



WEST VIRGINIA DEPARTMENT OF TRANSPORTATION
Division of Motor Vehicles

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Earl Ray Tomblin
Governor

Paul A. Mattox, Jr., P. E.
Cabinet Secretary

March 31, 2014

IICMVA Members
Alex Hageli
Jill Cranston Rice

As many of you may be aware, our SB427 included elimination of the paper notice of cancellation required in West Virginia Motor Vehicle Code 17D-2A-5. Our bill was signed by Governor Tomblin on Friday, March 28, 2014, and will become effective June 6, 2014. This bill included additional clarification and internal changes for us, however, only the cancellation notice elimination will impact your companies.

Many jurisdictions have spent years data cleansing to begin programs such as this or any type of service that has a third party viewing and using DMV data. We have spent much time programming on the jurisdiction side as data issues or fallacies surfaced, usually through Insure-Rite receiving nightly vehicle update submissions from us. We have changed processes and added new programming as issues have been identified.

Numerous insurance carriers are in a regular monthly cycle for data loads to IR, some have sent initial loads and will send any additional new data monthly i.e.: cancellations, new policies etc., fewer are sending nothing. Obviously, the web service function is critical to the online verification success. Most companies are handling the web service fine but the unknown carrier or broadcast is a bigger obstacle for many, which unfortunately will cause the insured customers to be burdened unnecessarily.

WV will begin the letter campaign of the WVOLV program effective July 1, 2014. We have addressed areas of concern within the data/information exchange and worked with industry to either understand or improve the process attempting to protect the insured customer. As per your recommendation, we will handle the periodic verification process through tier levels to relieve the traffic flow burden.

I plan to attend your September 29, 2014 conference and should be able to provide some statistics on the periodic verification and letter campaign. Hopefully, between July and the end of year meeting, you will have an idea of your customer contacts/problems during that timeframe as well.

As always, I welcome your input and guidance.

Respectfully,

Deborah L. Fields, Manager
Insurance Programs