BOBBY JINDAL
GOVERNOR

MICHAEL D. EDMONSON, COLONEL
DEPUTY SECRETARY

State of Louisiana

Department of Public Safety and Corrections
Public Safety Services

August 20, 2015

ELECTRONIC DELIVERY VIA E-MAIL

Governor Bobby Jindal
4th Floor, Capitol
(Electronic Delivery via e-mail)

James "D" Buddy" Caldwell
Attorney General
(Electronic Delivery via e-mail)

Speaker of the House
Chuck Kleckley
(Electronic Delivery via e-mail)

President of the Senate
Senator John A. Alario, Jr.
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House Committee on House Committee on
Transportation, Highways and Public Works
Representative Karen St. Germain, Chairman
(Electronic Delivery via e-mail)

Senate Committee on the Judiciary B
Senator Jean-Paul J. Morrell, Chairman
(Electronic Delivery via e-mail)

Re: Emergency Rule Adopted by the Louisiana Department of Public Safety and Corrections, Office of Motor Vehicles on Compulsory Insurance Enforcement

Dear Gentlemen,

Notice is given that the Louisiana Department of Public Safety and Corrections, Office of Motor Vehicles, proposes to amend LAC 55:III, Chapter 17, Subchapter B, pursuant to the authority contained in La.R.S. 32:863.2, to revise and amend the entire subchapter by adopting the three documents as described below by reference:

(1) The August 20 2015 Specifications for Notification of Initiation, Termination or Modification of Liability Security,
(2) The Louisiana Insurance Verification System (LAIVS), Implementation Guide for Insurance Providers, and
(3) The Model User Guide for Implementing Online Insurance Verification - Using Web Services to verify evidence of auto liability insurance - Version 5.0 April 18, 2012.

The August 20 2015 Specifications for Notification of Initiation, Termination or Modification of Liability Security makes only technical changes to the electronic notification requirement for initiation and termination of automobile liability insurance. These Specification replace the current specification in LAC 55 Part III, Chapter 17, Subchapter B, §1750 through §1792. This is an existing program by the Department.

LAIVS is being established by the Department. This system will be available to local law enforcement through internet connections and the Law Enforcement Message Switch (LEMS). Funding for establishing the system of Real Time insurance Inquiries was included in Act 641 of 2014.

The Model User Guide for Implementing Online Insurance Verification - Using Web Services to verify evidence of auto liability insurance - Version 5.0 April 18, 2012 is the platform on which the LAIVS is based and was adopted by the Insurance Industry Committee on Motor Vehicle Administration.

The adoption of these items are necessary in order to establish the criteria for the LAIVS so that the Department can provide the requirements to the insurance industry on an expedited basis and provide this necessary tool to law enforcement to aide in the enforcement of Louisiana's compulsory insurance law by allowing roadside verification of insurance coverage.

The following documents are attached:

(1) The text of the emergency rules,
(2) The Declaration of Emergency included in the preface to the emergency rule, and
(3) The insertion order submitted to the Office of the State Register granting authority to publish the emergency rule.

Thank you for your attention to this matter.

Sincerely,

Stephen A. Quidd
Attorney for the Office of Motor Vehicles
(225) 925-6103, 925-6736

Enclosures

Print Form

OFFICE OF THE STATE REGISTER INSERTION ORDER (eff.08/02)

Claiborne Building 1201 North Third Street Suite 3-220 Post Office Box 94095
Baton Rouge, LA 70804-9095 (225)342-5015 FAX (225)342-0284

(SUBMIT A SEPARATE INSERTION ORDER PER DOCUMENT)

☒ **EMERGENCY RULE** ☐ **NOTICE OF INTENT** ☐ **RULE** ☐ **POTPOURRI**

REFER TO INSTRUCTIONS ON REVERSE SIDE

This is your authority to publish in the (month) September 20, 20 15 *Louisiana Register* the document indicated above.

Office of Motor Vehicles
Office/Board/Commission promulgating this document

Dept. of Public Safety & Corrections
Department under which office/board/commission is classified

Jill P. Boudreaux Undersecretary
(name) (title)
Name and title of person whose signature will appear in the publication (at the end of the document)

Stephen Quidd 225-925-6103 925-3974
(name) (phone) (fax)
Name, phone number, and FAX number of person to contact regarding this document

stephen.quidd@dps.la.gov
E-mail address of contact person

Provide a short descriptive listing for this document to be used in the *Louisiana Register's* **TABLE OF CONTENTS/INDEX** (note: this description should match the fiscal statement title, if sending a Notice of Intent:

Compulsory Insurance Enforcement

*If sending a diskette, indicate the name of the file on diskette:

Important: If submitting both an Emergency Rule (ER) and a Notice of Intent (NOI) to be published this month, **AND** if the rule text in the ER is identical to the rule text in the NOI, check here: ☐

Signature of Agency Head or Designee

Jill P. Boudreaux, Undersecretary
Print Name and Title of Agency Head or Designee

CERTIFICATION OF AVAILABLE FUNDS **DOCUMENT #**_____

☒ **ISIS AGENCY:** I certify the availability of fiscal year 15-16 appropriated funds for the payment of the above referenced publication and authorize the processing of an Interagency Billing with the following coding on the 30th of the month of the publication. Attach supplemental sheet for additional lines of coding.

420	2987	4960		5102
AGENCY	ORGANIZATION #	OBJECT	SUB-OBJECT	REPORTING CATEGORY

☐ **NON-ISIS AGENCY:** I certify the availability of fiscal year _____ appropriated funds for the payment of the above referenced publication and agree to place corresponding invoice in line for payment upon receipt.

Signature of Agency Head or Designee - Phone #

Billing Address for Agencies:

Agency Name

Street Address or Post Office Box

City State Zip Code

Lines/Other Charges_____ Typesetting $_____ TOTAL $_____

EMERGENCY RULE
Department of Public Safety and Corrections
Office of Motor Vehicles
LAC 55:III
Chapter 17, Subchapter B
Compulsory Insurance Enforcement

Declaration of Emergency

The Office of Motor Vehicles finds that an imminent peril to the public welfare, requires adoption of a Rule upon shorter notice than that provided in R.S. 49:953(A), as provided in R.S. 49:953(B)(1)(a), as uninsured drivers continue to operate motor vehicles, there by jeopardizing the welfare of law abiding citizens who may be the crash victims of the uninsured drivers, and as the proposed companion permanent rule cannot be adopted until December 20, 2015 at the earliest, it is necessary to adopt this Emergency Rule to have the additional tool for law enforcement in place until the corresponding permanent rules can be adopted to allow law enforcement to verify liability insurance coverage real time on the roadside driver's license plate, and for the Office of Motor Vehicles to have the most accurate insurance information available in connection with enforcement of Louisiana's compulsory insurance laws. This Emergency Rule is promulgated in accordance with the provisions of the Administrative Procedure Act, R.S. 49:953(B)(1) et seq., and is adopted on the date signed by the Undersecretary for the Department, and shall take effect August 20, 2015, and be in effect for the maximum period allowed under the law, one hundred twenty days, or until adoption of the final Rule, whichever occurs first.

This emergency rules adopts LAC 55:III, Chapter 17, Subchapter B, Compulsory Insurance Enforcement, §1751 through §1757 to implement the provisions of La.R.S, 32:863.2(A)(3) and (4) and La. R.S. 32:863.2(F)(6). These are completely new sections.

The current LAC 55:III, Chapter 17, Subchapter B, Specifications for Notification of Initiation, Termination, or Modification of Liability Security, §1750 through §1792 is being repealed in it entirety.

LAC 55:III
Chapter 17, Subchapter B
Compulsory Insurance Enforcement

§1750. Definitions Repealed

AUTHORITY NOTE: Promulgated in accordance with R.S. 32:863.2.

HISTORICAL NOTE: Promulgated by the Department of Public Safety and Corrections, Office of Motor Vehicles, LR 30:2842 (December 2004); repealed LR41:XXXX (December 2015).

§1751. Specifications for Notification of Initiation, Termination, or Modification of Liability Security

A. The Department of Public Safety and Corrections, Office of Motor Vehicles, hereby adopts by reference, the *Section VII Policies and Procedures, Effective Date: August 20 2015, Specifications for Notification of Initiation, Termination or Modification of Liability Security*, hereinafter referred to as the specifications.

B. A copy of these specifications shall be on file at the Office of State Register, Divisions of Administration, 1201 North 3rd Street, Baton Rouge, La. 70802, and copies are available at the Office of Motor Vehicles Headquarters, 7979 Independence Blvd., Ste. 301, Baton Rouge, La. 70806 or P.O. Box 64886, Baton Rouge, LA . 70896.

AUTHORITY NOTE: Promulgated in accordance with R.S. 32:863.2.

HISTORICAL NOTE: Promulgated by the Department of Public Safety and Corrections, Office of Motor Vehicles, LR 41:XXXX (December 2015)

§1752. Introduction Repealed

AUTHORITY NOTE: Promulgated in accordance with R.S. 32:863.2.

HISTORICAL NOTE: Promulgated by the Department of Public Safety and Corrections, Office of Motor Vehicles, LR 30:2844 (December 2004); repealed LR41:XXXX (December 2015).

§1753. Guide for Real-Time System to Identify and Verify the Existence of Motor Vehicle Insurance or Other Security

A. The Department of Public Safety and Corrections, Office of Motor Vehicles, hereby adopts by reference, the *Louisiana Insurance Verification System (LAIVS), Implementation Guide for Insurance Providers, Effective Date: August 20, 2015, Specifications for* , hereinafter referred to as the LAIVS Implementation Guide.

B. A copy of the LAIVS Implementation Guide shall be on file at the Office of State Register, Divisions of Administration, 1201 North 3rd Street, Baton Rouge, La. 70802, and copies are available at the Office of Motor Vehicles Headquarters, 7979 Independence Blvd., Ste. 301, Baton Rouge, La. 70806 or P.O. Box 64886, Baton Rouge, LA . 70896.

AUTHORITY NOTE: Promulgated in accordance with R.S. 32:863.2.

HISTORICAL NOTE: Promulgated by the Department of Public Safety and Corrections, Office of Motor Vehicles, LR 41X:XXXX (December 2015)

§1754. General Information Repealed

AUTHORITY NOTE: Promulgated in accordance with R.S. 32:863.2.

HISTORICAL NOTE: Promulgated by the Department of Public Safety and Corrections, Office of Motor Vehicles, LR 30:2845 (December 2004); repealed LR41:XXXX (December 2015).

§1755. Model User Guide for Implementing Online Insurance Verification

A. The Department of Public Safety and Corrections, Office of Motor Vehicles, hereby adopts by reference, the *Model User Guide for Implementing Online Insurance Verification - Using Web Services to verify evidence of auto liability insurance - Version 5.0 April 18, 2012* - by the Insurance Industry Committee on Motor Vehicle Administration *Effective Date: August 20 2015,* hereinafter referred to as the model user guide.

B. A copy of the model user guide shall be on file at the Office of State Register, Divisions of Administration, 1201 North 3rd Street, Baton Rouge, La. 70802, and copies are available at the Office of Motor Vehicles Headquarters, 7979 Independence Blvd., Ste. 301, Baton Rouge, La. 70806 or P.O. Box 64886, Baton Rouge, LA . 70896.

AUTHORITY NOTE: Promulgated in accordance with R.S. 32:863.2.

HISTORICAL NOTE: Promulgated by the Department of Public Safety and Corrections, Office of Motor Vehicles, LR 41:XXXX (December 2015)

§1756. Manual Filings Repealed

AUTHORITY NOTE: Promulgated in accordance with R.S. 32:863.2.

HISTORICAL NOTE: Promulgated by the Department of Public Safety and Corrections, Office of Motor Vehicles, LR 30:28:2846 (December 2004); repealed LR41:XXXX (December 2015).

§1757. Declaratory Orders and Rulings

(Former §1789. Declaratory Orders and Rulings)

A. Any person desiring a ruling on the applicability of R.S. 32:863.2, or any other statute, or the applicability or validity of any rule, to the reporting of initiation and any subsequent change in insurance coverage shall submit a written petition to the assistant secretary for the Office of Motor Vehicles. The written petition shall cite all

constitutional provisions, statutes, ordinances, cases, and rules which are relevant to the issue presented or which the person wishes the assistant secretary to consider prior to rendering an order or ruling in connection with the petition. The petition shall be typed, printed or written legibly, and signed by the person seeking the ruling or order. The petition shall also contain the person's full printed name, the complete physical and mailing address of the person, and a daytime telephone number.

B. If the petition seeks an order or ruling on a report submitted to the Office of Motor Vehicles by a security provider, the person submitting the petition shall notify the security provider who submitted the report, if the person submitting the petition is not the security provider. Such notice shall be sent by certified mail, return receipt requested. In such case, the petition shall not be considered until proof of such notice has been submitted to the assistant secretary, or until the person petitioning for the order or ruling establishes that the security provider cannot be notified after a due and diligent effort. The notice shall include a copy of the petition submitted to the assistant secretary.

C. The assistant secretary may request the submission of legal memoranda to be considered in rendering any order or ruling. The assistant secretary or his designee shall base the order or ruling on the documents submitted including the petition and legal memoranda. If the assistant secretary or his designee determines that the submission of evidence is necessary for a ruling, the matter may be referred to a hearing officer prior to the rendering of the order or ruling for the taking of such evidence.

D. Notice of the order or ruling shall be sent to the person submitting the petition as well as the security provider receiving notice of the petition at the mailing addresses provided in connection with the petition.

E. The assistant secretary may decline to render an order or ruling if the person submitting the petition has failed to comply with any requirement in this Section.

AUTHORITY NOTE: Promulgated in accordance with R.S. 32:863.2.

HISTORICAL NOTE: Promulgated by the Department of Public Safety and Corrections, Office of Motor Vehicles, LR 24:1780 (September 1998), repromulgated LR 30:2856 (December 2004); repromulgated LR 41:XXXX (December 2015).

§1758. Fleet Filings Repealed

AUTHORITY NOTE: Promulgated in accordance with R.S. 32:863.2.

HISTORICAL NOTE: Promulgated by the Department of Public Safety and Corrections, Office of Motor Vehicles, LR 30:2846 (December 2004); repealed LR 41:XXXX (December 2015).

§1760. Fee Assessments Repealed

AUTHORITY NOTE: Promulgated in accordance with R.S. 32:863.2.

HISTORICAL NOTE: Promulgated by the Department of Public Safety and Corrections, Office of Motor Vehicles, LR 30:2846 (December 2004); repealed LR 41:XXXX (December 2015).

§1762. Transaction Types and How They Are Used Repealed

AUTHORITY NOTE: Promulgated in accordance with R.S. 32:863.2.

HISTORICAL NOTE: Promulgated by the Department of Public Safety and Corrections, Office of Motor Vehicles, LR 30:2846 (December 2004); repealed LR 41:XXXX (December 2015).

§1764. Disposition Codes Repealed

AUTHORITY NOTE: Promulgated in accordance with R.S. 32:863.2.

HISTORICAL NOTE: Promulgated by the Department of Public Safety and Corrections, Office of Motor Vehicles, LR 30:2847 (December 2004); repealed LR 41:XXXX (December 2015).

§1766. Contact Person Information Repealed

AUTHORITY NOTE: Promulgated in accordance with R.S. 32:863.2.

HISTORICAL NOTE: Promulgated by the Department of Public Safety and Corrections, Office of Motor Vehicles, LR 30:2847 (December 2004); repealed LR 41:XXXX (December 2015).

§1768. Reporting Instructions Repealed

AUTHORITY NOTE: Promulgated in accordance with R.S. 32:863.2.

HISTORICAL NOTE: Promulgated by the Department of Public Safety and Corrections, Office of Motor Vehicles, LR 30:2848 (December 2004); repealed LR 41:XXXX (December 2015).

§1770. General Information Repealed

AUTHORITY NOTE: Promulgated in accordance with R.S. 32:863.2.

HISTORICAL NOTE: Promulgated by the Department of Public Safety and Corrections, Office of Motor Vehicles, LR 30:2848 (December 2004); repealed LR 41:XXXX (December 2015).

§1772. File Transfer Repealed

AUTHORITY NOTE: Promulgated in accordance with R.S. 32:863.2.

HISTORICAL NOTE: Promulgated by the Department of Public Safety and Corrections, Office of Motor Vehicles, LR 30:2848 (December 2004); repealed LR 41:XXXX (December 2015).

§1774. Record Processing Repealed

AUTHORITY NOTE: Promulgated in accordance with R.S. 32:863.2.

HISTORICAL NOTE: Promulgated by the Department of Public Safety and Corrections, Office of Motor Vehicles, LR 30:2849 (December 2004): repealed LR 41:XXXX (December 2015).

§1776. Record Formats Repealed

AUTHORITY NOTE: Promulgated in accordance with R.S. 32:863.2.

HISTORICAL NOTE: Promulgated by the Department of Public Safety and Corrections, Office of Motor Vehicles, LR 30:2849 (December 2004); repealed LR 41:XXXX (December 2015).

§1778. Header Record Repealed

AUTHORITY NOTE: Promulgated in accordance with R.S. 32:863.2.

HISTORICAL NOTE: Promulgated by the Department of Public Safety and Corrections, Office of Motor Vehicles, LR 30:2849 (December 2004); repealed LR 41:XXXX (December 2015).

§1780. Individual Vehicle Filing Record Repealed

AUTHORITY NOTE: Promulgated in accordance with R.S. 32:863.2.

HISTORICAL NOTE: Promulgated by the Department of Public Safety and Corrections, Office of Motor Vehicles, LR 30:2850 (December 2004); repealed LR 41:XXXX (December 2015).

§1782. Approved Reporting Methods Repealed

AUTHORITY NOTE: Promulgated in accordance with R.S. 32:863.2.

HISTORICAL NOTE: Promulgated by the Department of Public Safety and Corrections, Office of Motor Vehicles, LR 30:2852 (December 2004); repealed LR 41:XXXX (December 2015).

§1784. Fleet Filing Record Repealed

AUTHORITY NOTE: Promulgated in accordance with R.S. 32:863.2.

HISTORICAL NOTE: Promulgated by the Department of Public Safety and Corrections, Office of Motor Vehicles, LR 30:2853 (December 2004); repealed LR 41:XXXX (December 2015).

§1786. Trailer Record Repealed

AUTHORITY NOTE: Promulgated in accordance with R.S. 32:863.2.

HISTORICAL NOTE: Promulgated by the Department of Public Safety and Corrections, Office of Motor Vehicles, LR 30:2854 (December 2004); repealed LR 41:XXXX (December 2015).

§1788. Invalid Vehicle Type-UseRepealed

AUTHORITY NOTE: Promulgated in accordance with R.S. 32:863.2.

HISTORICAL NOTE: Promulgated by the Department of Public Safety and Corrections, Office of Motor Vehicles, LR 30:2856 (December 2004); repealed LR 41:XXXX (December 2015).

