

Quarterly Conference Insurance Industry Notes

April 24, 2024 (2:00 PM EST)

- On April 17, 2024, FLHSMV deployed a fix to correct the returned error code 034 (Vehicle already exist on policy) that companies were receiving. There is no longer a partial VIN match for Transaction 20 (Policy Initiation) and Transaction 31 (Add Vehicle) If the department receives an exact VIN match when a Transaction 20 or Transaction 31 is submitted the error code 034 will be returned.
- Reminder, insurance policy renewals do not have to be reported to FLHSMV. Only if a policy truly cancels should a Transaction 10 (cancellation of insurance) be reported. Insurance companies should not cancel a policy with a Transaction 10 then recall the cancellation with a Transaction 11 in hopes to renew a policy. That information should only be stored internally with the insurer. If a policy is not cancelled, a Transaction 10 should not be electronically submitted.
- Please remember to respond to verifications, there are continuing to be verifications that go unconfirmed, and this can result in erroneous suspensions. Please respond to all verifications to confirm or deny coverage. Our verifications are VIN and/or policy holder name specific.