

March 2018

GEARING UP FOR MODERNIZATION? LET'S MAKE CONTACT

If you plan on taking part in the Motorist Modernization Project (Total XML Conversion), please send the following information to FRFTPXML@flhsmv.gov as soon as possible:

- Company Name
- Technical Contact (TC) Name
- TC Email
- TC Phone Number

Having this information will help us keep you up-to-date and give each company plenty of time for development, testing, and making adjustments before the implementation date.

February 2018

RETURN FILE MISSING? WAIT AND NOTIFY

If you are missing a return file, please hold sending subsequent file(s) until we can determine what caused the issue. Holding files can also avoid files processing out of sequence, potentially receiving false errors, or other policy discrepancies.

Next, notify us via email at FLHSMVInsuranceLiaison@flhsmv.gov. Please include your company's FTP account number in the email's subject line. The email's content should include:

- the file submission date and time,
- file name, and
- the file format (XML, FLAT or both)

We need this information so we can research and then follow up with you.

January 2018

FLORIDA OR NAIC CODE. WHATEVER YOUR CHOICE, KEEP IT IN SYNC!

Companies reporting in FLAT file format can avoid Company Code errors by making sure both your header and filing records use the same code type. So, if you use the NAIC code in the header record, please use the NAIC code in the filing record too. The same instructions apply when using the Florida company code.

Since XML format does not utilize a header record, companies can use either the Florida or NAIC code in the filing record. We strongly recommend using either the NAIC or the Florida code for all transactions.

December 2017

NEED HELP WITH AN ERROR? GET RESULTS WITH NOTEPAD!

When requesting help for an error received from a previously submitted transaction to our Department, be sure to share what format (XML or Flat) you filed the transaction.

After identifying the format, please send us the following information using Notepad:

- the file or an excerpt with the transaction you submitted **and**,
- the file or the excerpt with the error Florida returned to you.

November 2017

NEED TO CLEAR A SANCTION? SUBMIT THE DYNAMIC DUO!

As you know, customers may receive a sanction notice or notice of suspension when their information in the department's insurance database is incomplete or missing.

Besides sending our department a proof of insurance coverage letter on behalf of the customer, please submit the correct transaction type electronically. Both the electronic transaction and a letter is needed for clearing the sanction.

October 2017

IT'S NO SECRET. KEEPING YOUR PUBLIC PGP KEY VALID IS YOUR RESPONSIBILITY!

Before insurance companies can send insurance information securely to our Department, each company must generate two keys:

- a Public PGP Key the Department uses for encrypting files, and;
- a Private PGP key for decrypting files.

While the Department uses the Public PGP Key, it does not track or monitor the expiration date for any PGP keys. It is the company's responsibility for keeping the keys valid and notifying the Department before the Public PGP Key expires.

September 2017

REPORTING A CANCELLATION? DO A PERFECT "10"!

NOTE: Transaction 10: Cancellation acts on a policy level; not a specific level (vehicle or driver). **Do not** use Transaction 10 to delete a vehicle from an existing multiple vehicle policy as it may cancel the policy completely.

XML Format

A VIN is not required when sending a Transaction 10: Cancellation.

FLAT Format

A VIN is required when sending a Transaction 10: Cancellation.

August 2017

ONCE IS NOT ENOUGH. RECYCLE AN OLD POLICY NUMBER!

You can recycle an old policy number if the cancelled policy is three years old or older. Just send an email to FLHSMVInsuranceLiaison@flhsmv.gov and ask that the policy number be deleted. Once you receive a confirmation, you can reissue that policy number for a new customer.

July 2017

REPORT IN FLAT FORMAT?

Take Care with Transaction 13!

Did you know that using Transaction 13 cancels all vehicles in a policy when reporting in FLAT format? So, if you must delete or replace a vehicle from a policy with multiple vehicles, please use Transaction 32.

Only use Transaction 13 when a vehicle filed with the policy initiation transaction is sold by the insured or declared a total loss by the insuring company because of a crash.

How about Transaction 13 and XML?

For companies using XML, Transaction 13 performs the following actions:

- The status changes to 'Cancelled' for a single vehicle policy.
- The status remains 'Active' for a multiple vehicle policy.
- The reported VIN is removed from the policy.
- The other vehicles on the policy remain on the policy.

June 2017

IT'S A MUST FOR COMPANY INDICATOR

XML and FLAT FORMAT REPORTING

When (4a) Company Indicator is 'N', then the PH's Last Name (4d) is required. A hard error message is sent if the PH's Last Name (4d) is missing.

NOTE: Do not populate the PH Non-Structured Name field (4n) and the FEID (4m).

When (4a) Company Indicator is 'Y', then the PH's Non-Structured Name (4n) is required. A hard error message is sent if the PH Non-Structured Name (4n) is missing.

NOTE: While the FEID (4m) is optional, a warning message is sent.

May 2017

AVOID DATE ERRORS WHEN SENDING TRANSACTION 30

XML and FLAT FORMAT REPORTING

When making changes to an existing policy, please be aware that any updates, other than a renewal, changes the policy issue date in our database.

If you report in XML format and are updating either the policy holder's address, name or level of coverage, use the original filing policy effective date as the update effective date.

If you report in FLAT format and are updating either the policy holder's driver license number, name or address, use the original filing policy effective date as the update effective date.

April 2017

KEEP SAME POLICY NUMBER FOR A RETURNING CUSTOMER

Florida does not require a new policy number when an insured discontinues their coverage with a carrier, but returns later. Just submit a Transaction 11: Recall of Cancellation and the department will reinstate the customer's previous policy.

March 2017

REINSTATING AN INACTIVE POLICY – XML AND FLAT FORMAT REPORTING

Please submit a Transaction 11 (Recall of Cancellation) when reinstating a policy that is currently listed as inactive or cancelled in our insurance database. **NOTE:** Transaction 20 (Initiation of Insurance) does not reinstate an inactive or cancelled policy.

Use Transaction 11 when a Transaction 10 (Cancellation) has been filed in error or when the policy has been reinstated. The Transaction 11's effective date must be equal or greater than the cancellation date filed with the Transaction 10.

February 2017

CERTIFICATES OF FINANCIAL RESPONSIBILITY (CFRS) – SR22, SR26, FR44 AND FR46 (TRANSACTIONS 22, 26, 44, 46)

- Are only filed using FLAT filing format.

- XML currently does not support certificate transactions.

SR21 VERIFICATIONS (TRANSACTIONS 12)

- Return verification requests responses using FLAT filing format.
- XML currently does not support verification transactions.

NOTE: Please *DO NOT* alter any data within the record when responding to a verification request.

January 2017

MAKING THE MATCH: WHY DAILY/WEEKLY VERIFICATION REQUESTS MATTER

Whenever the department can't find or verify insurance information in our database for a mutual customer, we send a daily or weekly verification file containing verification requests to the submitting insurance company/carrier.

Receiving an accurate and prompt reply to our requests is essential in avoiding driver license or vehicle registration suspensions for our mutual customers. Please make sure the following information is initially submitted without errors:

- Vehicle Identification Number
- Policy Number
- Driver License Number
- Effective dates (policy initiation date and vehicle add date)