



**WEST VIRGINIA DEPARTMENT OF TRANSPORTATION**

**Division of Motor Vehicles**

5707 MacCorkle Avenue, Southeast  
Post Office Box 17020

Charleston, West Virginia 25317-0010 • (304) 558-3900  
TDD: (800) 742-6991 • (800) 642-9066

Earl Ray Tomblin  
Governor

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

**M E M O R A N D U M**

**TO: All Conference Call Participants**

**FROM: Deborah L. Fields, Manager**

**DATE: April 11, 2012**

**SUBJECT: Minutes of WVOLV Conference Call**

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Attendees: WV – Debbie Fields, Gladys Sasser, Opal Keebaugh, Connie Westfall

Insure-rite: Bart Blackstock, Pedro Salgado

HDI Solutions: Leah Scarbrough, Stewart Mills, Scott Brown

Debbie opened with greetings to all. Special thanks to Sandy Babich and Loren McGlade for helping get the others into the call.

Debbie stated this would be a brief call to bring everyone up to date and to introduce our new IT staff at Insure-rite. Introductions were made the following new staff was identified.

Pedro Salgado, CIO [psalgado@insure-rite.com](mailto:psalgado@insure-rite.com) 1-801-560-2166

Jorge Suazo, Software developer [jsuazo@insure-rite.com](mailto:jsuazo@insure-rite.com)

Jen Browne, Business process consultant until mid-May, [jbrowne@insure-rite.com](mailto:jbrowne@insure-rite.com)

Natalia Pitkin, Submissions & compliance manager [npitkin@insure-rite.com](mailto:npitkin@insure-rite.com)

Debbie updated on first Advisory Council meeting on March 27<sup>th</sup>, 2012. Next meeting is scheduled for May 15, 2012 at 9:00 am. The members consist of WV DMV, Industry representatives, HDI and Insure-rite representatives and WV Insurance Commission for a total of 23 members.

One new item that came out of this meeting was to have all registrants provide a copy of their insurance card one time, to the DMV when renewing their license plate. This would provide a more accurate method to capture the company and policy number to provide to our vendor. (The owner's statements of insurance provided at renewal often are inaccurate or illegible and therefore would lead to a higher volume of broadcasts. This will result in a higher volume of mailings to the registrants attempting to obtain correct information.)

The pilot phase will end June 30, 2012 and the 18 month window of compliance for all insurance companies will begin July 1, 2012. The NAIC number requirement for insurance ID cards mandated by WV 91CSR13 will become effective July 1, 2012 also.

Larry Bonham of the WV Insurance Commission advised they will help DMV get the pilot end date and NAIC requirement information out to industry via mail, e-mail and posting on the WV Insurance Commission's Website @ [www.wvinsurance.gov](http://www.wvinsurance.gov)

Proactive updates to public (attachment 1) mailed with 166,000 handicap placard mailings to advise public to verify (vin) matches and updating addresses with DMV. Most of these handicap are the class A vehicles that are part of the insurance program.

Also have 1.4 million inserts (attachment 2) ordered to ship to vendor in Utah, that does the monthly registration renewal mailing. We changed the insert to request the insurance card when renewing the license plate. This insert will continue for one year attempting to catch the full registration cycle.

Questions about law enforcement and roadside stops later and how we envision that process will work.

Also talked about the "unknown carrier" searches and asked Loren McGlade to update us briefly on the IICMVA's new model. Loren explained that results will vary depending on how a carrier's system is built. Some will work with vin alone, some need one additional element, some will return unconfirmed but most carriers will respond.

Debbie thanked all for attending! Advised also the May call would possible be a week later than scheduled due to vacation!!!