



WEST VIRGINIA DEPARTMENT OF TRANSPORTATION

Division of Motor Vehicles

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M E M O R A N D U M

To: All Conference Call Participants
From: Deborah L. Fields, Manager
Date: February 16, 2012
Subject: Minutes of WVOLV February 8, 2012 Conference Call

Present: David H. Bolyard, Wilbur Thaxton, Gladys Sasser, Opal Keebaugh, Connie Westfall, Debbie Fields

Vendor: HDI, LLC Justin Mann, Tekoa Wright, Leah Scarbrough, Stewart Mills, Scott Brown

Debbie Fields: Greetings and advised all to please report to WVOLV or my e-mail. Identified vendor group present and asked Justin and Tekoa to give update as in last conference call.

Justin: After a month's worth of pilot data and Justin first started out by identifying USAA and added they had done good testing with them and had established them as probably being the best integration to date. There are also others with quite a bit of progress. Justin said he wanted to talk about participants that we are considering able to participate at a level that yields a good result. The first being USAA and we've run several sets of requests through them and the results have been 73% confirmation rate which is indicative of a positive pilot integration, so we'd like to thank all those folks at USAA .

- 1) USAA: Just happy everything is going smoothly so far.
- 2) Chartis we not run a great volume of requests through there but we're not getting a confirmation rate that we would hope to get but we'll continue to work through it with Raj and the folks at Chartis, right now we're sitting at about a 66 % confirmation rate and we

plan on being able to run some more data against them over the next several weeks and hopefully we'll see things improve. We've already worked through some development side issues and we've defined the parameters that their web service can respond and one of the noteworthy things we know the integration at this point, will not support a broadcast or a vin only type query.

Chartis: Loren started with business side first, I think we're getting a very good success rate on our personal lines part in Chartis. What you're also throwing in is commercial insurance policies and that's the reason we can't do vin only queries. We don't collect the vins as far as commercial insurance policies, not that we don't have a few, we didn't design our system to take vin only queries. We can take an incoming query with the word "unknown" as the policy number, but you're just going to get a standard response not available to verify. It won't reject it but it also won't verify it. The second thing that's probably the most important, commercial insurers tend to not issue their own ID cards, they tend to be issued by the brokerage and agency community, what we're finding is they have taken the liberty to add what they refer to as smart coding to the front or back of the policy number for their own purposes, then the number that you're collecting from the id card doesn't strew up with our system so we don't get a match. The company issued number is 7 digits able to go up to 13 digits but it doesn't include prefixes in front of the CA. It seems the data coming to us has the policy format wrong on our end or WV when you're capturing it; tend to think it's on our end.

3) Lexis Nexis that was just brought on recently. We haven't run a large number of requests against that and we feel like it's a good implementation and we're looking forward to them putting some insurance companies with their data behind that service that will start yielding a positive result. We haven't run a high volume through them for any particular insurance company.

Tekoa stated they've ran everything they have and it's about 88% but with just the one on board, it's really limited.

Lexis Nexis wanted to know the go live date for all companies?

Justin indicated in the last call WV had stated 7/1/12 and asked Mark for clarification of that date?

Debbie stated felt it may have been an over projection for all companies due to the 18-month window by code, from the time we pass the successful pilot, they have an 18-month window for all of them to come on board. Obviously, the more companies we have the better we can do to get everything up and running.

Lexis Nexis asked for a realistic, tentative date- end of the year??

Debbie stated maybe by the next call we'll have more information on the go live date.

- 4) ISO, who has been a mainstay since this started and we've certainly had a positive relationship with the ISO folks. But we're a little bit concerned about the confirmation that we're getting. We've run it with the older data as we've talked about in the other implementations and we've ran it with the most current stuff from December and January and we're not really getting the confirmation rate that we'd hope for -----call stopped recording.

Debbie stated that DMV is currently running a print job on a one panel informational enclosure that addresses the items. To check the vin. on the registration against the certificate of insurance or ID card for a match and also the importance of keeping their addresses updated with DMV. Explaining that failing to correct these two, will result in mismatches thus possible non-confirmations and not receiving notices from the vendor or the DMV. I intend to put this document out in our regional offices and get in out in every manner I can but first in most importantly with our registration renewals and then I will be working on a more full blown document that I will send out ----Loren, Bill I know you're on here, I don't know about George Cooper - if you're on here, but any of you that have anything you know that is critical to get out to your insured's from past experience in other states with other systems, I'm more than happy to look at it and see if there's anything I can incorporate. When I'm, again those that ask and mainly the advisory board, I will send it out for your review and get your input. That's about all I have for right now, everything is running pretty smooth.

Loren stated that this sounds great from my prospective; we may have to tell them to look at their policy numbers right. I think that's really our area to fix, not yours.

Debbie said that is a valid point though, having the correct one.

Loren said having the correct policy number on their ID card is number one.

Debbie said absolutely and with no other questions or comments, the call was concluded, after thanking all participants.