

December

Daily and Weekly Verification Files

Companies will potentially receive two different verification requests files: daily and weekly. The formats for each appear as follows:

- Daily file, i.e.: SR21_Verification.....
- Weekly "C" file, i.e.: DHS.DDL. FTP.DMIXXXC.....

Please ensure you respond to all verification requests within each file in a timely manner. As a reminder, the law allows 20 days for a response. Both files are received and should be returned in FLAT format.

November

Correcting a Name or Driver License Number on a Policy

Often, a name or driver license number for a policy holder needs updating or correcting. When submitting the updated filing, the driver's name must be the same as the original filing followed by the corrected submission.

The policy must always be in an active status when initiating any policy status changes.

Flat File Format Reporting Only

Use transaction type 30 when changing the driver license number, policy holder name, or address on a previously filed initiation (transaction type 20). The effective change date of the filing should be the same as the original filing policy effective date.

If the driver's name does not match when making a change or correction in a Filing Record, a disposition of "E" will be displayed in the edit-mask field on the Report Record to indicate those item(s) in error.

XML Format Reporting Only

If the driver's name does not match, the transaction returns an error (48) in the error file. Please submit an Add Driver (34) transaction with the updated name first, and then submit a Delete Driver (35) transaction with the original name.

For both transactions, the '34' and '35' will be in position 2a. When submitting a name, please do not include special characters as our system removes them.

October

Flat File Format Reporting Only – No VIN match

On an error report:

- If the driver license number does not match, character position 327 is marked with a “2”.
- If the VIN does not match the driver license number, character position 328 is marked with a “2”.
- If only 15 characters in the VIN match along with driver license number, vehicle year, and vehicle make, character position 343 is marked with a “3”.

Since these are edit errors, the record will update the Insurance File. **However**, the VIN should be corrected! The policyholder should identify/confirm which VIN is correct on the vehicle in question.

Once the VIN is correctly identified, the policyholder should have the VIN corrected at a county tax collector’s office or have the insurance company submit the correction for the insurance policy via electronic submission to the Department.

Note: Sending a VIN correction electronically does not correct the VIN if it is incorrect in the HSMV database.

XML Format Reporting Only – No VIN match

When a VIN is submitted through a Reload or Daily Reporting file and no match is found in the HSMV database, the system imports the record into the Insurance Database and places the VIN in the ‘Holding’ location. The insurance company receives a warning message in their Output folder on the server. The filename for this error type is “Unregistered_Vins_timestamp_DL_TransactionReport.xml”.

After 30 days, the VIN is checked again. If there is still no match, the Department sends another file with a new warning notification to the Output folder. The VIN remains in the holding location and is checked again in another 30 days.

When no VIN match is made after 60 days, the Department sends a final file with an error message to the Output folder. The message states that final VIN verification was unsuccessful and the record is being removed from our database.

We strongly recommend the insurance company verify the VIN with the policy holder and resubmit any changes or instruct the policy holder to have the VIN corrected at a county tax collector’s office.

If the VIN is verified during any of the three checks, the record is imported. No further action is needed.

September

Get Active

Before submitting a policy change, remember that the policy must have an “Active” status.

For example: When a transaction “31” (Add Vehicle) is submitted and the policy is in a “Cancelled” status, the transaction will not process successfully.

Instead, please submit a transaction “11” (Recall of Cancellation) first. Once the policy is in an “Active” Status, then you can submit a transaction “31” (Add Vehicle).

Only One

Transaction “13” is only used when cancelling a policy with just one VIN and that vehicle is now “sold or totaled”. Otherwise, you must use transaction “10” to cancel a policy.

August

Perform Directory Folder Cleanup Regularly

Did you know that too many files in your directory folders, specifically Output and Verification, can cause FTP Server connectivity problems? Issues can include your insurance reporting data not being received, processed or retrieved.

Since the state of Florida does not control the file capacity of your directories, we strongly encourage that you remove old files from your directory folders every day or at least weekly. As most technical experts will tell you, performing routine maintenance can prevent a lot of future headaches.

Stay Connected with FLHSMVInsuranceLiaison@flhsmv.gov

From time to time, a member of our Financial Responsibility staff receives a direct email from one of our insurance industry partners. However, so we can avoid sending a late response if that person is unavailable, please send all questions or concerns to our group email account: FLHSMVInsuranceLiaison@flhsmv.gov. The group email account is serviced by several staff members and ensures prompt service. Thanks for your cooperation.

Each month, the department’s insurance industry liaison group shares a helpful filing tip. If you have a suggestion for a monthly tip, please send your idea to FLHSMVInsuranceLiaison@flhsmv.gov.

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