§1789. Declaratory Orders and Rulings Readopted as § 1757

AUTHORITY NOTE: Promulgated in accordance with R.S. 32:863.2.

HISTORICAL NOTE: Promulgated by the Department of Public Safety and Corrections, Office of Motor Vehicles, LR 24:1780 (September 1998), repromulgated LR 30:2856 (December 2004); readopted as §1757 LR 41:XXXX (December 2015).

§1790. Identification Card SpecificationsRepealed

AUTHORITY NOTE: Promulgated in accordance with R.S. 32:863.2.

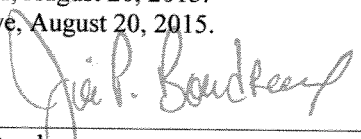
HISTORICAL NOTE: Promulgated by the Department of Public Safety and Corrections, Office of Motor Vehicles, LR 30:2856 (December 2004); repealed LR 41:XXXX (December 2015).

§1792. Proof of Liability Security Repealed

AUTHORITY NOTE: Promulgated in accordance with R.S. 32:863.2.

HISTORICAL NOTE: Promulgated by the Department of Public Safety and Corrections, Office of Motor Vehicles, LR 30:2858 (December 2004); repealed LR 41:XXXX (December 2015).

Adopted, August 20, 2015.
Effective, August 20, 2015.



Jill P. Boudreaux
Undersecretary

Louisiana Department of
Public Safety & Corrections
Office of Motor Vehicles

Section VII Policies and Procedures

Effective Date: August 20, 2015

Specifications for Notification of Initiation, Termination or Modification of Liability Security

TABLE OF CONTENTS

I. INTRODUCTION

A. Effective July 1, 1998, security providers shall report to the Department of Public Safety and Corrections, Office of Motor Vehicles, certain information, on a vehicle by vehicle basis, with certain exceptions, in accordance with the Compulsory Motor Vehicle Liability Security Law (R.S. 32:861 et. seq.) "the Compulsory Security Law" and with these Rules and Regulations regarding the initiation of liability coverage as well as the termination, withdrawal, cancellation, lapsing or otherwise rendering ineffective of liability coverage.

B. As required by law and these Rules and Regulations, reports must be made to the Department whenever liability security on a vehicle is issued, procured, recalled, reinstated, terminated, canceled or changed from binder status to an active policy number.

C. Such information must be transmitted to the Department in an efficient and timely manner in accordance with these Rules and Regulations.

D. Insurance companies shall not provide information to the Department except as required by law or these Rules and Regulations. Examples of information which will **not** be submitted to the Department include, but are not limited to, the following:

1. Information on non-liability coverage such as collision and comprehensive policies
2. Information of liability policies not in compliance with the Compulsory Security Law (such as umbrella policies with excess coverage and non-ownership policies)
3. Addition or deletion of other drivers
4. Change of policy number
5. Invalid type use or class

E. The purpose of the information required is to enforce the Motor Vehicle Safety Responsibility Law (R.S. 32:851 et. seq.) and particularly the Compulsory Security Law (R.S. 32:861 et. seq.). Consistently with this purpose, the information maintained by the Department will be provided to a person making proper written request under R.S. 32:863.2.C and R.S. 32:871, **ONLY** after an accident is reported in accordance with R.S. 32:871. Information will be provided on a single individual or vehicle basis only. In order to preserve the proprietary information of insurance companies, insurance coverage information compiled by company or by zip code, for example, will not be made available to inquirers, nor will the Department develop or maintain any composite list by insurance company or insurance company identifier except by count of disposition codes. The Department will cooperate fully with the insurance industry in preserving the security of customer lists and related data. The Department will initiate

criminal prosecution for violations arising out of the wrongful taking or use of information reported under these Rules and Regulations.

F. The intent of these Rules and Regulations is to provide a mechanism whereby the liability security coverage for each vehicle subject to the Compulsory Security Law is identified, with the least necessary intrusion into the proprietary interests of liability security providers. To that end the Department, responding to the expressed concerns of the insurance industry, has attempted to eliminate unnecessary redundancy in the data required to be reported. To the extent that any adjustments are required in the scope of reportable information, the Department solicits the continuing active cooperation of the insurance industry in maintaining the effective operation of the Compulsory Security Law.

G. These Rules and Regulations permit adjustments to technical specifications. Security Providers will be advised by mail (postal, electronic or both) of any changes in the technical specifications of this Section. The Department will always attempt to give ninety (90) days notice of these adjustments so that the Security Provider may have enough time to implement the changes, however, legislative changes or other circumstances may result in notice of less than ninety (90) days. Such mailings may be called "Advisory Bulletins" or "Memorandums" from the Commissioner of the Office of Motor Vehicles. These bulletins or memorandums may also contain clarifications, helpful hints and such additional information as may be deemed applicable to compliance with the Compulsory Security Law. Moreover, in the event that an unusual situation is not covered by these regulations, a reasonable procedure consistent with the Compulsory Security Law will be followed.

H. In cases where, after written notice, a Security Provider continually fails to supply the information required by R.S. 32:863.2 and these Rules and Regulations, fees as provided by that statute may be imposed. A Security Provider will not be charged a fee for providing data based on a reasonable assumption, such as assuming in good faith that the owner's driver's license number is the same as the named insured's driver's license number. Special consideration shall be given to unusual problems in compliance, provided in writing.

I. A Security Provider must notify the Department when motor vehicle liability security is issued or procured or after motor vehicle liability security is recalled, reinstated, terminated, canceled or changed from binder status to an active policy number. For initiations and terminations such notification shall be made within fifteen (15) business days of the issue date. Notification shall be made in the form required by the Department as set forth in these Rules and Regulations. A separate notice shall be submitted for each vehicle. Failure to properly notify the Department may result in administrative fees.

J. Procedural questions concerning this regulation should be referred to (email is the preferred method of communication):

1. Mailing Address:

Louisiana Department of Public Safety and Corrections
Office of Motor Vehicles
Post Office Box 64886
Baton Rouge, Louisiana 70896
Attention: Compulsory Insurance Unit

2. Phone Number: (225) 925-7285 or (225) 925-3731

3. Email: **Insurance@dps.la.gov**

4. Fax Number: (225) 922-0158

K. Technical questions concerning this regulation should be referred to (email is the preferred method of communication):

1. Mailing Address:

Louisiana Department of Public Safety and Corrections
Data Processing Center
8001 Independence Boulevard
Baton Rouge, Louisiana 70806
Attention: DMB Project Leader

2. Phone Number : (225) 922-2260

3. Email: **Insurance@dps.la.gov**

4. Fax Number: (225) 925-4019

II. DEFINITIONS

Account number/user-id: The unique identifier assigned to each servicing agent. If the electronic filing method is via the internet, this code is assigned by GXS to identify the mailbox for the reporting entity and is also used by GXS for billing. If

the electronic filing method is via the Louisiana Secure Server, the account number and user-id will be assigned by the Department.

Business Days: Business days are Monday through Friday, between 8:00 a.m. and 4:30 p.m. central time. Business days do not include Saturday, Sunday, state holidays or any other holiday declared by the Governor.

Change in Coverage: A change in coverage shall be considered either an initiation of coverage or a termination of coverage based on the nature of the change. **The addition of a vehicle to a liability security policy shall be considered an initiation of coverage.** The effective date of the initiation shall be the date the vehicle was added to the policy, regardless of the date the original policy was issued. The deletion of a vehicle from a liability security policy shall be considered a termination of coverage. The replacement of a covered vehicle with another vehicle in a liability security policy shall be considered both a termination of coverage for the replaced vehicle and an initiation of coverage for the replacement vehicle. If the registered owner of a vehicle changes, the previous owner's coverage shall be terminated and the new registered owner's initiation of coverage shall be reported. If the principal driver changes, but the registered owner stays the same, no change in coverage shall be reported. **Renewals, without a lapse in coverage, shall not be reported. Renewals in which only the policy number changes shall not be reported.** Changes in coverage not related to the vehicle liability security being issued, procured, recalled, reinstated, terminated, canceled or changed from binder status to an active policy number shall not be reported.

Department: Department of Public Safety and Corrections.

Duplicate Record: Any record reported with the same information (**INS-COMP-CODE, VIN, TERMINATION-OR-CHANGE-OR-EFFECTIVE-DATE and TRANSACTION-TYPE**) as a record already in the Department's insurance system is a DUPLICATE RECORD and will be rejected. (Disposition code "D").

Edit Error: A record submitted by an insurance company or servicing agent unacceptable for filing purposes due to the absence of information in a required field or the presence of invalid information in the key data fields is an EDIT ERROR. Key data fields are identified and detailed in the technical filing specifications. Any record which is returned to an insurance company or servicing agent as an EDIT ERROR is not a filing.

The record shall be corrected and re-reported within fifteen (15) business days of the RETURN-DATE. (Disposition code "E").

Edit Error Mask: The field within each type of record (Header, Individual Vehicle and Fleet) that is used to identify fields that failed to pass the edits. When the Disposition code is "E" the EDIT-ERROR-MASK field will identify which fields failed to pass the edits (1) and which fields are edit error free (0).

Fleet Policy: A policy insuring a business with a fleet of five (5) or more vehicles registered in Louisiana for which VIN information is not maintained on each vehicle. If the insurance company maintains the VIN of each vehicle within the fleet, the filing **must** be reported on a vehicle by vehicle basis.

Hit: A record submitted by an insurance or servicing agent which matches a Department's vehicle registration record and is an acceptable record. (Disposition code "H").

Incorrect Type-Use: The reported vehicle is exempt from the Compulsory Motor Vehicle Liability Security Law because of the "type use" or "class" of vehicle. This record is not updated to the system. **Do not resubmit this record.** (Disposition code "I").

Initiation of Coverage: The issuing or making of a liability security policy, liability bond, deposit or other security.

Insurance Company Code: A unique number assigned to each insurance company. The **N**ational **A**ssociation of **I**nsurance **C**ommissioners Code (NAIC code) or a temporary identification number assigned by the Department to an insurance company for the purpose of R.S. 32:863.2 of the Compulsory Motor Vehicle Liability Security Law will be used.

Lapse: When a vehicle liability security policy is not in effect for one (1) or more days.

No-Hit: A record submitted by an insurance company or servicing agent which does not match a Department vehicle registration record and which does not pass the VINA check. The filing must be corrected and resubmitted within fifteen (15) business days of the RETURN-DATE. (Disposition code "U").

Non-Renewals: A non-renewal of a motor vehicle liability insurance policy shall include: (a) a refusal by the insurer to issue a superseding policy or a renewal of such policy, (b) a request by the insured that a superseding policy not be issued or such policy not be renewed or (c) a failure of the insured to make the premium payment due upon a superseding policy or on a renewal of such policy offered by the insurer. Non-renewals are to be reported in the same manner as cancellations or terminations.

Notification: The furnishing of information by a security provider to the Department concerning liability security or lack of liability security on a motor vehicle, or a change or correction of data concerning the item of security, the vehicle or the lessee or owner, as required by R.S. 32:863.2 of the Motor Vehicle Liability Security Law and these Rules and Regulations.

Out-of-Sequence Error: The records submitted are not in chronological order. For example the cancellation is reported prior to the initiation. This record is unacceptable for filing purposes and is returned to the insurance company. **Records shall be reported in chronological order.** (Disposition code "S").

Owner: The name of the legal lessee or owner as obtained by the security provider from the Vehicle Registration Certificate.

Owner ID Number: Driver's license number for an individual, lessee or owner, the left most nine (9) characters of the driver's license number or federal tax identification number for the lessee or owner such as a corporation, an estate, etc. **This is always a required field.**

Policy Number: The number of the policy that the vehicle is insured under. The insurance company will maintain a list of policy numbers and effective dates for each vehicle or fleet reported.

Prescribed: The record submitted is over eighteen (18) months old. There is an eighteen (18) month difference between the TERMINATION-OR-CHANGE-OR-EFFECTIVE-DATE or ISSUE-DATE and the date this record was received by the Department. This record is not updated to the system. **Do not resubmit this record.** (Disposition code "P").

Recall of Notification: A record submitted to the Department by a security provider or servicing agent, which rescinds a record previously submitted to the Department in error. The recall record fields match the original record

fields except for the TRANSACTION-TYPE. A transaction type "B" will recall an initiation ("A"). A transaction type "1" will recall a termination ("0").

Record: Insurance information pertaining to the items required by law and these Rules and Regulations for an individual vehicle or fleet coverage.

Return Filing Report: A report prepared by the Department for an insurance company or servicing agent following completion of processing (editing of data and record matching) containing the disposition of each record. **It is the responsibility of the insurance company or servicing agent to review this report and take the necessary corrective action as required by these Rules and Regulations.** If the return report contains only the header record, that record was submitted with incorrect or missing information. In this case, the header record must be corrected and **all** of the filing records must be resubmitted. **None** of the filing records submitted with an incomplete or incorrect header record will be accepted.
Please note the Office of Motor Vehicles is not responsible for keeping a copy of this report.

Restricted Hit: A record submitted by an insurance company or servicing agent which does **not** match a Department vehicle registration record but which does pass the VINA edit check. These records do not need to be re-reported. (Disposition code "R").

Return Date: The Department will provide a return date in its filing report. The return date will be the date the Department writes the filing report and will equal the date in the DATE-PROCESSED field of the trailer record.

Security Provider: A liability insurance company or other provider of liability security required under the Compulsory Motor Vehicle Liability Security Law (R.S. 32:861 et. seq.).

Service Agent: Any person or organization duly designated by an insurance company to prepare, transmit or deliver records on behalf of such insurance company.

Service Agent Code: A number assigned to each service agent. Either the National Association of Insurance Commissioners Code (NAIC code) or a temporary identification number assigned by the Department will be used.

Termination/Cancellation of Liability Security:	Any cancellation or termination of liability security on a motor vehicle (whether caused by the insurer or insured).
Timely Filing:	Notification received within fifteen (15) business days from the issue date when a vehicle's liability security is issued, procured, recalled, reinstated, terminated, canceled or changed from binder status to an active policy number.
VINA:	Routine used to compute the VIN check digit for 1981 or newer vehicles.

III. GENERAL INFORMATION

A. CORRECTING NO-HITS

A "Hit" is based on the VIN number. When the VIN does not match with the Department's vehicle registration records and fails the VINA check, the record is coded "No-Hit" (Disposition code "U"). In accordance with these Rules and Regulations, the security provider (insurance company) has fifteen (15) business days from the Return Date of the filing to correct the VIN information and resubmit. If a company provides a VIN for a 1981 or newer vehicle and the Department's VINA check determines that the VIN is valid, but the VIN is not available from the Department's vehicle registration records, the record is returned as a "Restricted Hit". (Disposition code "R").

B. REPORTING AN INITIATION OF COVERAGE AND CANCELLATION OF COVERAGE AT THE SAME TIME

The last record received from a company for a vehicle is considered to reflect the status of the vehicle with the company. Multiple filings for a single vehicle having the same company code and owner-ID will result in the last record received being maintained by the Department. Receiving records out of order remains a problem with many companies and may result in cancellation notices being sent to individuals who have insurance. **All records must be submitted in chronological order.**

C. RECALLING NOTIFICATION

When a Security Provider discovers that a cancellation or initiation of coverage was reported by mistake, the Security Provider shall submit to the Department a notice of recall of notification. All of the data except the transaction type shall be the same as originally submitted in order to match the recall with the notification. A transaction type "B" will recall an initiation ("A"). A transaction type "1" will recall a termination ("0").

D. WARNING ON NOTICE OF ACKNOWLEDGMENT OF TERMINATION TO INSURED

The Notice of Acknowledgment of Termination sent to an insured shall contain the following warning notice:

> If you do not keep your liability insurance in force during the entire registration period, your registering privileges will be subject to revocation. By law your insurance carrier is required to report specific termination information to the Commissioner of the Department of Public Safety and Corrections.

E. **TIMELY INSURANCE FILINGS**

In accordance with these Rules and Regulations, the Security Provider must notify the Department **when** motor vehicle security is begun, issued or procured or after motor vehicle security is ended, recalled, reinstated, terminated, canceled or changed from a binder status to an active policy number. Such notification must be made within fifteen (15) business days from the issue date. The Security Provider has fifteen (15) business days from receipt of the Department's returned filings to correct any "No-Hit" records and resubmit. Termination filings received prior to the effective date will result in an edit error (Disposition code "E"). An edit error is not an acceptable filing. Edit errors must be corrected and resubmitted. **It is the responsibility of the insurance company or servicing agent to review and take the necessary corrective action as required by these Rules and Regulations.** An initiation or termination filing will be considered late if the date received is more than fifteen (15) business days after the issue date. Any filings considered late will be returned with the LATE-FLAG set to "Y".

Possible Policy Scenarios:

If a policy lapses and is then later reinstated, with a lapse, submit a termination. Whenever the policy is re-issued, send in the initiation with the new initiation date, not the date that the policy was initially issued.

1. If insurance coverage lapses and is reinstated without a lapse and a termination has been submitted, recall the termination. **Do not** send in a new initiation.
2. If insurance coverage lapses and is reinstated without a lapse and a termination was not submitted, no filings are required. Only valid terminations should be reported.
3. If the policy number changes or if the policy is renewed without any owner ID or vehicle or company (NAIC number) changes, then a filing is not required.

The Department will monitor this area of the reporting requirements. Those Security Providers who violate this provision will be subject to possible fee assessments.

F. **MANUAL FILINGS**

Effective January 1, 2005 the Department will no longer accept manual filings.

G. **FLEET FILINGS**

Guidelines for Fleet Filings

Eligibility Any insurance company writing motor vehicle liability insurance in Louisiana and insuring a fleet of five (5) or more vehicles registered in Louisiana for which VIN information is not maintained on each vehicle must electronically report said fleet coverage as specified in these Rules and Regulations. If the insurance company maintains the VIN number

of each vehicle within the fleet, the filing **must** be reported on a vehicle by vehicle basis.

Conditions of Filing A Security Provider must notify the Department after motor vehicle liability security is begun, ended or in certain ways modified. Such notification shall be made within fifteen (15) business days of the issue date of ~~the~~ initiation termination of coverage. After the initiation has been reported, the cancellation is not to be reported until the entire Fleet policy has been canceled. (Do not report the addition or deletion of individual vehicles.)

Format Each notification must be transmitted electronically using the formats provided in these Rules and Regulations.

Number of Vehicles The estimated number of vehicles in a fleet is reported in lieu of VIN information on a vehicle by vehicle basis.

H. FEE ASSESSMENTS

The Louisiana Department of Public Safety and Corrections is charged with administering and enforcing all compulsory insurance provisions. In so doing, we must rely on the cooperation of the insurance industry to provide timely, complete and accurate information in accordance with R.S. 32:863.2 and these Rules and Regulations.

Failure to report the required information and/or failure to report the required information timely can result in the insurance company being assessed a fee. If any of acceptable filings (Disposition codes Hit and Restrict Hit) are considered late, a fee of $50.00 may be assessed for each of these late filings. A fee of $50.00 may be assessed for each failure to report.

