

Quarterly Conference Notes

1. Heather discussed the FR Daily Job issue that occurred on 06/09/2023. The department has reprocessed the files that were previously submitted that errored. At the time the errors occurred case and letter, the daily and verification batch job were disabled. All of the jobs have been re-enabled, and companies can begin submitting their daily files as usual starting on 06/21/2023.
2. Heather discussed Florida House Bill 965, it was approved and states that SR22/FR44 certificates are no longer non-cancellable. This takes effect on 10/01/2023, this will not affect the reporting for the companies. If a transaction 33 is submitted the department will allow it to import without errors.
3. There was discussion regarding the driver license number change that will take effect on 11/01/2023. This will be a one-time change when a renewal or replacement driver license or identification card is issued. The credential will still have 13 characters, we will also continue to relate the old number to the new number. This changed is based on Florida Statute requirements listed in 322.14 and 322.051.
4. An out of state policy should never be submitted to our insurance database. As we cannot confirm out of state coverage. This in fact will impact your customer leading to a possible suspension becoming generated.
5. If insurers are receiving an influx of customer complaints regarding suspension notices from our department. The insurer should contact our department immediately so that the issue can be resolved in a timely manner.
6. All verification requests should have a confirmed or denied response. Verification systems should be programmed to look for VIN or person specific never the policy information in verification request.
7. Returned transaction reports are vital to insurers. These reports should be reviewed daily by insurers. Transaction reports detail more than errors being returned for each transaction type. Transaction reports, if reviewed daily, can assist in identifying reporting issues before our mutual customers are impacted.
8. Transactions submitted erroneously for Business/Commercial policies must be corrected electronically. Such as policy cancellations. Submitting a recall (Transaction 11) will not reinstate generated FR stops/suspension. A new policy will need to be issued and submitted to clear generated FR stops/suspension notices.