

## Meeting Minutes

Quarterly Insurance Industry Conference Call 09/16/20

### XML Conversion Go-Live

- XML IMPLEMENTATION DATE: Motorist Modernization Phase 1 implementation of the XML conversion will begin December 4, 2020.
  - The last day to submit flat files or current XML will be December 2, 2020 and prior to 8:30 a.m. EST.
  - Hold the Daily files from Dec 3-Dec 6. Combine all records for Dec 7 submission.
  - The new XML format file submissions will begin December 7, 2020. All files submitted by 8:30 a.m. EST will receive return files that same day. Florida law allows 10 days to submit policy cancellations and initiations. Holding your daily files from Dec 2<sup>nd</sup> to 7<sup>th</sup>, will still enable a company to stay within the reporting requirements.
- **UPDATE TO CONFERENCE CALL: What is the cutoff date for companies receiving verification request files (SR21/ C files)?** The last verification request file sent to the companies will be November 13<sup>th</sup>, allowing insurance companies 2 weeks to respond to as many verification requests as they can in their current format prior to go live. Please work as many of the requests as possible.
- Companies must correct the errors in the new XML format for the last return file in the old format. Errors received from return files on or before Dec 2 in the old format must be corrected, and the record(s) resubmitted in files for the new format beginning Dec 7 in accordance with new requirements for that transaction.
- IS A RELOAD REQUIRED? No, companies are not required to submit another BOB reload to update the level of coverage or policyholders for policies issued or modified after the bypass BOB reload last year. To recap, everyone submitted a bypass XML Reload beginning in October of last year. That reload was uploaded to the current production environment and the data in your daily files is uploaded to our current production database. If you want to update the level of coverage which is part of the new XML format, you can do so by submitting in your daily files utilizing a transaction 30.

We want companies to submit reloads in the future. However, we need to complete and stabilize the Phase I deployment before scheduling future Reloads so that we have the technical resources available to assist if necessary. For those companies who want to send a reload after deployment, we anticipate beginning scheduling reloads possibly the latter part of March. Please email the Liaison group at [FLHSMVInsuranceLiaison@flhsmv.gov](mailto:FLHSMVInsuranceLiaison@flhsmv.gov) if you would like to send a reload after deployment so we can place you on the schedule. It's best if we schedule these initial reloads. This will not be a "bypass" reload and you will need to work your errors, so we need to allow time for this.

- FR SANCTION NOTICES: Copies are now located on website at <https://www.flhsmv.gov/frip/sanction-notices/>

The FR7 letter generates when we receive a policy cancellation and no other insurance is on file. The FR8 letter generates when policy information provided by the customer during vehicle registration is denied by the insurance company.

- FR SANCTION NOTICES: A copy of the new verification notice is also located on website at <https://www.flhsmv.gov/frip/sanction-notices/>

The Insurance Failed to Verify 30-day letter, which is a new letter, will generate when the customer provides policy information to clear a sanction and we do not receive a confirmation or denial from the insurance carrier in response to our verification request. If the insurance company does not respond within 30 days of receiving the verification request, the customer will be mailed a notice of intent to suspend requesting the insurance information.

- VERIFICATION DENIALS: Companies should not deny a verification request just because the policy number or VIN provided has errors. If the required coverage was in effect on the need date, don't deny. Policy numbers are entered manually by customers and employees and can easily be transposed. Same thing with a VIN on a crash report. A denial will result in the customer being mailed a notice of intent to suspend. Please utilize the Quick Reference Guide for Verification Request located on our webpage at <https://www.flhsmv.gov/pdf/frmanual/reference-verification-requests.pdf> for answering each verification regarding FR type and contact the liaison group if you have questions.

- ONLY FL POLICIES: Please report only Florida policies in your Daily and Reload files. Companies should not submit out of state policies.

- COMPANY CONTACT INFORMATION: Companies must provide updated contact information for their personnel who process verification requests so we can reach out to them when necessary. Please notify the liaison group at [FLHSMVInsuranceLiaison@flhsmv.gov](mailto:FLHSMVInsuranceLiaison@flhsmv.gov) with current verification contacts, when there has been a change or an addition to contacts within your company, or for adding/removing contact to our distribution list.

- Companies can still utilize the test environment for testing purposes. However, unlike Structural Testing where you could receive a result file within an hour of submission, files are only being processed currently at 8:30 a.m. EST daily where you will receive return files only once a day.

- **Companies requested a notification for the link to the website.** The link to the website containing current and new procedure manuals, the guide for answering verification requests, sample sanction notices, previous email communications, FAQs, and the annual holiday schedule for office closures is as follows: <https://www.flhsmv.gov/frip/resources/>