This State's vehicle registration records will be checked against liability security insurance records on an ongoing basis. Fees will be assessed to those companies in non-compliance with the statute and these Rules and Regulations. Further, in cooperation with the Department of Insurance, continuous violations and non-compliance could result in additional administrative or judicial action.

Fees will not be assessed to those Security Providers who continue to report all insured vehicles, as well as reporting them in a timely manner.

I. TRANSACTION TYPES AND HOW THEY ARE USED

Described below are the transaction types and how each may be used.

0 – TERMINATION: A termination or cancellation notice is submitted whenever liability security is canceled or terminated.

1 – RECALL OF TERMINATION: The recall of transaction type "0" is used whenever a cancellation notice has previously been sent **in error.**

Example: A cancellation notice was incorrectly reported. The cancellation date was reported as February 2 instead of February 13. A recall of the February 2 cancellation notice is submitted followed by a cancellation notice having a cancel date of February 13.

6 – TERMINATION FOR NSF CHECK: A termination or cancellation notice pursuant to this code is submitted whenever a Security Provider backdates the effective date of a cancellation because the insurer paid with a check that was returned by the bank more than fifteen (15) days after the effective date of the policy.

7 – TERMINATION FOR RESCINDED/CANCELED SALE: A termination or cancellation notice is submitted whenever liability security is canceled or terminated as a result of a rescinded or canceled sale of the vehicle.

A – INITIATION: An initiation notice is submitted whenever liability security is initiated (new business) on a vehicle. If there is a lapse in coverage, a termination notice must be submitted followed by an initiation notice showing the new initiation or reinstated date.

B – RECALL OF INITIATION: The recall of transaction type "A" is used whenever an initiation notice is submitted **in error.**

Example: An initiation notice was incorrectly reported. The starting date was reported as February 2 instead of February 13. A recall of the February 2 initiation notice is submitted followed by an initiation notice having a starting date of February 13.

F – CHANGE: A change notice is submitted only for changing the policy number from "BINDER" to an active policy number.

Example: An initiation notice was submitted with a policy number of "BINDER". A change notice is submitted with an active policy number.

J. **DISPOSITION CODES**

Described below are the disposition codes returned and how they are used.

D – DUPLICATE REPORTING: This record was previously reported to the Department with the same information. This record has been **rejected** by the Department. It is not necessary to re-report the same record again after it was successfully reported.

E – EDIT ERROR: This record is not acceptable due to the absence of information in a required field or invalid information in a field. This record has been **rejected** by the Department. The EDIT-ERROR-MASK field needs to be evaluated to determine the field(s) that requires amendment. After the field(s) have been corrected this record shall be re-reported.

H – HIT: This record has been **accepted** by the Department. This record's VIN matches a vehicle that requires compulsory liability security and is currently registered in Louisiana.

I – INCORRECT VEHICLE "TYPE USE" OR "CLASS": This record has been **rejected** by the Department. The "type use" or "class" of this vehicle record is such that it does not have to be reported to the Department. An example of this type of vehicle is a trailer.

P –PRESCRIBED: This record is not acceptable because the date in the TERMINATION-OR-CHANGE-OR-EFFECTIVE-DATE or ISSUE-DATE field is more than eighteen (18) months old. This record has been **rejected** by the department.

R – RESTRICTED HIT: This record has been **accepted** by the Department. The VIN of this record does not match a vehicle currently registered in Louisiana that requires compulsory insurance; however, the VIN reported passes the VINA edit routine. This record should be verified using the Vehicle Registration Certificate.

S – SEQUENCE ERROR: This record has been **rejected** by the Department. The record has been reported out of sequence. Examples are: reporting a transaction type "0" (termination) prior to having reported a transaction type "A" (initiation). **Records shall be reported in chronological order.**

U – NO-HIT: This record has been **rejected** by the Department. The VIN of this record does not match a vehicle currently registered in Louisiana. The VIN does not pass the VINA edit routine. The record should be verified using the Vehicle Registration Certificate.

K. CONTACT PERSON INFORMATION

Certain information is needed periodically by this agency to facilitate communication with Security Providers. The contact information sheet is to be completed and returned to the Department during the month of January each year **and** whenever there is a change involving contact personnel. A contact information sheet shall be submitted for **each** insurance company.

Please furnish the name of the representative responsible for compliance:

Administrative reporting requirements
Information Technology/Information Services/Data Processing
Commercial lines
Personal lines
Fleet filings
Other personnel responsible for filings or fee assessment

CONTACT PERSON INFORMATION SHEET

LA. OFFICE OF MOTOR VEHICLES
COMPULSORY INSURANCE UNIT
P.O.BOX 64886
BATON ROUGE, LA 70896

Certain updated information is needed periodically by this agency in order for us to contact the correct person within your insurance company to provide the most updated information or to correct problem areas.

The contact information sheet is to be completed and returned to this Department. The contact sheet must be submitted during the month of January each year and whenever there is a change in any of your company's contact personnel.

A contact information sheet must be submitted for each insurance company.

Please furnish the name of the representative for compliance with administrative reporting requirements, data processing, commercial lines, personal lines, fleet filings and other personnel responsible for filings or fee assessments.

This information will assist us in contacting your company's representative(s) in regard to specific compliance regulations.

NAIC# **NAME OF INSURANCE COMPANY**

ADMINISTRATIVE COMPLIANCE	**DATA PROCESSING**
NAME:	**NAME:**
ADDRESS:	**ADDRESS:**
PHONE: ( )	**PHONE: ( )**
FAX: ( )	**FAX: ( )**
E-MAIL ADDRESS:	**E-MAIL ADDRESS:**

AREA OF RESPONSIBILITY	**AREA OF RESPONSIBILITY**
NAME:	**NAME:**
ADDRESS:	**ADDRESS:**
PHONE: ( )	**PHONE: ( )**
FAX: ( )	**FAX: ( )**
E-MAIL ADDRESS:	**E-MAIL ADDRESS:**

IV. REPORTING INSTRUCTIONS

The Louisiana Department of Public Safety and Corrections has two acceptable methods of exchanging electronic data for compulsory liability insurance reporting.

One method is to utilize GXS's "**Information Exchange**" service. The "**Information Exchange**" service will allow secure electronic data transfer between the Department and each insurance company. The "**Information Exchange**" service gives you the option of submitting multiple filings per day. A message class should be used when sending files via GXS to the test or production mailbox. The message class for uncompressed files is LAPS however the Department no longer accepts compressed files. The following outlines steps necessary to begin participating in this electronic transfer. Assistance in implementing the insurance company's part of this electronic relationship will be provided by the Marketing and Enabling Support function which can be reached at (877) 326-6426. The Department's mailbox (account-number/user-id) is: "**LAPS/LAPSS67**" for test; "**LAPS/LAPSS68**" for production. Please do not send more than 50,000 records at one time. For more records, split the file into smaller parts and send these individually. Each part must contain one header and one trailer.

A test filing **shall** be submitted for all new companies. Please ensure that the test files are sent to the test mailbox (**LAPS/LAPSS67**) and that all testing has been completed before sending a file to the production mailbox.

Network Connectivity/Mailbox
Security Providers that currently have connectivity to GXS, either through **I**nsurance **V**alue **A**dded **N**etwork **S**ervices ("**IVANS**" phone number (800) 548-2675) or directly, must ensure that their network account is attached to the "**Information Exchange**" service. Marketing and Enabling Support can verify this for you. If you do not currently have an account with GXS and would like one, or if you currently access a mailbox for which restrictions prevent use of that mailbox in this effort, you can obtain an account. Please contact Marketing and Enabling Support at the number noted above.

Cost Information
Information for costs related to participation in this activity (network charges, software charges, etc.) will be provided by the individuals/groups noted above. Costs incurred through participation in this electronic transfer of data will be the responsibility of the filing Security Provider, not the Department.

After contacting GXS, please provide the Department at Insurance@dps.la.gov with the NAIC number, account number and user ID.

The second method is the State of Louisiana's free **DMZ MoveIt** server. You may only submit one filing per day. The following outlines the steps necessary to begin participating in this method of electronic transfer. You will need to contact the Department at **Insurance@dps.la.gov** to obtain a security form. This form must be completed, signed, scanned and emailed back to the Department for processing. An account will be created for you. Once the account is created you will receive a flow chart with the file names required for you to submit your filings and to retrieve your return error files. You will be required to submit a test file. If the test file is successful then you will be able to go to production.

A. **GENERAL INFORMATION**

All record formats for electronic transfer will be as described below in the section entitled **RECORD FORMATS**.

The Department will retrieve filings only once per day. Any filing not sent before this retrieval time will be considered filed on the next day.

After processing, information will be returned to the appropriate GXS mailbox or DMZ MoveIt server folder. The returned data will then be ready to be accessed by the insurance company.

* Please process the return files prior to sending in any additional files.

B. **FILE TRANSFER**

The Department will transfer all files using the **FTP** protocol. Therefore all files will need to be placed in the Department's mailbox using **FTP** or in **FTP ASCII** format which uses a **CRLF** (carriage return line feed) pair as the end-of-line character sequence.

C. **RECORD PROCESSING**

The filing record will have: a header record, filing records (individual vehicle or fleet) and a trailer record. The trailer record will consist of all 9's from character 1 through character 219. Character number 220 of the trailer record should have a transaction type of "2". After processing the filing records, the Department will return the filing report to the insurance company's GXS mailbox or DMZ MoveIt server folder. The report will consist of: the header record, filing records with dispositions and late flags and a trailer record containing summary totals.
Upon receipt, filings will be edited for the purpose of verification of format and reporting requirements identifying missing or invalid data. Accepted records (those

without edit errors) will then be compared by VIN with Departmental vehicle registration files. After these steps, records that do not result in a match will be considered unresolved. **It is the responsibility of the insurance company to read the returned filing.** No-Hit (Disposition code "U") and Edit-Error (Disposition code "E") exceptions must be corrected and re-submitted within fifteen (15) business days from the receipt of the returned filing. If an Out-of-Sequence (Disposition code "S") error is received contact the Department as soon as possible **before** trying to make corrections to avoid filing errors that **cannot** be corrected.

D. **RECORD FORMATS**

There are four (4) types of records: header, individual vehicle filing, fleet filing and trailer.

A header record must be the first record on filings submitted to the Department. This record contains information pertaining to a particular filing as well as the account number and user-id of the reporting service agent. This information is critical for preparing the Department's return report. The header record will be the first record on the Department's return report and will have a record type of "3".

An individual vehicle filing record is used by an insurance company for reporting required liability security information for an individual vehicle. This filing record will have a record type of "1".

A fleet filing record is used by an insurance company for reporting required liability security information for a fleet of vehicles. This filing record will have a record type of "4".

1. **HEADER RECORD**

A. The header record has a record type = "3" and it will be edited for errors. It must be the first record on the filing. Filings will not be processed if the header record does not pass all edit checks. If an error is encountered, the header record will be the only record written to the return report. Character positions (194 – 218) of the header will have an EDIT-ERROR-MASK. The field(s) in error must be corrected and the record(s) re-submitted for processing.

B. Header Record Field Descriptions:

1. SERV-AGENT-CODE – Code for an insurance company preparing its own filing, or a Department-supplied number. The service

agent code must be the same throughout the entire filing report.

2. NR-FILING-RECORDS – Number of filings records, excluding header and trailer records. An accurate count for this field is not required. It must have six (6) digits but it can be six (6) zeros.
3. DATE-CREATED – Date the filing report was created. Use format CCYYMMDD.
4. TEST-FILE – Indicator to determine if filing report is production or test. Use "Y" for test data or "N" for live data. If the indicator is "Y", filing reports for GXS must be sent to the Test mailbox ("**LAPS/LAPSS67**").
5. COMPRESSION – Use "N" for uncompressed.
6. ACCOUNT-NUMBER – The account number (assigned to the company by the GXS or the Department).
7. PERIOD – The character ".".
8. USER-ID – The user ID (assigned to the company by the GXS or the Department).
9. INS-CO-USAGE – This field is for insurance company usage.
10. FILLER – Unused. Should be space filled.
11. EDIT-ERROR-MASK – Used by the Department to identify fields in error if the Disposition code is "E".
12. DISPOSITION – If the header record is acceptable will be a SPACE, if the header record is unacceptable will be "E".
13. RECORD-TYPE – Use a "3".

C. The following fields are required, and the absence of any of these key data fields or the presence of invalid data in any of the key data fields is an edit error which precludes the Department from processing any filing records on the submission.

1. SERV-AGENT-CODE
2. NR-FILING-RECORDS
3. DATE-CREATED
4. TEST-FILE
5. COMPRESSION
6. ACCOUNT-NUMBER
7. PERIOD
8. USER-ID
9. RECORD-TYPE

D. Returning Edit Errors: For a header record with an "E" disposition, the EDIT-ERROR-MASK field will be used to indicate the fields in error.

Positions are as follows:

1.	SERV-AGENT-CODE	194
2.	NR-FILING-RECORDS	195
3.	DATE-CREATED	196
4.	TEST-FILE	197
5.	COMPRESSION	198
6.	ACCOUNT-NUMBER	199
7.	PERIOD	200
8.	USER-ID	201
9.	RECORD-TYPE	202

A value of "1" in any of the above character positions signifies an error in the corresponding item. For example, if the SERV-AGT is missing, character position 194 will have a value of "1". A value of "0" in any character position of the EDIT-ERROR-MASK signifies that the corresponding item passed the edits.

2. INDIVIDUAL VEHICLE FILING RECORD

A. An individual vehicle filing record identifies the vehicle for which liability security has been issued, procured, recalled, reinstated, terminated, canceled or changed from binder status to an active policy. Every individual vehicle filing record in the RETURN FILING REPORT is to be reviewed. Duplicate reportings (Disposition code "D") are not to be re-reported to the Department. Edit errors (Disposition code "E") are to be corrected and re-reported to the Department within fifteen (15) business days of the Return-Date. Hits (Disposition code "H") are acceptable. Incorrect "type use" or "class" (Disposition code "I") are not to be re-reported to the Department. Prescribed (Disposition code "P") are not to be re-reported to the Department. Restricted-Hit (Disposition code "R") are to have the "**VIN**" verified with the "**V**ehicle **I**dentification **N**umber" field from the Vehicle Registration Certificate. If the "**VIN**" reported matches the "**V**ehicle **I**dentification **N**umber" on the Vehicle Registration Certificate, do not re-report. If the "**VIN**" reported does not match the "**V**ehicle **I**dentification **N**umber" on the Vehicle Registration Certificate, re-report with the correct "**VIN**". Sequence errors (Disposition code "S") must be researched to determine if the record needs to be resubmitted with necessary

changes. **Records must be reported in chronological order.** No-Hit (Disposition code "U") are to have the "**VIN**" verified with the "**V**ehicle **I**dentification **N**umber" field from the Vehicle Registration Certificate, corrected and re-reported with the correct "**VIN**"; this is not an acceptable reporting.

B. Individual Vehicle Filing Record Field Descriptions:

1. VIN – "Vehicle Identification Number" field from the Vehicle Registration Certificate.
2. INS-COMP-CODE – NAIC Code (Best's Insurance Reports Property-Casualty).
3. TRANSACTION-TYPE – See Section III.I. (Transaction Types and How They Are Used)
4. INS-POLICY-NR – Policy number.
5. TERMINATION-OR-CHANGE-OR-EFFECTIVE-DATE – Date insurance coverage on VIN was canceled, terminated, changed or became effective. Use format CCYYMMDD.
6. SERV-AGENT-CODE – Use only one (1) servicing agent code throughout the filing. Companies preparing their own filings are to use the NAIC code for the company reporting. Servicing Agents preparing filings for multiple companies shall use their SERV-AGENT-CODE throughout the entire filing and use the NAIC code for the insurance company that is issuing the liability security policy in the INS-COMP-CODE field.
7. LESSEE-OR-OWNER-STATE – A two-character abbreviation for the state that issued the driver's license. If the "LESSEE-OR-OWNER-IDENTIFICATION-NUMBER" contains the federal tax identification number, the LESSEE-OR-OWNER-STATE field is spaces.
8. LESSEE-OR-OWNER-IDENTIFICATION-NUMBER – The lessee or owner identification number can be either a driver's license number or a federal tax identification number. The "DRIVER'S LICENSE/EIN" field as it appears on the Vehicle Registration Certificate should contain the correct number. For individually owned vehicles, use the driver's license. For company owned vehicles, use the federal tax identification number.
9. ISSUE-DATE – Date the policy was issued or terminated for a vehicle. **When reporting an initiation for a new vehicle added to an existing policy, make sure that the issue date used is the date the vehicle was added to the policy, not the issue date of the original policy.** Use format CCYYMMDD.

10. INS-CO-USAGE – This field is for insurance company usage.
11. FILLER – Spaces. No special characters.
12. RETURN-DATE – This field will be populated by the Department with the date the record was processed and returned to the reporting company. Use format CCYYMMDD.
13. LATE-FLAG – Indicates if filing record was late. This field will be populated by the Department. Any filing that is late will have this field set to "Y".
14. EDIT-ERROR-MASK – Used to identify edit errors that are being returned to the company. For filing records with DISPOSITION of "E" the EDIT-ERROR-MASK will identify each field that failed to pass the edits. This field will be populated by the Department with a "1" (error) or "0" (no error).
15. DISPOSITION – Code used to determine the acceptance or rejection of a filing record. This field will be populated by the Department. See Section III.J. (Disposition Codes)
16. RECORD-TYPE – Use a "1" to identify this record as an individual vehicle filing record.

C. The following fields are required, and the absence of any of these key data fields or the presence of invalid data in any of the key data fields is an edit error which precludes the Department from processing this individual filing record.

1. VIN
2. INS-COMP-CODE
3. TRANSACTION-TYPE
4. INS-POLICY-NR
5. TERMINATION-OR-CHANGE-OR-EFFECTVE-DATE
6. SERV-AGENT-CODE
7. LESSEE-OR-OWNER-STATE
8. LESSEE-OR-OWNER-IDENTIFICATION-NUMBER
9. ISSUE-DATE
10. RECORD-TYPE

D. Returning Edit Errors. For individual vehicle filing records with an "E" Disposition, the EDIT-ERROR-MASK field will be used to indicate the fields in error.

Positions are as follows:

1. VIN 194

2.	INS-COMP-CODE	195
3.	TRANSACTION-TYPE	196
4.	INS-POLICY-NR	197
5.	TERMINATION-OR-CHANGE-OR-EFFECTIVE-DATE	198
6.	SERV-AGENT-CODE	199
7.	LESSEE-OR-OWNER-STATE	200
8.	LESSEE-OR-OWNER-IDENTIFICATION-NUMBER	201
9.	ISSUE-DATE – only for Initiations	202
10.	RECORD-TYPE	203

A value of "1" in any of the above character positions signifies an error in the corresponding item. For example, if the TRANSACTION-TYPE is missing, character position 196 will have a value of "1". A value of "0" in any character position of the EDIT-ERROR-MASK signifies that the corresponding item has passed the edits.

