their suspended record. We start the edit process only once a day beginning at 8:30 am and it takes several hours to run. We run our update programs each night at which time the SR22 or FR44 will update the driver record. We cannot run our update program during the day as this slows down productive processing time on the system for our field office personnel.

If you have a customer that needs an SR22/FR44, please have your agents consider the time it takes your company to get the submission to us, and advise the customer it will take 24 hours from the time we electronically receive the data before the SR22/FR44 will show on their driver record.

If a customer has a hardship and needs an immediate reinstatement, you may expedite the process by sending us the necessary fax of the SR22/FR44. However, please ensure that this is an exception and not the norm. **Notice is given to all customers with adequate processing time, so this should be a rare issue.**

If you have any questions in regards to hardships and a customer needing immediate reinstatement, you may contact Laura Rogers, Program Manager, at laurarogers@flhsmv.gov.

DLT/llr