



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:** January 23, 2012

**Subject:** WVOLV Conference call of January 11, 2012

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Mark Holmes welcomed all and asked that they e-mail the [DMVWVOLV@wv.gov](mailto:DMVWVOLV@wv.gov) address to have record of attendance. The call was then turned over to Justin Mann so that he could update the group on the progress of the pilot.

Justin stated he would give a report and give each named company an opportunity to comment or address any questions or concerns. Two that were currently connected and others that had requested participation early on.

- 1) Westfield – they have been sending data to and have been receiving all non-confirm responses back. Justin and Tekoa Wright (Insure-Rite) have been working closely with Bill Neff (Westfield) who reported they need to make some modifications or enhancements and continue transmitting and receiving and see how they progress. They are hoping to be able to accept VIN number and validate with it also.
- 2) ISO - that handles several different companies. Justin and Tekoa have been sending real data to ISO as well and have been working through any problems as they occur. Currently, they are getting only a 40% confirmation rate and that has only been with a couple of the NAIC numbers. Tekoa stated that they are starting to receive meaningful reason code information. John Cruz from ISO stated that some of the problems that have been identified have been sent to the development team and may resolve as early as today

- 3) GEICO – Justin asked when or if they were still going to be in the pilot? Dick Talley replied they would be ready to start in the middle of February 2012. Justin said great, just let him know and he'll be waiting and ready.
- 4) Travelers – Justin asked if anyone on the call would like to respond? John with ISO handles a number of Travelers but not all. One select group may have to be handled as a small insurer.
- 5) Progressive – Kristen Martin (Progressive) responded that everything on their end seems to be going well and hoped to start participating in the pilot around February 8, 2012. Justin stated he was glad to hear that and was there if she needed any help.
- 6) Hartford - Tekoa had sent the Certificate for connectivity to Hartford and wanted to know if they had done anything with it yet. Gentleman (unintelligible) responded that it should be ready by early next week and Tekoa stated she would keep in touch to see if they have any problems. The gentleman wanted to know about a: the volume of data that would be sent to Hartford at one time and Justin stated that could vary each day by changes or individual requests b: about test data versus production data and Justin stated that the data he is using for the pilot will be used for the production data as it is DMV provided c: if the time line on the request will be 24/7 and not being able to accommodate that. Justin said they would have to at some point to be compliant to the IICMVA module. Justin asked if they wanted to reclassify Hartford and the gentleman responded yes. Then it will be a June 2012 date before Hartford would be ready.
- 7) Safeco – Tekoa responded that she had sent the certificate and had not yet heard back from them. Gentleman (unintelligible) responded to inform that the company tech would be contacting Justin and/or Tekoa to make certain they have no problem with the certificate and connectivity. Also stated that they hoped to be participating by mid to late February 2012. Tekoa asked if the certificate had been installed and the individual didn't know.
- 8) USAA – Justin stated that this company was contacted directly by Commissioner Miller and this is something that we would like to see move forward as quickly as possible. Justin said that he had talked with the company and he is waiting for the connectivity. Tekoa stated that she had sent the certificate to them. Ryan (USAA) responded by telling everyone that the certificate needs to be installed in the new environment on the USAA side. Justin asked but couldn't get a date for that. Doug – Commented that they hope to have the installation by Monday. He wanted

to make sure that Justin had their email addresses. Justin and Tekoa were going to confirm they did have them. Justin commented that he was very pleased with the responses to joining the Pilot.

- 9) Chartis – Raj responded and said that this weekend they hoped to be ready to connect to Insure-Rite.

Justin then opened the floor up for any comments to be made at this time.

- 10) Allstate – Gentleman – Wanted to comment on the 24/7 response time frame and said that would change due to maintenance down time. Justin said they could work around that and there was discussion about if several different times that companies would be doing their maintenance. However, the gentleman said that they would have to be reclassified and would not be ready until March or April 2012.

Westfield- Bill – asked about the information from the last conf. call (Dec 14 2012) dealing with the Website and the information WV was collecting for mailings? Bill asked what progress has been made. Stuart and Scott responded to the question by informing everyone they would be meeting with their Webpage developer this very afternoon. Next conf. call should have more information on this issue. Bill asked about the information for the AGENTS and what it contained and could they get a copy emailed to them to review and possibly make suggestions.

Chartis- Loren – made the comment that he would like to review any type of information to make suggestions. Would there be a letter campaign prior to production.

Allstate – Gentleman – Still in reference to the maintenance/updates issue if it could be handled the way the state of Nevada handles the work around. The Statement about Law Enforcement doesn't close down and the need to discuss how WV will be handling this process.

Question was asked to Justin on how many records would he be sending to the companies – looking for the volume of data and Justin's response was that could vary everyday along with individual request from WV and Law Enforcement as well. No way to answer that question at this time. Justin did say that it would be one request per vehicle.

Question was asked if Historical data would be requested and the answer was "Yes" and if so how much Historical data would be required to be kept.

Chartis – Loren – had a response to the above question was that is usually based on the company, one could keep more than others. Also, Loren asked about what is going to happen when a change of policy has been made. Justin explained that if a response of Non-Confirmed with or without Reason Code is received, that it will be sent again at a later date determined by WV and if still the response is not a confirmation then it would fall into the letter campaign process.

Mark Holmes – Asked stated if there were no more questions or concerns then ended the conf. call.