3. FLEET FILING RECORD

A. A Fleet Filing record is to be used to report the number of vehicles contained within the fleet.

B. Fleet Filing Record Field Descriptions:

1. INS-COMP-CODE – NAIC Code (Best's Insurance Reports Property-Casualty)
2. TRANSACTION-TYPE – See Section III.I. (Transaction Types and How They Are Used)
3. INS-POLICY-NR – Policy number.
4. TERMINATION-OR-CHANGE-OR-EFFECTIVE-DATE – Date policy was canceled, terminated, changed or became effective. Use format CCYYMMDD.
5. SERV-AGENT-CODE – Use only one (1) servicing agent code throughout the filing. Companies preparing their own filings are to use the NAIC code for the company reporting. Servicing Agents preparing filings for multiple companies shall use their SERV-AGENT-CODE throughout the entire filing and use the NAIC code for the insurance company that is issuing the liability security policy in the INS-COMP-CODE field.
6. LESSEE-OR-OWNER-FEDERAL-TAX-IDENTIFICATION-NUMBER – The lessee or owner Federal Tax Identification Number. Use

the nine (9) digits of the federal tax identification number. This is the "DRIVER'S LICENSE/EIN" FIELD as it appears on the Vehicle Registration Certificate.

7. LESSEE-OR-OWNER-NAME – For leased vehicles ("STATUS" field of the Vehicle Registration Certificate is "LESSEE") this is the "NAME" field as it appears on the Vehicle Registration Certificate. For owned vehicles, this is the "OWNER'S NAME" field as it appears on the Vehicle Registration Certificate.
8. LESSEE-OR-OWNER-ADDRESS – For leased vehicles ("STATUS" field of the Vehicle Registration Certificate is "LESSEE") this is the "STREET1" field below the "NAME" field as it appears on the Vehicle Registration Certificate. For owned vehicles, this is the "STREET1" field below the "OWNER'S NAME" field as it appears on the Vehicle Registration Certificate.
9. LESSEE-OR-OWNER-CITY-STATE – For leased vehicles ("STATUS" field of the Vehicle Registration Certificate is "LESSEE") this is the "CITY/STATE" field below the "NAME" field as it appears on the Vehicle Registration Certificate. For owned vehicles, this is the "CITY/STATE" field below the "OWNER'S NAME" field as it appears on the Vehicle Registration Certificate.
10. LESSEE-OR-OWNER-ZIP-CODE - For leased vehicles ("STATUS" field of the Vehicle Registration Certificate is "LESSEE") this is the "ZIP" field below the "NAME" field as it appears on the Vehicle Registration Certificate. For owned vehicles, this is the "ZIP" field below the "OWNER'S NAME" field as it appears on the Vehicle Registration Certificate.
11. NUMBER-OF-VEHICLES-IN-FLEET – The estimated number of vehicles in the fleet covered by this filing record.
12. ISSUE-DATE – Date the policy was issued or terminated.
13. INS-CO-USAGE – This field is for insurance company usage.
14. RETURN-DATE – This field will be populated by the Department with the date the record was processed and returned to the reporting company. Use format CCYYMMDD.
15. LATE-FLAG – Indicates if filing was late. This field will be populated by the Department. Any filing that is late will have this field set to "Y".
16. EDIT-ERROR-MASK – Used to identify edit errors that are being returned to the company. For filing records with Disposition of "E", the EDIT-ERROR-MASK will identify each field that failed to pass the edits. Each character of this field will be populated by the Department with a "1" (error) or a "0" (no error).

17. DISPOSITION – Code used to determine the acceptance or rejection of a filing record. This field will be populated by the Department. See Section III.J. (Disposition Codes)
18. RECORD-TYPE – Use a "4" to identify this record as a fleet filing record.

C. The following fields are required:

1. INS-COMP-CODE
2. TRANSACTION-TYPE
3. INS-POLICY-NR
4. TERMINATION-OR-CHANGE-OR-EFFECTIVE-DATE
5. SERV-AGENT-CODE
6. LESSEE-OR-OWNER-FEDERAL-TAX-IDENTIFICATION-NUMBER
7. LESSEE-OR-OWNER-NAME
8. LESSEE-OR-OWNER-ADDRESS
9. LESSEE-OR-OWNER-CITY-STATE
10. LESSEE-OR-OWNER-ZIP-CODE
11. NUMBER-OF-VEHICLES-IN-FLEET
12. ISSUE-DATE
13. RECORD-TYPE

D. Returning Edit Errors. For filing records with an "E" disposition, the EDIT-ERROR-MASK field will be used to indicate the fields in error.

Positions are as follows:

1.	INS-COMP-CODE	194
2.	TRANSACTION-TYPE	195
3.	INS-POLICY-NR	196
4.	TERMINATION-OR-CHANGE-OR-EFFECTIVE-DATE	197
5.	SERV-AGENT-CODE	198
6.	LESSEE-OR-OWNER-FEDERAL-TAX-IDENTIFICATION-NUMBER	199
7.	LESSEE-OR-OWNER-NAME	200
8.	LESSEE-OR-OWNER-ADDRESS	201
9.	LESSEE-OR-OWNER-CITY-STATE	202
10.	LESSEE-OR-OWNER-ZIP-CODE	203
11.	NUMBER-OF-VEHICLES-IN-FLEET	204
12.	ISSUE-DATE	205
13.	RECORD-TYPE	206

A value of “1” in any of the above character positions signifies an error in the corresponding item. For example, if the TRANSACTION-TYPE is missing, character position 195 will have a value of “1”. A value of “0” in any character position of the EDIT-ERROR-MASK signifies that the corresponding item passed the edits.

4. TRAILER RECORD

A. A trailer record is required. The trailer record must contain all 9’s for positions 1 through 219 and must have a record type 2 in position 220. After the complete filing has been processed, the Department will update the trailer record with statistical information for the records submitted. This record is returned to the insurance company for review.

B. Returned Trailer Record Field Descriptions:

1. Servicing Agent Code
2. Date Filing was Received by the Department \
3. Date Filing was Processed by the Department
4. Total number of records included in the filing (record types 1 and 4)
5. Total number of records with disposition “D” (Duplicate Reporting)
6. Total number of records with disposition “E” (Edit Error)
7. Total number of records with disposition “H” (Hit)
8. Total number of records with disposition “I” (Incorrect Type-Use or Class)
9. Total number of records with disposition “P” (Prescribed)
10. Total number of records with disposition “R” (Restricted Hit)
11. Total number of records with disposition “S” (Sequence Error)
12. Total number of records with disposition “U” (No Hit)
13. Total number of late filings
14. Filler
15. Record-Type – 2

RECORD FORMAT – INSURANCE HEADER RECORD

FIELD CHARACTERISTICS A = ALPHABETIC X = ALPHANUMERIC N = NUMERIC (UNSIGNED) USAGE ALL ASCII CHARACTERS		RECORD NAME INSURANCE HEADER RECORD		SYSTEM Compulsory Insurance Reporting		
				RECORD SIZE 220		
ITEM NO.	**FIELD POSITION**	**FIELD SIZE CHAR.**	**FIELD CHAR.**	**JUSTIFIED**	**FIELD LABEL**	**DESCRIPTION OR VALUE**
1	1 - 5	5	N	Right	Serv-Agent-Code	REQUIRED
2	6 - 11	6	N	Right	NR-Filing-Records	REQUIRED
3	12 - 19	8	N	Right	Date-Created	REQUIRED
4	20	1	X		Test-File (Y or N)	REQUIRED
5	21	1	X		Compression (Y or N)	REQUIRED
6	22 - 28	7	X	Right	Account-Num	REQUIRED
7	29	1	X		Period	REQUIRED
8	30 - 36	7	X	Right	User-ID	REQUIRED
9	37 - 70	34	X		Ins-Co-Usage	
10	71 - 193	123	X		Filler	SPACES
***** THE FOLLOWING FIELDS ARE OMV DATA RETURNED FOR RECORD TYPE = 3 *****						
11	194 - 218	25	X	Left	Edit-Error-Mask	
12	219	1	X	Left	Disposition	
13	220	1	N		Record-Type	3

RECORD FORMAT – INDIVIDUAL VEHICLE FILING RECORD

FIELD CHARACTERISTICS A = ALPHABETIC X = ALPHANUMERIC N = NUMERIC (UNSIGNED) USAGE ALL ASCII CHARACTERS		RECORD NAME INDIVIDUAL VEHICLE FILING RECORD		SYSTEM Compulsory Insurance Reporting		
				RECORD SIZE 220		
ITEM NO.	**FIELD POSITION**	**FIELD SIZE CHAR.**	**FIELD CHAR.**	**JUSTIFIED**	**FIELD LABEL**	**DESCRIPTION OR VALUE**
1	1 - 30	30	X	Right / Space Filled	VIN	REQUIRED
2	31 - 35	5	N	Right	Ins-Comp-Code	REQUIRED
3	36	1	X		Transaction-Type	REQUIRED
4	37 - 66	30	X	Left	Ins-Policy-Nr	REQUIRED
5	67 - 74	8	N	Right	Termination-or-Change-or-Effective-Date (CCYYMMDD)	REQUIRED
6	75 - 79	5	N	Right	Serv-Agent-Code	REQUIRED
7	80 - 81	2	X		Lessee-or-Owner-State	REQUIRED
8	82 - 90	9	N	Right	Lessee-or-Owner-Identification-Number	REQUIRED
9	91 - 98	8	N	Right	Issue-Date (CCYYMMDD)	REQUIRED
10	99 - 132	34	X		Ins-Co-Usage	
11	133 - 184	52	X		Filler	SPACES
*** THE FOLLOWING FIELDS ARE OMV DATA RETURNED FOR RECORD TYPE = 1 ***						
12	185 - 192	8	N	Right	Return-Date	CCYYMMDD
13	193	1	X		Late-Flag	Y or N
14	194 - 218	25	X	Left	Edit-Error-Mask	
15	219	1	X	Left	Disposition	
16	220	1	N		Record-Type	1

RECORD FORMAT – FLEET FILING RECORD

FIELD CHARACTERISTICS A = ALPHABETIC X = ALPHANUMERIC N = NUMERIC (UNSIGNED) USAGE ALL ASCII CHARACTERS		RECORD NAME FLEET FILING RECORD		SYSTEM Compulsory Insurance Reporting		
				RECORD SIZE 220		
ITEM NO.	**FIELD POSITION**	**FIELD SIZE CHAR.**	**FIELD CHAR.**	**JUSTIFIED**	**FIELD LABEL**	**DESCRIPTION OR VALUE**
1	1 - 5	5	N	Right	Ins-Comp-Code	REQUIRED
2	6	1	X		Transaction-Type	REQUIRED
3	7 - 36	30	X	Left	Ins-Policy-Nr	REQUIRED
4	37 - 44	8	N	Right	Termination-or-Change-or-Effective-Date (CCYYMMDD)	REQUIRED
5	45 - 49	5	N	Right	Serv-Agent-Code	REQUIRED
6	50 - 58	9	N	Right	Lessee-or-Owner-Federal-Tax-Identification-Number	REQUIRED
7	59 - 88	30	X	Left	Lessee-or-Owner-Name	REQUIRED
8	89 - 113	25	X	Left	Lessee-or-Owner-Address	REQUIRED
9	114 - 133	20	X	Left	Lessee-or-Owner-City-State	REQUIRED
10	134 - 138	5	N	Right	Lessee-or-Owner-Zip-Code	REQUIRED
11	139 - 142	4	N	Right	Number-of-Vehicles-in-Fleet	REQUIRED
12	143 - 150	8	N	Right	Issue-Date (CCYYMMDD)	REQUIRED
13	151 - 184	34	X		Ins-Co-Usage	
*** THE FOLLOWING FIELDS ARE OMV DATA RETURNED FOR RECORD TYPE = 4 ***						
14	185 - 192	8	N	Right	Return-Date	CCYYMMDD
15	193	1	X		Late-Flag	Y or N
16	194 - 218	25	X	Left	Edit-Error-Mask	
17	219	1	X	Left	Disposition	
18	220	1	N		Record-Type	4

RECORD FORMAT – TRAILER RECORD

FIELD CHARACTERISTICS A = ALPHABETIC X = ALPHANUMERIC N = NUMERIC (UNSIGNED) USAGE ALL ASCII CHARACTERS		RECORD NAME TRAILER RECORD		SYSTEM Compulsory Insurance Reporting		
				RECORD SIZE 220		
ITEM NO.	**FIELD POSITION**	**FIELD SIZE CHAR.**	**FIELD CHAR.**	**JUSTIFIED**	**FIELD LABEL**	**DESCRIPTION OR VALUE**
1	1 - 5	5	N	Right	Serv-Agent-Code	
2	6 - 13	8	N	Right	Date-Received	CCYYMMDD
3	14 - 21	8	N	Right	Date-Processed	CCYYMMDD
4	22 - 27	6	N	Right	Total-Number-of-Filing-Records	
5	28 - 33	6	N	Right	Total-Number-of-Disposition-D-Records	
6	34 - 39	6	N	Right	Total-Number-of-Disposition-E-Records	
7	40 - 45	6	N	Right	Total-Number-of-Disposition-H-Records	
8	46 - 51	6	N	Right	Total-Number-of-Disposition-I-Records	
9	52 - 57	6	N	Right	Total-Number-of-Disposition-P-Records	
10	58 - 63	6	N	Right	Total-Number-of-Disposition-R-Records	
11	64 - 69	6	N	Right	Total-Number-of-Disposition-S-Records	
12	70 - 75	6	N	Right	Total-Number-of-Disposition-U-Records	
13	76 - 81	6	N	Right	Total-Number-of-Late-Fillings	
14	82 - 219	138	X		Filler	SPACES
15	220	1	N		Record-Type	2

V. INVALID VEHICLE TYPE-USE

The type-use for a vehicle is in the "CLASS" field of the Vehicle Registration Certificate. Below is a list of invalid "Type-Use" or "Class" of vehicles that are not to be reported to the Department.

0109 – Shriner Auto
0110 – Grotto Auto
0111, 0112, 0113, 0114, 0115, 0116, 0117, 0118, 0147, 0148, 0149 – Public Auto
0121, 0122 – Consular Auto
0124, 0125 – Governor's Staff Auto
0138 – US Congressman
0139 – US Senator
0205, 0236, 0241 – Forest Truck
0209 – Shriner Truck
0210 – Grotto Truck
0211, 0212, 0213, 0214, 0215, 0216, 0217 – Public Truck
0221, 0222 – Consular Truck
0224, 0225 – Governor's Staff Truck
0242, 0243, 0244, 0245, 0246 – Farm Truck
0252, 0253, 0254 – Public Truck
0262 – Handicap Farm Truck
0305, 0306, 0307, 0311, 0312, 0313, 0314, 0315, 0316 – Public Motorcycle
0309 – Shriner Motorcycle
0310 – Grotto Motorcycle
0409 – Shriner Bus
0415, 0416, 0417, 0418, 0419, 0420, 0421, 0422, 0423, 0427, 0428, 0429, 0466, 0467, 0468 – Public Bus
0601, 0602 – House Trailer
0701, 0722 – Trailer
0702, 0733 – Boat Trailer
0703 – 4 Year Trailer
0704 – Light Semi Trailer
0705 – Trailer Apportioned
0706 – Farm Semi Trailer
0707, 0708, 0709, 0723, 0724, 0725 – Public Perm Trailer
0710, 0711, 0712 – Public Boat Trailer
0713, 0714, 0715 – Public 4 Year Trailer
0716, 0717, 0718 – Public Light Semi Trailer
0719, 0720, 0721 – Public Plate Trailer
0726 – Shriner Trailer
0727 – Grotto Trailer
0728 – Appor Life trailer
0729, 0730 – Trailer Life
0731, 0732 – Trailer 4 Year
0901, 0902, 0903, 0904, 0905 – Off-Road Vehicle

VI. IDENTIFICATION CARD SPECIFICATIONS

A. GENERAL INFORMATION

Pursuant to R.S. 32:863, which became effective July 1, 1985, all vehicles registered in the State of Louisiana must contain within the vehicle documentation indicating compliance with the Compulsory Motor Vehicle Liability Security Law. An identification card may be used in lieu of the actual policy as a means of showing evidence of liability insurance coverage.

The purpose of developing an approved identification card should be to provide a document to be used as proof of compliance with Louisiana's compulsory insurance laws.

Those ID Cards, in conformance with the attached specifications, will be accepted as proof of liability insurance by law enforcement and by the Office of Motor Vehicles.

In order for the Security Provider to insure compliance with specification requirements, the Security Provider shall furnish the Department with sample copies of its Louisiana Liability Insurance Identification Card. Mail sample ID cards to:

Department of Public Safety & Corrections
Office of Motor Vehicles
Compulsory Insurance Unit
Post Office Box 64886
Baton Rouge, Louisiana 70896-4886
or
Fax copy to (225)-922-0158
Attention: Supervisor

For questions regarding implementation, please call the Compulsory Insurance Unit at (225) 925-7285.

B. LOUISIANA IDENTIFICATION CARD SPECIFICATIONS

1. Size of document need not be uniform.
2. Card should be a one-part form on at least 20 lb. white paper stock.
3. The following general information must be designated on the card in either bold print or contrasting color:

(Front) A. Louisiana Auto Insurance Identification Card

B. An insurer authorized to transact business in Louisiana has issued the Motor Vehicle Policy identified hereon. The coverage provided by this policy meets the minimum liability insurance limits prescribed by law*

C. This card must be carried in the vehicle at all times as evidence of liability insurance

(Reverse) A. **IMPORTANT NOTICE**

La. R.S. 32:863.1 requires that an operator of a motor vehicle produce upon demand by a law enforcement officer documentation of motor vehicle security which is required to be maintained within the vehicle at all times.

Failure to comply may result in fines, revocation of registration privileges and block against the renewal or issuance of a driver's license.

4. Specific information **required** on the Identification Card is as follows:

(Front) A. The name, address and NAIC number of the insurance company.

B. Name of insured, policy number, effective date and expiration date. When a new vehicle is added to an existing policy, make sure the effective date used is the date the vehicle was added to the policy, not the issue date of the original policy.

C. Vehicle Description: the year may be shown as two (2) digits and the make may be abbreviated. The full VIN number must be shown. Only when the insurer does not have the VIN information under a fleet policy, is the word "FLEET" to be entered. The Federal Tax identification number of the listed insured must be provided when "FLEET" is used.

(Front or Back) A. Any excluded driver's on the policy must be listed.

B. The excluded driver's date of birth and/or operator's license number (optional)

C. The insurance agent's name, address and telephone number**

5. The certificate should be provided to each liability policy holder at least annually or at each renewal.

6. Other items may be included at the discretion of the insurer such as company logo or any other message(s) including claim locations, what to do in the event of an accident, etc., on the reverse side of the card.

* This wording is necessary to meet requirements without having to specify the actual insurance limits on all vehicles (vehicles under or over 20,000 lbs.).

** In accordance with Act 527 (SB882) R.S. 32:397(A), the insured will be required to furnish proof of insurance to law enforcement at the time of an accident.

C. **EXAMPLES OF LOUISIANA IDENTIFICATION CARD**

LOUISIANA AUTO INSURANCE IDENTIFICATION CARD

An insurer authorized to transact business in Louisiana has issued the Motor Vehicle Policy identified hereon. The coverage provided by this policy meets the minimum liability insurance limits prescribed by law.

NAIC NUMBER **COMPANY**

POLICY NUMBER **EFFECTIVE DATE** **EXPIRATION DATE**

VEHICLE DESCRIPTION
YEAR **MAKE/MODEL** **VEHICLE IDENTIFICATION NUMBER**

INSURED

THIS CARD MUST BE IN THE VEHICLE AT ALL TIMES
AS EVIDENCE OF INSURANCE

IMPORTANT NOTICE

La. R.S. 32:863.1 requires that an operator of a motor vehicle produce upon demand by a law enforcement officer documentation of motor vehicle security which is required to be maintained within the vehicle at all times.

Failure to comply may result in fines, revocation of registration privileges and block against the renewal or issuance of a driver's license.

INSURANCE AGENT:

EXCLUDED DRIVERS:

SAMPLE IDENTIFICATION CARD WITH INDIVIDUAL VEHICLE INFORMATION

LOUISIANA AUTO INSURANCE IDENTIFICATION CARD

An insurer authorized to transact business in Louisiana has issued the Motor Vehicle Policy identified hereon. The coverage provided by this policy meets the minimum liability insurance limits prescribed by law.

NAIC NUMBER
12345

COMPANY
Compulsory Insurance Company
1234 Liability Lane
Security, LA 10000

POLICY NUMBER
ABC 12345

EFFECTIVE DATE
01/01/2010

EXPIRATION DATE
01/01/2011

VEHICLE DESCRIPTION

YEAR	**MAKE/MODEL**	**VEHICLE IDENTIFICATION NUMBER**
2005	Chev/Cam	1GTCE1456PB123456

INSURED
John Doe
203 Doe Street
Baton Rouge, LA 70895

THIS CARD MUST BE IN THE VEHICLE AT ALL TIMES
AS EVIDENCE OF INSURANCE

IMPORTANT NOTICE

La. R.S. 32:863.1 requires that an operator of a motor vehicle produce upon demand by a law enforcement officer documentation of motor vehicle security which is required to be maintained within the vehicle at all times.

Failure to comply may result in fines, revocation of registration privileges and block against the renewal or issuance of a driver's license.

INSURANCE AGENT:
All Day Insurance Agency
1000 Anywhere Street
Baton Rouge, LA 70806
Phone # (225) 123-4567

EXCLUDED DRIVERS: Johnny Doe

SAMPLE IDENTIFICATION CARD WITH FLEET INFORMATION

LOUISIANA AUTO INSURANCE IDENTIFICATION CARD

An insurer authorized to transact business in Louisiana has issued the Motor Vehicle Policy identified hereon. The coverage provided by this policy meets the minimum liability insurance limits prescribed by law.

NAIC NUMBER
12345

COMPANY
Compulsory Insurance Company
1234 Liability Lane
Security, LA 10000

POLICY NUMBER
ABC 12345

EFFECTIVE DATE
01/01/2010

EXPIRATION DATE
01/01/2011

VEHICLE DESCRIPTION

YEAR **MAKE/MODEL** **VEHICLE IDENTIFICATION NUMBER**

FLEET – FEDERAL TAX ID # 720000000

INSURED
John Doe Trucking, Inc.
203 Doe Street
Baton Rouge, LA 70895

THIS CARD MUST BE IN THE VEHICLE AT ALL TIMES AS EVIDENCE OF INSURANCE

IMPORTANT NOTICE

La. R.S. 32:863.1 requires that an operator of a motor vehicle produce upon demand by a law enforcement officer documentation of motor vehicle security which is required to be maintained within the vehicle at all times.

Failure to comply may result in fines, revocation of registration privileges and block against the renewal or issuance of a driver's license.

INSURANCE AGENT:
All Day Insurance Agency
1000 Anywhere Street
Baton Rouge, LA 70806
Phone # (225) 123-4567

EXCLUDED DRIVERS: N/A

VII. PROOF OF LIABILITY SECURITY

In accordance with Act 423 (HB1366) R.S. 32:862(B)(H), licensed drivers and motor vehicle owners will be required to show **PROOF OF LIABILITY COVERAGE** at the time of vehicle registration, renewal of license plate and at the time of initial application, renewal or change of address/endorsement for a Driver's License. Acceptable proof of insurance will be in the form of one of the following:

A. **FOR VEHICLES WITH A GROSS VEHICLE WEIGHT OF 20,000 POUNDS OR UNDER**

1. Proof that a liability insurance policy providing at least $**15,000/$30,000** bodily injury and **$25,000** property damage as provided in R.S. 32:900(B) was issued. (Copy of insurance identification card, copy of insurance policy or copy of declaration page of insurance policy); or

2. Proof that an approved motor vehicle liability bond was issued by a surety or insurance company in the amount of **$30,000**; or

3. Proof that a certificate was issued from the State Treasurer stating that cash or securities of **$55,000** was on deposit with the State Treasurer; or

4. Proof that a Louisiana Certificate of Self-Insurance was issued under R.S. 32:1042.

B. **FOR VEHICLES WITH A GROSS VEHICLE WEIGHT OF 20,001 – 50,000 POUNDS**

1. Proof that a liability insurance policy providing at least **$25,000/$50,000** bodily injury and **$25,000** property damage as provided in R.S. 32:900(B) was issued. (Copy of insurance policy or copy of declaration page of insurance policy); or

2. Proof that a Louisiana Certificate of Self-Insurance was issued under R.S. 32:1042 (ACT 34 of the first extraordinary special session of 1996); or

3. Proof of single state registration (current form RS-3); or

4. Proof of Public Commission authority (current Intra-State ID Cab card); or

5. Proof that a Certificate of Self-insurance was issued by the Interstate Commerce Commission (ICC) under R.S. 32:900(M)(3).

C. **FOR VEHICLES WITH A GROSS VEHICLE WEIGHT OVER 50,001 POUNDS**

1. Proof that a liability insurance policy providing at least **$100,000/$300,000** bodily injury and **$25,000** property damage or combined single limit of **$300,000** as provided in R.S. 32:900(B) was issued. (Copy of insurance policy or copy of declaration page of insurance policy); or

2. Proof that a Louisiana Certificate of Self-Insurance was issued under R.S. 32:1042 (Act 34 of the first extraordinary special session of 1996); or

3. Proof of single state registration (current form RS-3); or

4. Proof of Public Service Commission authority (current Intra-State ID Cab Card); or

5. Proof a Certificate of Self-Insurance was issued by the Interstate Commerce Commission (ICC) under R.S. 32:900(M)(3).

LOUISIANA INSURANCE VERIFICATION SYSTEM (LAIVS)

Implementation Guide for Insurance Providers

Version 1.0
August 20, 2015

Table of Contents

1. Introduction

The Louisiana Legislature enacted law La R.S. 32:863.2(F) requiring the Louisiana Department of Public Safety (DPS) to create an Online Insurance Verification System. DPS (Louisiana State Police and the Office of Motor Vehicles) is implementing the Louisiana Insurance Verification System (LAIVS) in order to meet the law's requirements and provide the Louisiana State Police (LSP), Office of Motor Vehicles (OMV), State Courts, Law Enforcement Agencies, and other authorized users with the ability to perform real-time insurance verification. LAIVS will utilize the Insurance Industry Committee on Motor Vehicle Administration (IICMVA) standards for insurance provider reporting.

DPS has partnered with a contracted vendor, MV Solutions Inc., to implement LAIVS. This new system will interface with various State computer systems and networks.

Louisiana (LA) licensed insurance providers will be required to make motor vehicle liability insurance information available to LAIVS in the manner defined below for vehicles registered in LA.

Insurance providers are required to continue reporting notification of initiation, termination, or modification of liability security to the current LA insurance reporting system. The state intends to replace the current reporting system after successful implementation of LAIVS in a subsequent phase of this project that will be part of a separate procurement solicitation from prospective contractors.

LAIVS reporting requirements are summarized below:

- Insurance providers covering 500 or more vehicles registered in LA must establish a web service that will allow LAIVS instant direct verification of insurance.
    - The web services shall be in compliance with the specifications and standards of the Insurance Industry Committee on Motor Vehicle Administration (IICMVA).
    - Insurance providers issuing commercial policies who capture the VINs shall comply with the web service requirement unless they have been granted an exemption by the Commissioner of OMV.

- All insurance providers writing private passenger and commercial motor vehicle policies in LA are required to report specified policy, vehicle, and customer information (referred to as the Book of Business (BOB)) to LAIVS.
    - Insurance providers must submit BOB data to LAIVS at least once a calendar month. Insurance providers who are not hosting a web service or whose web service do not support VIN broadcasting must provide BOB data on a weekly basis. This data will be used by LAIVS to route instant or real-time verification queries.
    - Unless an insurance provider issues coverage for less than 500 vehicles registered in LA, the insurance provider must submit BOB data to LAIVS via the file transfer protocol (FTP) process outlined in this Guide. Insurance providers issuing coverage for less than 500 vehicles can either FTP the BOB file or utilize the LAIVS website for BOB reporting.
    - The Vehicle Identification Number (VIN) will not be required for fleet policies. A fleet policy is a policy insuring a business with a fleet of five or more vehicles registered in LA for which VIN information is not maintained on each vehicle. However, if the insurance provider does maintain the VIN of the vehicles within the fleet, the VINs must be reported in the Book of Business file.

Insurance Provider Compliance Timeline:

- By September 21, 2015 – Insurance providers register on the LAIVS website.
- By November 20, 2015 – Insurance providers submit a test BOB file to LAIVS and begin web services testing. Insurance providers with existing web services active in other jurisdictions can use their production web services for testing.
- By February 23, 2016 – Insurance providers move to a production environment, including BOB data submission and web services (if applicable). Insurance providers are encouraged to move to production earlier as state users will begin using LAIVS for insurance verification before this deadline.

As previously stated, insurance providers are required to continue reporting notification of initiation, termination, or modification of liability security to the current LA insurance reporting system. The state intends to replace the current reporting system after successful implementation of LAIVS in a subsequent phase of this project that will be part of a separate procurement solicitation from prospective contractors.

This Guide is posted on the LAIVS website. Go to www.LAIVS.org, click on the HELP link, and then on Help For Insurance Providers. If you have any questions, please contact the LAIVS help desk at support@LAIVS.org.

Insurance providers are responsible for reading and complying with this entire document and reviewing additional information posted on the www.LAIVS.org website.

2. Book of Business Reporting

Insurance providers must submit Book of Business (BOB) files to LAIVS by the seventh (7th) calendar day of each month. Insurance providers whose web services do not support VIN broadcasting or are not hosting a web service must provide BOB data on a weekly basis. Insurers providing weekly BOB data can submit the data on any day of the week including the weekend. Insurance providers that issue coverage for less than 500 vehicles in Louisiana shall either submit BOB files via FTP or report BOB data using the LAIVS website. Follow the guidelines and procedures explained in the sections below when providing the BOB files to LAIVS.

2.1 BOB Data To Be Reported

Report the following information when submitting the BOB files:

- All active LA motor vehicle insurance policies with the minimum liability coverage required by the State of Louisiana and the associated vehicles and customers.
- Both private passenger and commercial motor vehicle insurance policies shall be reported. The VIN is not required for fleet policies. A fleet policy is a policy insuring a business with a fleet of five or more vehicles registered in LA for which VIN information is not maintained on each vehicle. However, if the insurance provider does maintain the VIN of the vehicles within the fleet, the VINs must be reported in the Book of Business file.
- The vehicle types that should be reported are provided in Appendix C.

2.2 BOB File Structure

The BOB file structure is based upon Version 1.1 of the Insurance Data Transfer Guide published by the IICMVA on August 23, 2011. The BOB file is a text file with rows of fixed length. All rows will be 300 characters long with spaces used as filler. Follow each row with a carriage return line feed character (Hexadecimal ‘0D 0A’). Submit a separate file for each NAIC number.

File Name

The file name should include the following fields:

- NAIC Number: Insurance provider’s NAIC Number
- File Creation Date: Date file was created in the YYYYMMDD format
- Environment: “P” – Production; “T” - Test
- Extension: File extension such as “pgp”, “asc”, ”txt” or any other 3 character file extension

File Name format should be in the *NAIC_ Date_Environment*.*extension* format.
For example: 12345_20110815_P.pgp

Detail Rows

The detail rows show the policy data being submitted by the insurance provider. Generate one record per customer, vehicle, and policy combination. For example, if policy number 12345 is associated with customers Jane and John Doe on a 2004 Jeep and a 2005 GMC, then four records with the following combinations should be created:

- Jane Doe, 2004 Jeep, policy 12345
- Jane Doe, 2005 GMC, policy 12345
- John Doe, 2004 Jeep, policy 12345
- John Doe, 2005 GMC, policy 12345

Each field's length is specified in the table below with any unused length filled by trailing spaces. Any fields for which a value is not being provided should be filled with spaces. Provide the following fields in each row:

Field Id	Field Name	Length	Begin	End	Type (AN –Alpha numeric N- Numeric)	Mandatory/ Optional	Description
1	POLICY TYPE	2	1	2	AN	M	'VS' = Vehicle Specific 'NS' = Non Vehicle Specific (Fleet Policies)
2	NAIC	5	3	7	N	M	NAIC Code
3	POLICY NUMBER	30	8	37	AN	M	Policy Number
4	EFFECTIVE DATE	8	38	45	N	M	Effective Date – YYYYMMDD format Date coverage was added for the vehicle. There should not be any time out of force (lapse of coverage) between the Effective Date and the transmission date. If the vehicle had any time out of force, then the effective date that coverage was resumed or reinstated should be reported.
5	VIN	25	46	70	AN	O	VIN (optional for non-vehicle specific fleet policy)
6	LAST NAME or ORGANIZATION	40	71	110	AN	M	
7	PREFIX NAME ABBR	3	111	113	AN	O	
8	MIDDLE NAME	20	114	133	AN	O	
9	FIRST NAME	40	134	173	AN	O	Mandatory if customer is an individual
10	SUFFIX NAME	3	174	176	AN	O	Abbreviated Name Suffix (JR, SR, etc.)
11	FEIN	9	177	185	AN	O	
12	ADDRESS	50	186	235	AN	M	
13	CITY	35	236	270	AN	M	
14	STATE	2	271	272	AN	M	
15	ZIP	5	273	277	N	M	
16	COMMERCIAL INDICATOR	1	278	278	AN	O	"Y" for commercial policies
17	FILLER	1	279	279	AN	O	
18	POLICY EXPIRATION DATE	8	280	287	N	O	Future expiration/renewal date of the current policy term. Format is YYYYMMDD.
19	FILLER	13	288	300	AN	M	Space Filled

Trailer Row
Each file should have one trailer row with the following fields.

Field Name	Length	Begin	End	Type	Mandatory/Optional	Description
TYPE	2	1	2	AN	M	TR' = Trailer
RECORD COUNT	12	3	14	N	M	Record count not including Trailer Record
PROCESS DATE	8	15	22	N	M	Date the file was created – YYYYMMDD Format
FILLER	278	23	300	AN	M	Space Filled

2.3 BOB File Submission

Each insurance provider will be assigned an FTP account (see Section 2.5). There will be two folders under each FTP account. Place all BOB files into the BOB_Inbound folder. All return files created by LAIVS in response to the BOB files will be placed in the BOB_Outbound folder.

2.4 BOB Return Files Generated for Insurance Providers

This section describes the types of files that may be generated by LAIVS and placed in the BOB_Outbound folder of the insurance provider. These files will inform insurance providers if their files were successfully processed or if any errors were encountered in the processing. For each BOB file submitted by the insurance provider, at least one of the following files will be generated by LAIVS:

1. **OK file:** If there are no errors in the BOB file submitted by the insurance provider, an OK file will be generated. The OK file name will be named OK_*NAIC_ DatetimeStamp*.pgp (e.g. OK_12345_ 20110806121501.pgp).

2. **Decryption Error File:** This file will be generated if a PGP decryption error occurs. Decryption errors can happen for the following reasons:

    a. File sent by insurance provider was not encrypted.

    b. File sent by insurance provider was improperly encrypted.

    c. File sent by insurance provider was encrypted using the wrong PGP key.

    Decryption error file will be identified based on the file name prefix DE. The file will be named DE_*NAIC_ DatetimeStamp*.pgp (e.g. DE_12345_ 20110806121501.pgp).

3. **Reject File**: This file will be generated if LAIVS cannot read the file or if the file is improperly formatted and the whole file is being rejected. The file may be rejected for the following reasons:

    a. File is not formatted properly.

    b. Trailer has a non-zero record count but detail records of the file are missing.

    c. Length of each record (line) is not up to the length specified in this guide.

    d. End of a record missing carriage return and line feed (Hexadecimal '0D 0A').

    The reject file will contain the description of the error at the top followed by the contents of the file.

The reject file can be identified based on the file name prefix REJ. File will be named REJ_ *NAIC_ DatetimeStamp* (e.g. REJ_12345_ 20110806121501.pgp).

4. **Row Error File**: Row error files are generated when the overall file format sent by the insurance provider is okay but some of the rows have errors including:

    a. Mandatory fields missing.

    b. Invalid field formats.

    The row error file will contain only the records that are in error. The remaining records sent with the original file will be processed by LAIVS and will not appear in the file. Each error record will have the original row sent by the insurance provider followed by a 3 digit Error Code. The format of the Error Code will be E followed by the Field ID of the invalid/missing field. For example, the Error Code for a row with an invalid NAIC number will be "E02". A complete list of Error Codes is provided in Appendix D.

    The Row Error file can be identified based on the file name prefix ERR. File will be named ERR_ *NAIC_ DatetimeStamp* (e.g. ERR_12345_20110806121501.pgp).

5. **VIN No-Match File**: The VIN No–Match files are generated if any of the VINs submitted by the insurance provider do not match VINs of vehicles registered in LA. The VIN No-Match file will include all the records where the VIN did not match. Each record will have the original row sent by the insurance provider followed by "E05", the 3 digit Error Code indicating VIN mismatch. VIN No-Match files are sent to insurance providers for informational purposes and insurance providers are not required to take action based on these files.

    The VIN No-Match file can be identified based on the file name prefix VIN. File will be named VIN_ *NAIC_ DatetimeStamp* (e.g. VIN_12345_ 20110806121501.pgp).

2.5 FTP Accounts and PGP Encryption

Insurance providers must send text files to LAIVS using File Transfer Protocol (FTP). FTP accounts will be created for each insurance provider after registering with LAIVS. If the insurance provider prefers, the same FTP account can be shared by providers with different NAIC numbers that are under the same insurance group. Login information and the IP addresses of the FTP servers will be provided after registration.

Each FTP account will have the following folders:

- BOB_Inbound
- BOB_Outbound

All files exchanged between LAIVS and insurance providers will be encrypted by the Pretty Good Privacy (PGP) digital data encryption program. Public PGP keys will be exchanged with the LAIVS Help Desk prior to exchanging insurance data. In addition, insurance providers will have the option to use SFTP (Secure File Transfer Protocol using SSH) instead of FTP for transmission layer security.

2.6 BOB File Testing Process

Before testing begins, each insurance provider participating in LAIVS must register on the LAIVS website as described in Section 5. After completing registration, insurance providers will be contacted by the LAIVS team to schedule a conference call to discuss the testing process and address any questions about the LAIVS reporting requirements. FTP User IDs and passwords will be provided and public PGP keys will be exchanged.

The testing process includes the following:

- Connectivity Testing: The insurance provider should be able to connect to the designated LAIVS FTP server, log in to the insurance provider's FTP account, and transfer files to the appropriate folders. The insurance provider should be able to retrieve LAIVS return files.
- Decryption: LAIVS should be able to successfully decrypt files. The insurance provider should be able to successfully decrypt LAIVS return files.
- File Format: The insurance provider files should be formatted according to LAIVS requirements.
- File Content: The insurance provider file should contain valid test data and the data elements should meet the LAIVS rules. During testing, it is not necessary to provide production data (in force policies).

Insurance providers must pass the above tests before submitting production data. The LAIVS team will work with insurance providers and provide information to assist in resolution of any errors.

3. Insurance Provider Web Services

All insurance providers, except those granted an exemption, are required to implement web services capable of correctly verifying the existence of mandatory insurance for vehicles registered in LA. Insurance providers covering less than 500 vehicles registered in LA are encouraged, but are not required, to provide a web service.

3.1 Web Service Structure

The LAIVS Online Verification client is based upon the model developed by the IICMVA that allows a jurisdiction to use web services hosted by insurance providers to verify insurance. This section describes the overall structure of the web services to be hosted by the insurance providers.

Web Services Description Language (WSDL) File

A WSDL file is an XML file that describes the public interface to a web service. The IICMVA has created WSDL files for Java, .Net, and Universal web service implementations. To make the verification process as fast as possible, LAIVS uses these WSDL files and does not attempt to read the WSDL file at each web service every time a verification request is initiated. LAIVS manages the endpoints, which are Uniform Resource Locators (URLs), from a local configuration file.

Schema

An XML schema describes the structure of an XML message. LAIVS currently supports the ANSI ASC X12 Insurance Committee's XML Schema for Online Insurance Verification. Case is not specified in the schema. If an insurance provider has particular requirements for upper or lower case, the message payload must be converted to the required case. Also, the policy number must be converted to the required format.

Extensible Markup Language (XML) Messages

The XML messages for the insurance verification request and response are derived from the schema. Appendix A contains a sample verification request message and a sample verification response message.

Simple Object Access Protocol (SOAP)

SOAP is an XML based protocol that is used by web services to wrap around the XML messages making them platform and language independent. SOAP 1.1 is required.

Hypertext Transfer Protocol (HTTP) over Transmission Control Protocol/Internet Protocol (TCP/IP)

The XML messages will be transported over the internet via HTTP. Verification requests will utilize HTTP 1.1 and it is strongly suggested that it be used for the verification responses as well.

Security

The XML messages will be encrypted via the Secure Sockets Layer (SSL). LAIVS will maintain Class 3 X.509 certificates identifying both the test and production environments. The certificate will be presented in each connection handshake so that the insurance provider can authenticate the client.

3.2 Expected Level of Service

- Insurance providers' web services are required to respond to verification requests on a 24/7/365 basis. Although a reasonable amount of downtime to maintain and upgrade systems may occur, the web service availability, measured on a monthly basis, shall be at least 99%.
- Scheduled downtime must be reported via e-mail to support@LAIVS.org as early as possible, describing the reason for the downtime, the time the web service will become unavailable, and the time it is expected to become available again.
- Unscheduled downtime must be reported via e-mail to support@LAIVS.org immediately, describing the reason for the downtime, the time the web service became unavailable, and the estimated time it will become available again.
- Each online LAIVS transaction should take no more than 5 seconds from the time that the verification request message is initiated by the user's system until the response reaches the user's system. In order to achieve the overall 5 second response time, each insurance provider should design its web service to provide a response within 2 seconds of receipt of an inquiry. Contributing factors to slow responses outside the control of the insurance providers, such as Internet response time, will be taken into account. Responses not received in a timely manner will be logged and used for evaluating the insurance provider's web services performance.
- Accuracy is critical to the success of the program. Therefore, each insurance provider's web service must provide the correct response to an inquiry. Each web service will be monitored and tested for accurate responses, including testing for false confirmations.

3.3 The Verification Request and Response

LAIVS supports the current and previous versions of the IICMVA specifications and plans to include future versions as they are issued. Prior to implementation of a schema, a WSDL created from the schema must be tested and approved.

3.3.1 The Verification Request

The verification request is sent to the appropriate insurance provider by LAIVS in the XML message format that is valid for the schema employed by the insurance provider's web service. Verification that the request is from an authorized entity can be established from the certificate that LAIVS will present when the connection is initiated.

The following data elements will be in the verification request message:

- Tracking/Reference Number (ties the request to the response)
- National Association of Insurance Commissioners (NAIC) Code (identifies insurance provider)
- Vehicle Identification Number (VIN)
- Policy Number ("UNKNOWN" will be provided, if not available)
- Verification Date

The Verification Date may be the current date or a date in the past. Insurance providers are required to maintain at least six months history. When a data element is required by the schema, if that data element is not available, LAIVS will send the following default value:

- "UNKNOWN" in any mandatory field where text is expected.
- Zeroes in any mandatory field where numbers are expected.

3.3.2 The Verification Response

For each verification request sent by LAIVS, a verification response is issued by the insurance provider's web service. Because of front end edits, LAIVS will not send inquiries that would result in a response from the insurance provider that the request was invalid.

If minimum financial responsibility coverage is present and the policy is active on the requested verification date, the insurance provider responds with the following coverage confirmation result: CONFIRMED.

If minimum financial responsibility coverage is not present or the policy is not active on the requested verification date, the insurance provider responds with the following coverage confirmation result: UNCONFIRMED.

The required data element in a verification response is:

- ResponseCode

We also recommend including the following data elements. However, these data elements are not mandatory.

- UnconfirmedReasonCode
- TrackingNumber (return the number received in the verification request)
- NAIC
- VerificationDate
- UniqueKey (policy number)
- PolicyState

3.4 Web Service Testing

Before testing begins, each insurance provider will have to register on the LAIVS website as described in Section 5. After registration is complete, the insurance provider will be contacted by the LAIVS team to schedule a conference call to discuss the testing process and address any questions about the LAIVS requirements. The following information will be collected during the call:

- NAIC codes and the corresponding names of the underwriting insurance providers that will be responding to verification requests through the web service
- The web service URL(s)

- A time frame during which insurance providers would like to conduct the testing

Following the call, the insurance provider will be sent the following:

- The SSL certificates that identify the LAIVS Web Service Client
- The IP addresses that identify the source of the verification requests

Although it is not required, the insurance provider can also send its SSL certificate for installation in the LAIVS trust store.

The testing will consist of the following steps:

Basic connectivity test

- Connectivity between endpoints is tested via “ping” to ensure that endpoints are reachable.

Test ability to send and receive messages

- Test verification requests and responses formatted in XML and wrapped in SOAP are exchanged.

Testing with security

- The SSL encryption and authentication via the X.509 certificates will be enabled. Testing will be done to ensure that the functionality is not impacted. To properly authenticate the certificate from the jurisdiction, each insurance provider must install the public key from the jurisdiction’s certificate and the root certificate from the issuing certificate authority.

Test Cases and Data

LAIVS will run the Insurance provider’s Web service through a set of test cases. If required, the insurance provider will provide the data necessary for these test cases.

- After all the above testing has been completed, the insurance provider can make their production Web Services available to LAIVS for insurance verification...

3.5 VIN Broadcasting

If the VIN in the verification request message matches an insured vehicle but the policy number in the request does not match the insurance policy number, then the insurance provider’s web service should be able to indicate that the vehicle is covered (this is known as “VIN Broadcasting” or “Unknown Carrier Request”). The insurance provider can indicate that the vehicle is covered in one of the following ways:

- Returning a value of “UNCONFIRMED” in the ResponseCode field and a value of “10” or “VIN3” in the UnconfirmedReasonCode field of the CoverageResponse document.
- Returning a value of “CONFIRMED” in the ResponseCode field of the CoverageResponse document.

It is recommended that insurance provider web services support VIN broadcasting. If an insurance provider web service does not support VIN broadcasting, then they are required to provide BOB data on a weekly basis.

4. Reporting By Smaller Insurance Providers

Smaller insurance providers providing coverage for less than 500 vehicles are not required to host insurance verification web services and report BOB files via FTP. If the smaller insurance providers are not reporting BOB files by FTP, these providers shall perform a one-time entry of all policies via the LAIVS website. After the initial entry, these insurance providers will only be required to update their policies on the LAIVS website whenever a policy is added, modified or cancelled/expired. If there is no update to their policies, these insurance providers are required to indicate this on the LAIVS website every week.

5. Registration Process

Insurance providers must register on the LAIVS website before testing with LAIVS. The LAIVS website can be accessed at https://www.LAIVS.org. Cookies should be enabled for the website to properly function after the user has logged in. The LAIVS website is used for user registration, account management, reporting, user management, and providing help to insurance providers.

5.1 Insurance Provider Registration

To register, go to the LAIVS website home page and click on the “Register” link in the menu on the left side. Self-registration is only available to insurance providers that are licensed in LA. Please follow the instructions below:

- Fill in all the insurance provider information and functional contact details.
- Fill in the technical contact details.
- Fill in the compliance contact details. The compliance contact is used to verify insurance by the LAIVS Help Desk.
- Provide the password in the Web Login Section.
- Provide a secret question and answer which will be used with the Forgot Password functionality.

After the insurance provider submits the registration request, the web account is created and the LAIVS team will review and verify it. If the registration requirements are not met, the contact information submitted during registration will be used to notify the registrant and collect any missing/incorrect information. Once verification is complete, the insurance provider will be contacted by a LAIVS representative to start the testing process.

5.2 Accessing Help

The LAIVS website help function is available to users at all times and does not require the user to log in to the website. In order to get help, click on the “Help” link from the left menu on any screen. The following information is available through the help function:

- Users can download the latest version of the LAIVS Implementation Guide that provides detailed information on interacting with LAIVS.
- A Frequently Asked Questions section will be populated based on queries that the LAIVS Help Desk receives most often.

- If these sources listed above are not sufficient, click on the “Contact” link to write an email to the LAIVS Help Desk.

The LAIVS Help Desk can be contacted directly at support@LAIVS.org

5.3 Login for Registered and Approved Insurance Provider Users

The insurance provider must be registered with the LAIVS website and the account must be activated before a user can log in. To log in, enter the user name and password on the LAIVS website home page and then click the Login button.

5.4 Insurance Provider Profile Management

Once logged in, the User can click on the Account Information link to access the provider profile information. The User can change the address, contact, and password information.

5.5 Insurance Provider Reports

This section will provide reports that will allow the insurance providers to determine the processing status of the files that were submitted. Users will be able to sort and search by the various fields in the reports, and will also be able to export data to Microsoft Excel.

6. Support

Insurance providers with questions about LAIVS or needing any clarification about information provided in this guide should send an email to support@LAIVS.org.

Appendix A: Sample Verification Request and Response Messages

Please Note: The sample request and response messages included in this guide are for illustrative purposes and do not necessarily reflect the latest version. Prior to implementation of a schema, a WSDL created from the IICMVA schema must be tested and approved.

Sample Verification Request Message

```
<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:xsi="http://www.w3.org/2001/XMLSchema-
instance">
  <soapenv:Body>
    <CoverageRequest xmlns="http://www.iicmva.com/CoverageVerification/"
PublicationVersion="00200809" PublicationDate="2008-11-05">
      <RequestorInformation>
        <Organization>
          <Name>LAIVS</Name>
        </Organization>
        <ReasonDetails>
          <ReasonCode>BIVER</ReasonCode>
          <TrackingNumber>CTTRK-150219-144041-4-31-101-85-1</TrackingNumber>
        </ReasonDetails>
      </RequestorInformation>
      <Detail>
        <PolicyInformation>
          <OrganizationDetails>
            <NAIC>12345</NAIC>
          </OrganizationDetails>
          <PolicyDetails>
            <VerificationDate>2015-02-19T00:00:00.000</VerificationDate>
            <PolicyKey>UNKNOWN</PolicyKey>
            <PolicyState>CT</PolicyState>
          </PolicyDetails>
        </PolicyInformation>
        <VehicleInformation>
          <VehicleDetails>
            <VIN>VINTEST123</VIN>
          </VehicleDetails>
        </VehicleInformation>
      </Detail>
    </CoverageRequest>
  </soapenv:Body>
</soapenv:Envelope>
```

Sample Verification Response Message

```
<?xml version="1.0" encoding="UTF-8"?>
<SOAP-ENV:Envelope xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:SOAP-
ENV="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/2001/XMLSchema-
instance" xmlns:SOAP-ENC="http://schemas.xmlsoap.org/soap/encoding/">
  <SOAP-ENV:Body>
```

```
   <CoverageResponseDocument PublicationVersion="00200809" PublicationDate="2008-11-05"
xmlns="http://www.iicmva.com/CoverageVerification/">
     <RequestorInformation>
       <!-- this section can be echoed from the request -->
       <Organization>
         <Name>LAIVS</Name>
       </Organization>
       <ReasonDetails>
         <ReasonCode>BIVER</ReasonCode>
         <TrackingNumber>CTTRK-150219-144041-4-31-101-85-1</TrackingNumber>
       </ReasonDetails>
     </RequestorInformation>
     <Detail>
       <PolicyInformation>
         <CoverageStatus>
           <ResponseDetails>
             <ResponseCode>Unconfirmed</ResponseCode>
             <UnconfirmedReasonCode>VIN1</UnconfirmedReasonCode>
           </ResponseDetails>
         </CoverageStatus>
         <OrganizationDetails>
           <NAIC>12345</NAIC>
           <!-- this can be echoed from the request or provide the actual NAIC that has evidence of coverage
-->
         </OrganizationDetails>
         <PolicyDetails>
           <!-- this section can be echoed from the request -->
           <VerificationDate>2015-02-19T00:00:00.000</VerificationDate>
           <PolicyKey>UNKNOWN</PolicyKey>
           <PolicyState>CT</PolicyState>
         </PolicyDetails>
       </PolicyInformation>
     </Detail>
   </CoverageResponseDocument>
  </SOAP-ENV:Body>
</SOAP-ENV:Envelope>
```

Appendix B: Unconfirmed Reason Codes

Original Unconfirmed Reason Codes from ASC X12 Schema

1 Incorrect Data Format
2 Missing Unique Key
3 Missing NAIC Code
4 Missing VIN
5 Missing Verification Date
6 Unauthorized Requestor
7 System Cannot Locate Unique Key Information
8 System Found Unique Key - No Coverage on Date
9 System Found Unique Key - VIN Cannot Be Verified
10 System Found VIN - Unique Key Cannot Be Verified
11 System Cannot Locate Policy Information - Manual Search In Progress
12 System Unavailable

Newer Unconfirmed Reason Codes from ASC X12 Schema 00200706 and later

IDF	Incorrect Data Format
SYSU	System Unavailable
UREQ	Unauthorized Requestor
NAIC1	NAIC Code Not Submitted
NAIC2	System Cannot Locate NAIC
PKEY1	Policy Key Not Submitted
PKEY2	System Cannot Locate Policy Key Information
PKEY3	System Found Policy Key - Coverage on Verification Date Cannot Be Confirmed
PKEY4	System Found Policy Key - VIN Cannot Be Verified
POL1	System Cannot Locate Policy Information - Manual Search in Progress
VDT1	Coverage on Verification Date Cannot Be Confirmed
VDT2	Verification Date Not Submitted
VIN1	System Cannot Locate VIN
VIN2	System Found VIN - Coverage on Verification Date Cannot Be Confirmed
VIN3	System Found VIN - Policy Key Cannot Be Verified
VIN4	VIN Not Submitted

Appendix C: Vehicle Types To Be Reported

Vehicle Type	Should be reported to LAIVS?
Antique	Yes
ATV	No
Boat	No
Bus	Yes
Golf Cart	Yes
Mini Truck	Yes
Mobile Home/ House Trailer	No
Motorcycle	Yes
Motor Home	Yes
Passenger	Yes
Semi-Trailer	No
Trailer	No
Truck	Yes
Truck Tractor	Yes
Trike	Yes
Van	Yes

Appendix D: Error Codes in Row Error Files

Error Code	Field Id	Field Name
E01	1	POLICY TYPE
E02	2	NAIC
E03	3	POLICY NUMBER
E04	4	EFFECTIVE DATE
E05	5	VIN
E06	6	LAST NAME or ORGANIZATION
E07	7	PREFIX NAME ABBR
E08	8	MIDDLE NAME
E09	9	FIRST NAME
E10	10	SUFFIX NAME
E11	11	FEIN
E12	12	ADDRESS
E13	13	CITY
E14	14	STATE
E15	15	ZIP
E16	16	COMMERCIAL INDICATOR
E18	18	POLICY EXPIRATION DATE

Appendix E: Definitions

Book of Business (BOB): A file that must be submitted to LAIVS at least once a calendar month that includes specified policy, vehicle, and customer information for all active policies with minimum liability coverage. Insurance providers who are not hosting a web service or whose web services do not support VIN broadcasting must provide BOB data on a weekly basis.

Decryption Error File: This file will be generated if a PGP decryption error occurs. Decryption errors can happen for the following reasons: the file sent by insurance provider was not encrypted, the file sent by insurance provider was improperly encrypted, or the file sent by insurance provider was encrypted using the wrong PGP key.

DPS: Louisiana Department of Public Safety.

Fleet Policy: A policy insuring a business with a fleet of five or more vehicles registered in Louisiana for which VIN information is not maintained on each vehicle. However, if the insurance provider does maintain the VIN of each vehicle within the fleet, the filing must be reported on a vehicle-by-vehicle basis.

FTP: File Transfer Protocol - standard network protocol used to transfer computer files from one host to another host over a TCP-based network.

IICMVA: Insurance Industry Committee on Motor Vehicle Administration.

LSP: Louisiana State Police.

NAIC Number: The Number issued by the National Association of Insurance Commissioners to licensed and affiliated insurance providers across the U.S.

OK file: If there are no errors in the BOB file submitted by the insurance provider, an OK file will be generated.

OMV: Louisiana Office of Motor Vehicles.

Reject File: This file will be generated if LAIVS cannot read the file or if the file is improperly formatted and the whole file is being rejected. The file may be rejected for the following reasons: the file is not formatted properly, the trailer has a non-zero record count but detail records of the file are missing, the length of each record (line) is not up to the length specified in the guide, the end of a record missing carriage return and line feed (Hexadecimal ‘0D 0A’).

Row Error File: Row error files are generated when the overall file format sent by the insurance provider is okay but some of the rows have errors including mandatory fields missing and invalid field formats. The row error file will contain only the records that are in error. The remaining records sent with the original file will be processed by LAIVS and will not appear in the file. Each error record will have the original row sent by the insurance provider followed by a 3 digit Error Code. The format of the Error Code will be E followed by the Field ID of the invalid/missing field. For example, the Error Code for a row with an invalid NAIC number will be “E02”.

VIN Broadcasting: If the VIN in the verification request message matches an insured vehicle but the policy number in the request does not match the insurance policy number, then the insurance provider’s web service should be able to indicate that the vehicle is covered. This is known as “VIN Broadcasting” or “Unknown Carrier Request”.

VIN No-Match File: The VIN No–Match files are generated if any of the VINs submitted by the insurance provider do not match VINs of vehicles registered in LA. The VIN No-Match file will include all the records

where the VIN did not match. Each record will have the original row sent by the insurance provider followed by “E05”, the 3 digit Error Code indicating VIN mismatch.

Model User Guide for Implementing Online Insurance Verification

Using Web Services to verify evidence of auto liability insurance

Version 5.0

April 18, 2012

Insurance Industry Committee on Motor Vehicle Administration

Executive Summary

Mandatory liability insurance laws exist in 49 states and the District of Columbia. Auto Liability Insurance Reporting (ALIR) programs, often referred to as state reporting systems and implemented in a majority of states, are designed to enforce compulsory insurance by providing jurisdictions with the means to identify uninsured motorists.

Evidence strongly suggests, however, that these programs are failing to achieve this objective. In addition to not performing as expected, state reporting systems are costly, difficult to implement, hard to maintain and a financial burden for insured drivers (who must pay for the costs of such programs through higher premiums).

Recent and ongoing advances in technology, such as Web services and Internet-based transaction processing, however, substantially improve the effectiveness of ALIR programs by providing for online verification of evidence of auto insurance. Accordingly, the Insurance Industry Committee on Motor Vehicle Administration (IICMVA) strongly recommends the use of Web services technology as outlined within this guide for the purposes of verifying evidence of auto insurance.

Foreword

About the IICMVA

IICMVA was formally organized in January 1968. Prior to this time, industry ad hoc committees were assembled by each state to assist with the implementation and enforcement of compulsory insurance and financial responsibility laws.

Ad hoc committees are necessarily restrictive and inconsistent in function and composition. IICMVA was formed to provide consistent, industry-wide exchange between the insurance industry and all state jurisdictions.

IICMVA's basic organization is built around insurers and insurance trade associations. The three major insurance trade associations are the Property Casualty Insurers Association of America (PCI, formerly the National Association of Independent Insurers and the Alliance of American Insurers), the American Insurance Association (AIA) and the National Association of Mutual Insurance Companies (NAMIC). Non-affiliated insurers round out the IICMVA roster.

IICMVA is not a lobbying organization. Instead, the Committee serves as a liaison between the insurance industry and state motor vehicle departments in the following subject areas: drivers licensing; vehicle titling/registration; motor vehicle records; compulsory insurance laws; and financial responsibility programs. IICMVA also maintains a close working relationship with the American Association of Motor Vehicle Administrators.

Business Direction

Technology has evolved significantly since the late 1950s when states first began enforcing compulsory automobile liability insurance laws. Paper verifications were followed by tape-based cancellation reporting systems. Eventually, electronic reporting came into use.

Today, however, we are in an age of Internet-based, shared services. Businesses continue to increase their use of Web services, defined by *The Wall Street Journal* as "software that many computer experts believe will usher in a new era of secure but simple interconnections among computer systems at different companies."[1]

IICMVA views the use of this technology as the best way to resolve what has become a controversial public policy issue: enforcement of mandatory or compulsory insurance laws.

[1] William M. Bulkeley, "Microsoft, IBM Set Standards Pact."
The Wall Street Journal, September 2003, Technology Journal Section, cols. 3-5.

Enforcement of mandatory or compulsory insurance laws through the use of Web services should be limited to event-based situations. Examples of these events could be, but are not limited to, vehicle registrations, traffic stops or accidents. If a jurisdiction desires additional pre-emptive enforcement, that enforcement should be by a random sample verification of insurance by the appropriate government department.

Secured Web applications make event-based verification of evidence of insurance both possible and desirable. Accessing data to conduct business is nothing new to consumers who regularly bank, shop or bid over the Internet. It is also nothing new to jurisdictions which disseminate information, collect citizen input and conduct the business of state government over the Internet. Giving jurisdictions the capability of verifying evidence of insurance in a secured Web environment is an extension of this concept.

On September 17, 2003, IBM and Microsoft announced that they had come to an agreement on software standards for Web services; therefore, the ability to integrate systems among different trading partners would soon be a reality in the realm of insurance verification.[2] It behooves the insurance industry to seize this opportunity to advance the effectiveness of insurance verification programs.

Vision

The Committee strongly supports an event-based, online inquiry approach to the verification of evidence of insurance. The model outlined within this guide reflects this approach.

IICMVA's vision includes simple online applications that support single policy inquiries. This vision incorporates the use of true Web services that support the interconnection of systems between authorized trading partners, namely insurance companies and state agencies.

An online inquiry approach to verifying evidence of insurance provides many benefits:

- Jurisdictions can obtain the documented ***online status*** of insurance information at any point in time within certain business constraints.

  Note: Insurance verification Web services can only verify ***issued policies***, not applications. Therefore, online status refers to the information readily available on an insurance company's internal databases at a given point in time. When an authorized inquiry is received, an insurer can only respond as soon as possible upon the effective date of a policy.
- Jurisdictions can incorporate online verification systems into their license plate renewal programs.
- There is no need to exchange massive amounts of data that is rarely, if ever, referenced, let alone 100% accurate and/or timely.
- The confidentiality of insurance information is protected within the confines of each insurance company's IT environment.
- The matching limitations and data integrity issues of current state reporting programs are eliminated.
- Customer service is improved because primary search criteria are based on the business rules within each company.
- Commercial insurance companies are in a better position to comply with state mandates.
- Insurance companies can realize the cost effective use of resources since an inquiry system can be built one time for all states, leaving room for simple upgrades as future needs arise.
- Privacy is protected: Only designated, legally authorized entities will have access. The information provided is limited and state of the art technological safeguards, such as the latest methods of encryption, are included.

All of these benefits combine to render Web service technology the most effective and accurate method of verifying evidence of financial responsibility currently available.

[2] Thor Olavsrud, "Microsoft, IBM Set Web Services Standard Pact."
Internetnews.com, September 18, 2003, Enterprise Section, Jupitermedia Corporation.

Table of Contents

Section One

Introduction to the Model User Guide

Program Goals

The goals for online insurance verification via Web services include:

- Providing an accurate, flexible and simple method for providing verification of evidence of auto liability insurance that will improve customer service.
- Developing a standardized program that can be used by all jurisdictions.
- Improving data security by eliminating the transfer of detailed policy information.

Program Purpose

The purpose of online insurance verification is to assist in the enforcement of motor vehicle liability insurance requirements.

Other state reporting models require insurance companies to report insurance information which is then compared to vehicle registration data maintained by motor vehicle departments. Under this model, any vehicle registrations not tied to an insurance record are considered uninsured. Unfortunately, data integrity problems inherent to this type of reporting process render it an inaccurate method of verifying evidence of insurance. Repeated exchanges of data between insurers and jurisdictions in an attempt to match information is a time consuming process that often does not result in a positive resolution.

IICMVA offers an approach that differs from state reporting: ***online insurance verification or inquiry via web services.***

Utilizing the online insurance inquiry model, evidence of financial responsibility may be verified at the occurrence of a financial responsibility event.

Online verification eliminates the need to match insurance company and motor vehicle department information. Instead, a real time response can be provided to an insurance inquiry that contains standardized request information. More importantly, an accurate response can be provided.

Online verification allows requesting parties to go directly to the source of insurance information – the insurance companies themselves.

User Guide Purpose

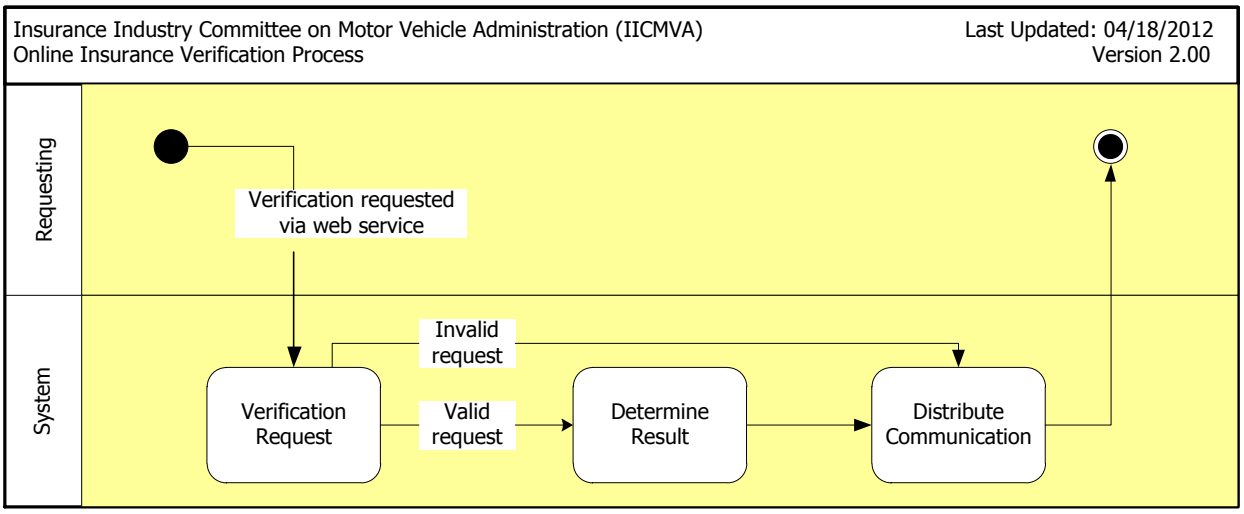
The purpose of this guide is to provide insurance companies and state jurisdictions (or their agents) with the information needed to verify evidence of auto financial responsibility via Web service applications.

This guide provides both business and technical information on how ***requesting parties*** (e.g., motor vehicle departments) may submit insurance verification requests to Web services hosted by participating insurance companies. Section One focuses on the general business elements while Section Two addresses the technical recommendations and elements to be followed by parties implementing this solution.

Program Overview

When presented with a financial responsibility event, the requesting party simply submits a standardized ***request for verification of evidence of insurance*** to the Web service of a participating insurance company. In turn, the insurance company replies with a standardized ***evidence of insurance confirmation response***.

The following swim lane diagram has been provided to illustrate the inquiry and response process:



Note: The insurance company's response indicates whether it can confirm financial responsibility on a date in question. *It does not identify the coverage limits of a particular policy or substitute for an insurance company's claims handling function because it is unable to confirm an insurance company's liability for any claim in question.*

Program Process Overview

Authorized Requesting Party Submits Evidence of Insurance Verification Request

An authorized requesting party submits a request or inquiry to verify evidence of insurance to the insurance verification Web service application of a participating auto insurance company.

The request will be sent in a XML payload message. The message content key from the requesting party shall include ***mandatory*** data elements; NAIC, Policy Key, VIN and Verification Date (Functional and Technical Requirements T3.2.3).

In August 2011, the IICMVA modified the model to include the ability of the requester to submit an unknown request when the insurance company and/or Policy Key are not known at the time of an event that would trigger a verification request. *The value of "UNKNOWN" in the Policy Key field allows the requestor to formulate a valid inquiry and can be sent to each insurance company that the requestor wishes to send an inquiry.*

The requestor should note that the results of such an unknown request can be different depending on how each insurance company has built their systems to respond to the request and the version of the model/schema in use by the insurance company. The expected result could be one of several responses:

- ***REJECTED - INVALID REQUEST***

  Some insurance companies developed their web service based on the original model and, until their systems are updated, may not be able to accept 'UNKNOWN" as a valid data element.

- ***VALID REQUEST RESPONSE - UNCONFIRMED***

  Some insurance companies may be able to accept the unknown request; however, the response will not be confirmed without the policy key matching a key in their system. These companies may provide a response code with the unconfirmed response, depending on their individual business and legal requirements. The response code would also be dependent upon the XML schema version in use by the insurance company (APPENDIX B – Schema Versions).

- ***VALID REQUEST REPONSE – CONFIRMED***

  Some insurance companies will respond confirmed based on VIN only match within their database.

It is important for the requestor to understand that the interpretation of the request without all the ***mandatory*** data elements (Functional and Technical Requirements T3.2.3), *along with the response being provided is solely the responsibility of the insurance company receiving the request.*

Note: *This option may not be available for non-vehicle specific policies, which is the case for many commercial insureds.*

The message content key from the requesting party may include ***optional*** data elements (Functional and Technical Requirements T3.2.4). (Optional data elements may be accepted/provided in the sole discretion of each participating insurance company and this model does not contemplate the mandatory provision of the data elements other than those required.)

Note: Versions evolve over time due to changing business requirements and the requirements of the Standards organizations. Please refer to the Standards organizations for the most up-to-date request codes and their values.

See Appendix B for request codes and corresponding values.

System Validates Request

The Web service application of the participating insurance company validates the request to verify the evidence of financial responsibility:

- The system validates that the verification request is from an authorized requesting party.
- The system validates that the verification request has the required message content or policy information.
- The system validates that the policy information provided by the verification request is in the correct format.

If the request is ***invalid***, the system responds with the following ***result***: ***UNCONFIRMED.***

UNCONFIRMED results for invalid verification of evidence of insurance requests may be supplemented with ***reason codes*** available from the ASC X12 or ACORD standard specifications.

The descriptions and code values for the **UNCONFIRMED** reason message that may be optionally returned for an invalid request may vary, depending upon which version of the XML Schema an insurer has elected to utilize.

Note: Versions evolve over time due to changing business requirements and the requirements of the Standards organizations. Please refer to the Standards organizations for the most up-to-date reason message descriptions and code values.

See Appendix B for response codes and descriptions (represented in red).

If the request is ***valid***, the Web service application continues with the verification process and attempts to determine if financial responsibility insurance is present.

System Determines Verification Result

The Web service application takes the valid request and evaluates whether evidence of insurance can be verified for the date specified in the inquiry:

- The system evaluates whether the policy information provided in the verification request is present on the insurance company's database.
- The system determines financial responsibility compliance on the requested verification confirmation date.

System Distributes Communication

For valid evidence of insurance verification requests,

If financial responsibility was confirmed present and the policy was active on the requested verification date, the system responds with the following ***verification result***: ***CONFIRMED.***

If financial responsibility was not confirmed and the policy was not active on the requested verification date, the system responds with the following ***verification result***: ***UNCONFIRMED.***

The term **UNCONFIRMED** does not necessarily mean there is no financial responsibility insurance available on a policy record. **UNCONFIRMED** could also mean the insurance company could not find any information with the input provided. It is important that authorized requesters enter accurate input.

UNCONFIRMED results for valid verification requests may be supplemented with ***reason messages*** available from the ASC X12 or ACORD standard specifications. Please refer to those standards bodies for the most up-to-date available ***reason messages***.

The decision to accompany an **UNCONFIRMED** response with reason messages and which messages are returned are made independently by each insurer. Proprietary business rules of each insurer also determine which reason messages, if any, are used. See Appendix B for response codes and descriptions (represented in blue).

Note: *It is important to note that IICMVA gave a great deal of consideration to the type of response provided by the Web service application described in this guide.*

Due to privacy concerns, it was decided that detailed policy information could not be a part of the verification result because it would have to travel over the public Internet. However, the verification result does provide what is most important: verification of financial responsibility. Coverage limits will not be passed back to the requesting party because internal rules should take the state code of the requesting party into consideration when verifying evidence of financial responsibility.

The Web service application eliminates the need to transport vast amounts of data. In addition, the application enables requesting parties to confirm evidence of insurance in an online environment directly with the source of the policy information—the insurance company. This allows for a more accurate result.

Program Process Requirements

Business Requirements

The foundation for the inquiry process described in Section One of this guide is based on the business, functional and technical requirements developed by the IICMVA Web Services Business Team.

The business requirements were originally identified in the March 2004 IICMVA white paper publication entitled, ***Online Insurance Verification – Using Web Services to Verify Auto Insurance Coverage Version 1.0***: http://www.iicmva.com/websvc.pdf. This publication was revised in 2010 and is now entitled ***Making the Case for Using Web Services to Verify Evidence of Auto Liability Insurance:*** *http://www.iicmva.com/White%20Paper%202.0.pdf.*

These business requirements are traceable to the technical specifications outlined in Section Two of this guide. These requirements are complimented by the function and technical requirements also located in Section Two.

The following chart outlines the business requirements referenced:

Business Requirements	
ID #	**Description**
B1	Each participating insurance company will maintain the data necessary to verify evidence of insurance provided to their own customers.
B2	Each insurance company will be responsible for maintaining a Web service through which online insurance verification can take place by trading partners.
B3	Valid verification inquires will be made using key information to route a request to the appropriate insurance company for a response.
B4	The information exchanged will be limited to only those items needed to accurately route the request and response message, keeping any privacy concerns to a minimum.
B5	The sources of the data can vary, as long as they are transmitted in a standard format set by the industry.
B6	Confirmation of evidence of insurance will be sent back to the requesting party.

Section Two

Technical Processes and Considerations

Technical Overview

In Section One, "Introduction to the User Guide - Program Purpose," an alternative solution to insurance verification by the state through the use of Web Services was identified. The following is an overview of the standards used to architect this solution. For detailed definitions of these standards and organizations, please refer to the *Glossary* at the end of this document.

Web Services

Web services describe the standardized way that a Web user or Web-connected program can call another Web-based application hosted on a business' Web server.

There are two parties involved in the communication, a Web service client [request] and the Web service [response]. An authorized Web user or client can use or "***consume"*** the service by submitting a request over the Internet to the Web server where the service is located. When called or consumed by a Web user or program, the Web service fulfills a request and submits the response.

Businesses that host Web services are called ***application service providers***. For the insurance verification application, participating insurance companies would serve as the application service providers.

If Web services were not available, application service providers would have to offer access to application services from their own enterprise computers. This is a benefit of Web services. They are not "hard-wired" to a company's file system. Instead, a Web service is a program that performs a repeatable task when invoked by an authorized user for a specific purpose.

Used primarily as a means for businesses to communicate with each other and with clients, Web services allow organizations to communicate data without intimate knowledge of others IT systems behind the firewall.

Open Standards

Web services integrate Web-based applications using open standards over an Internet protocol. These open standards include Extensible Markup Language (XML), Simple Object Access Protocol (SOAP), Web Service Description Language (WSDL), Universal Description, Discovery and Integration (UDDI).

Open standards foster the use of common technologies. The following standards bodies are important to keep in mind as they are referenced in this guide:

- *The Web Services Interoperability Organization (WS-I)*
- The *Organization for the Advancement of Structured Information Standards (OASIS)*
- *The World Wide Web Consortium (W3C)*

Internet

The following Internet concepts and terms will be referenced throughout this guide:

- *Transmission Control Protocol/Internet Protocol (TCP/IP)*
- *Hypertext Transfer Protocol (HTTP)*

Security

Security has been the driver behind the kinds of information that insurance companies can readily share through the online insurance verification application. Security specifications are significant points of discussion in this guide due to the nature of the insurance verification application. The following are important security specifications referenced in this guide:

- *Web Service Security (WS-Security)*
- *Secured Sockets Layer/Transport Level Security (SSL/TLS*)

Functional and Technical Requirements

The following requirements are complementary to the Business Requirements in Section One and provide the foundation for the Technical Specifications in the next section.

Functional and Technical Requirements	
ID #	**Description**
B1	**Each participating company will maintain the data necessary to verify evidence of insurance provided to their own customers.**
B2	**Each insurance company will be responsible for maintaining a Web service through which online insurance verification can take place by trading partners.**
F2.1	Each participating insurance company will develop an online insurance verification system based on Web service technology that authorized state or federal agencies can use to inquire about financial responsibility.
T2.1.1	The system will be built on an infrastructure (i.e.; ***how*** to send and process a message) based on open standards approved by the World Wide Web Consortium (W3C), WS-I, and OASIS.
F2.2	The system will include enough flexibility to allow for additional data elements if other trading partners want to access the system in the future.
T2.2.1	The inquiry must come from known, authorized trading partners.
F2.3	The system will allow individual policy number searches on individual customer records.
F2.4	The system will allow multiple policy number searches on multiple customer records. *(**Note:** This is not a batch processing requirement.)*
F2.5	The System will provide high availability. **See the Service Level Agreement (SLA) for System Availability within this document.*
F2.6	The system will provide the quickest response time possible during the busiest hour of the day while the system is under load. **See the Service Level Agreement (SLA) for Response Time within this document.*
B3	**Valid verification inquiries will be made using key information to route a request to the appropriate insurance company for a response**.
F3.1	Insurance companies will individually decide at what level they will verify evidence of insurance to a requesting party: *policy level* or *vehicle level*.

Functional and Technical Requirements	
ID #	**Description**
F3.2	The system will only accept an inquiry that has a valid verification key before it will perform an inquiry.
F3.3	The verification key will consist of an authentication key and a message content key.
T3.2.1	The authentication key will include an authorized user code.
T3.2.2	The authorized user code will be present first before the system will perform an inquiry based on the message content key.
T3.2.3	The message content key from the requesting party will include the following mandatory data elements: • Policy Key *The Policy Key for each insurance company may be a company's policy number, or a number that a company uses internally to locate a policy record.* *If a jurisdiction wishes to send a verification request for a specific vehicle but the insurance company and/or Policy Key is unknown, an unknown request can be sent to any insurance company. To accomplish this, a value of "UNKNOWN" should be placed in the Policy Key field.* ***Note:*** *This option may not be available for non-vehicle specific policies, which is the case for many commercial insureds.* • Vehicle Identification Number (VIN) ***Note:*** *VIN is used by insurance companies that will verify evidence of insurance at the vehicle level. Some companies may choose to confirm insurance at the policy level.* • NAIC (National Association of Insurance Commissioners) Code • Requested Verification Date

Functional and Technical Requirements	
ID #	**Description**
T3.2.4	The message content key from the requesting entity may include the following optional data elements: • Tracking / Reference Number ***Note:*** *The system shall provide the ability to accept and return a reference number so that an authorized requester can tie together a verification request with a verification response.* • Drivers' License Number • Named Insured Name • Address: 1. Street/PO Box 2. City 3. State 4. Zip • Vehicle Make • Vehicle Model • Vehicle Year • Federal Employer Identification Number (FEIN)
B4	**The information exchanged will be limited to only those items needed to accurately route the request and response messages, thus minimizing privacy concerns.**
F4.1	A legal trading partner agreement between insurance companies and the requesting party will be required to exchange data via the Web Service.
F4.2	The requesting party will be responsible for determining the appropriate company to which it will send a request.
F4.3	The endpoint will be determined through the use of the NAIC identifier as a routing key in a point to point transaction.
B5	**The sources of the data can vary, as long as they are transmitted in a standard format set by the industry.**
F5.1	The system will incorporate basic Web service infrastructure standards.
F5.2	The system will read or interpret the business contents of an inquiry message (or payload) based on one common XML standard.
T5.2.1	The common XML standard chosen will have an approach to align with the other Web service infrastructure standards.
F5.3	The inquiry system will be based on one set of Web service security standards that will be used by all insurance companies.
F5.4	Insurance Companies will develop an inquiry system based on one set of authentication standards.

Functional and Technical Requirements	
ID #	**Description**
B6	**Confirmation of evidence of insurance will be sent back to requesting party for appropriate action.**
F6.1	The system will provide a limited verification response: "***Confirmed" or "Unconfirmed.***"
F6.2	The system may provide reason codes for unconfirmed results.
F6.3	If the system cannot verify evidence of insurance, it is assumed that the state will rely on its current procedures for insurance verification.

Data Dictionary

Attributes	Data Type	Constraints
Policy Key	String	Primary Key or Unique Key
VIN	String	Primary Key or Unique Key
NAIC	String	Unique Key
Requested Date	Date	

Attributes	Data Type	Constraints
Tracking Number	String	Primary Key or Unique Key
Drivers License Number	String	Primary Key or Unique Key
Street Address 1	String	
Street Address 2	String	
City	String	
State	String	
ZIP	String	
Vehicle Make	String	
Vehicle Model	String	
Vehicle Year	Number	
FEIN	String	

Complete reference documentation that describes the relationships of all data elements contained in the online insurance verification messages can be obtained by contacting the Accredited Standards Committee (ASC) X12 at http://www.x12.org/.

Technical Specifications

This section describes the technical processes that must be considered if an authorized requesting party wishes to submit a verification request to an insurance company's Web service application. It explains the responsibilities of both parties as well as implementation considerations. These processes and considerations are based on the business and functional requirements identified in this guide. The chart below outlines the technical specifications identified by the IICMVA.

Technical Specifications	
ID #	**Description**
1	**Each insurance company will be responsible for the data necessary to verify evidence of insurance.**
1.1	Each company will maintain its own data.
1.2	This data must be accessible by the insurance verification Web service.
2	**Each insurance company will be responsible for maintaining a Web service through which online insurance verification can take place.**
2.1	This Web service will provide a Standard External interface.
2.1.1	This Web service will use SOAP 1.1 message structure.
2.1.2	Each insurance company will be responsible for publishing a WSDL.
2.1.3	WSDLs will be published and accessible via a private registry.
3	**The Web service must be secure.**
3.1	The message must be authenticated.
3.1.1	The message will leverage the WS-Security 1.0 specification to authenticate the message.
3.1.2	The message will be compliant with the WS-I Basic Security Profile 1.0 for interoperability.
3.2	The message must be secure during transportation.
3.2.1	The message transport will be encrypted using SSL 3.0 with a 128 bit key.
3.3	The system will use HTTP 1.1[3]
4	**It will be the responsibility of the requesting party to determine the appropriate company to which its sends the request.**
4.1	The endpoint will be determined through use of the NAIC identifier as a routing key.
5	**The Web service will use a standard XML schema.**
5.1	This schema will be owned by a standards organization.
5.2	The standard must be open.
5.3	The standard must use an open process.
5.3.1	The standard must be open during development.

[3] Older versions of network hardware and load balancing equipment may experience difficulties with HTTP 1.1.

Technical Specifications	
ID #	**Description**
5.3.2	The standard must be open during ongoing maintenance.
6	**Maintain multiple environments**
6.1	All jurisdictions and insurance companies must maintain a minimum of two identical environments (one test and one production).

Insurance Company Responsibilities

The business and technical specifications require each participating insurance company to develop an insurance verification Web service. The following information explains the technical specifications behind this requirement in more detail.

Build and Maintain a Web Service and Common External Interface

Each participating auto insurance company must design, develop and maintain a Web service capable of verifying the status of a policyholder's insurance information. Each insurance company's Web service ***must*** have a common, or standard, external interface. Standard interfaces are crucial because they allow the requesting party to submit a standard request to each insurance company, reducing the time and cost of maintenance.

Web services developed by insurance companies will adhere to the ***SOAP 1.1 open standards***. SOAP 1.1 standards provide a foundation for building Web services, and they are widely supported by many computing platforms. Other Web service standards, such as WS-Security, are built upon the SOAP 1.1 specification.

Leveraging industry standards enables all insurance companies to create a standard external interface. Such a common interface allows each requesting party to develop just one ***Web service client*** to interact with each participating insurance company.

Distribute the WSDL File Accordingly

The common external interface previously discussed is a collection of ***method signatures*** which define what the Web service is capable of doing and where it may be accessed. These method signatures are described in a file written in the Web Services Description Language (WSDL), an XML-based language. (Sometimes a WSDL file is simply referred to as a company's "WSDL," pronounced "***wizdle***.")

Other than the ***Uniform Resource Locator (URL address),*** or endpoint, of the Web service, each participating insurance company's WSDL should look similar.

If an insurance company changes the location of its Web service, it is the company's responsibility to provide all necessary requesting parties with the updated endpoint.

The following is a portion of a sample WSDL file:

```
<s:element name="VerifyInsurance2">
        <s:complexType>
                <s:sequence>
                        <s:element name="VINNumber" type="s:int" />
                        <s:element name="strInsuranceCompany" type="s:string" />
                </s:sequence>
        </s:complexType>
</s:element>
<s:element name="VerifyInsurance2Response">
        <s:complexType>
                <s:sequence>
                        <s:element name="VerifyInsurance2Result" type="s:string" />
                </s:sequence>
        </s:complexType>
</s:element>
<service name="Service1">
        <port name="Service1Soap" binding="s0:Service1Soap">
        <soap:address location="http://inscompany.com/verify/VerifyInsurance.asmx" />
        </port>
</service>
```

Although the endpoint is specified in the sample WSDL file, the requesting party will actually retrieve the endpoint for the appropriate insurance company via another location, such as a local configuration file. According to industry recommendations, it is more efficient to utilize a single WSDL file and store the endpoint elsewhere rather than manage multiple WSDL files.

Secure the Web Service

Any type of application service available on the public Internet needs to be secured to prevent certain exposures. Protecting an insurance company's technical infrastructure and data is a primary concern. Therefore, appropriate measures must be taken to prevent unauthorized requesting parties from accessing a policyholder's data.

There are a number of options for securing a Web service. Regardless of the security solution, IICMVA recommends the use of industry standards. Using industry standards provides companies with the ability to secure their Web services while maintaining a level of consistency and flexibility to support multiple platforms (e.g., UNIX or Windows) and application server platforms (e.g. Java and .Net). Using industry standards should also help to position ourselves for potential changes or modifications due to the evolution of technology.

Transport Level Security

For Transport Level Security, insurance companies will use ***SSL 3.0*** for mutual authentication. SSL 3.0 enables requesting parties to know they are communicating with the correct insurance company. In turn, SSL 3.0 with client authentication allows an insurance company to know it is communicating with the correct authorized party.

SSL also provides a secure, or encrypted, channel for applications to communicate with each other, eliminating the need to encrypt data at the application level which could potentially cause performance degradation.

SSL with client authentication requires insurance companies and authorized parties to register and obtain a public/private key certificate pair, otherwise known as ***X.509 certificates.*** Under this scheme, the insurance company must trust the requesting party's certificate, and the requesting party must trust the insurance company's certificate. Each requesting party will be responsible for providing the insurance companies with a copy of their public certificate.

A Class 3 certificate is typically used for business transactions and is required by IICMVA due to its level of integrity compared to Class 1 and 2 certificates.

This requires that all Class 3 certificates are purchased from trusted distributors. The following table represents some commonly trusted certificate authorities.

Certificate Authority	Website
Verisign, Inc.	http://www.verisign.com
Entrust	http://www.entrust.com/digital-certificates
Thawte	http://www.thawte.com

Authorized Requesting Party Responsibility

Each authorized requesting party or state is responsible for developing an insurance verification ***Web service client***. The following information explains the technical specifications behind this requirement in more detail:

Collect the Key Information Needed to Submit an Inquiry

Each authorized requesting party must determine how it will collect the basic information needed to submit a standardized inquiry request.

Build and Maintain a Web Service Client

The authorized requesting party must develop a Web service client capable of sending a request to an insurance company's Web service. Each requesting party's Web service client must provide the required information necessary to invoke a request and verify a policyholder's insurance information.

The Web services developed by the insurance companies will adhere to the SOAP 1.1 standards. Therefore, the requesting party's Web service client must use SOAP 1.1 standards as well. Fortunately, most application development tools provide a framework that supports the standards identified in this model implementation guide.

Manage One Common WSDL File

Each insurance company that develops a Web service application will adhere to the schema chosen. Therefore, the requesting parties have a much easier task of managing a single WSDL file necessary for the client to understand the input requirements of the Web service. In addition, the requesting parties will need to store an endpoint indicating the location of each insurance company's Web service. Without the endpoint, no communication can take place.

In theory, one third party vendor or agent could store and maintain a single Web service client and the endpoint for each participating company. However, due to the risk of exposing each insurance company's service endpoint, IICMVA recommends that each state host its own Web service client and manage all endpoints for their particular state.

Route the Request to the Appropriate Insurance Company

As previously noted, the endpoint tells the Web service client where to send a request. However, the client still needs to know what endpoint to look up. Therefore, the requesting party's application should contain logic that correlates an insurance company's name or National Association of Insurance Commissioners (NAIC) code with the appropriate endpoint record.

Maintain and Store Access Credentials

Since the insurance verification Web service will support mutual SSL with client authentication, it is necessary for the requesting party to obtain an X.509 certificate key pair from a trusted distributor, such as Entrust or Verisign. Companies that distribute certificates have a "Trusted Root Certificate". All keys signed by that root certificate trust each other.

It is absolutely necessary for each company to keep its private key protected from any unauthorized person. As a security measure, all certificates expire after a period of time, typically 2 years. Once the certificate has expired, it will no longer be accepted as a valid authentication token. Therefore, it

is necessary for each requesting party to maintain a valid certificate and provide the insurance companies with a renewed certificate as soon as possible.

The following benefits outweigh the maintenance concerns when using certificates:

- Certificates are more secure than username and password schemes.
- Certificates are easy to implement and use.
- The same public certificate sent for transport level authentication can be sent in the message level.

Implementation Scenarios for Authorized Requesting Parties

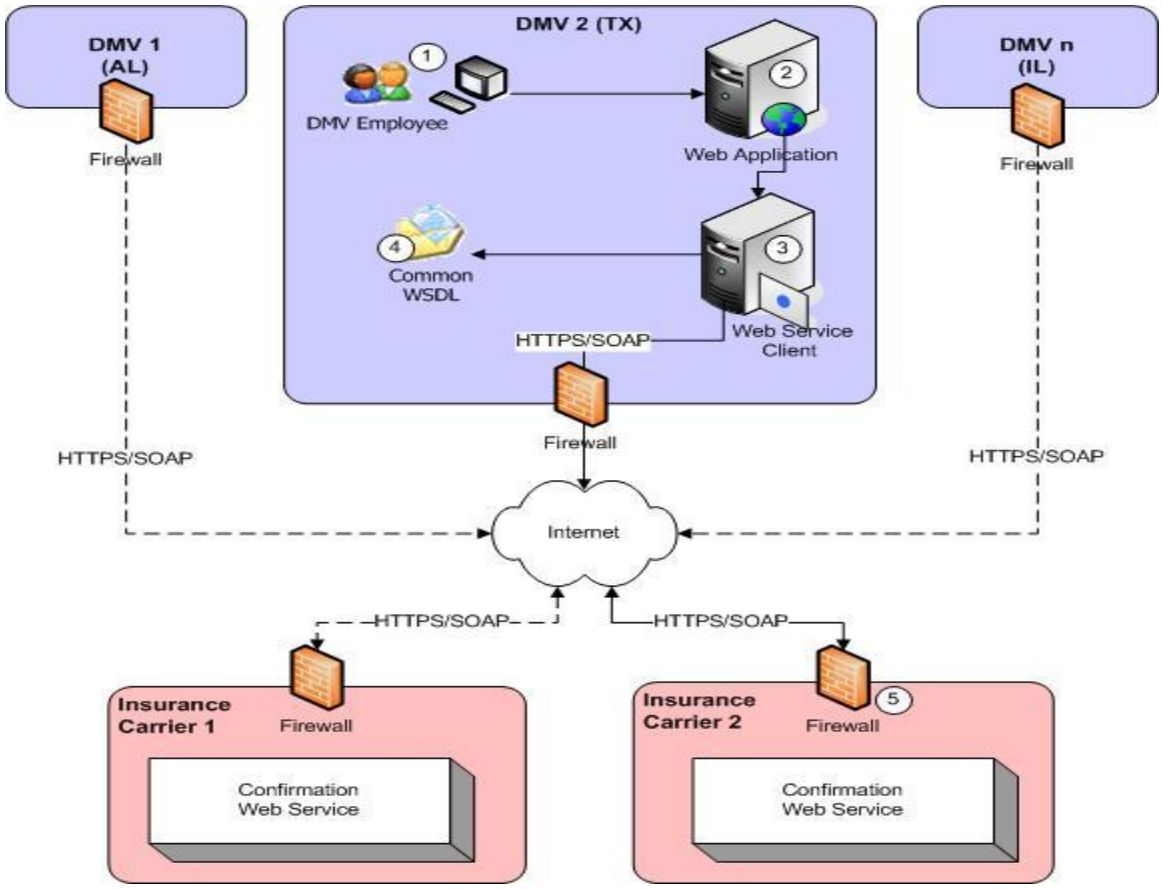
The following diagrams have been provided to illustrate the different possibilities that exist when a requesting party implements a Web service client using internal resources or a third party vendor.

The use of a vehicle registration scenario does not imply the only application for the insurance verification Web service application.

According to software engineering best practices and technical requirements 6 and 6.1 there is a need for all parties to implement at least 2 environments (at least one for testing and one for production) regardless of the implementation scenario selected. Only one scenario should be selected and implemented for all environments by each participating party.

Implementation Scenario #1: No Third Party Intermediary

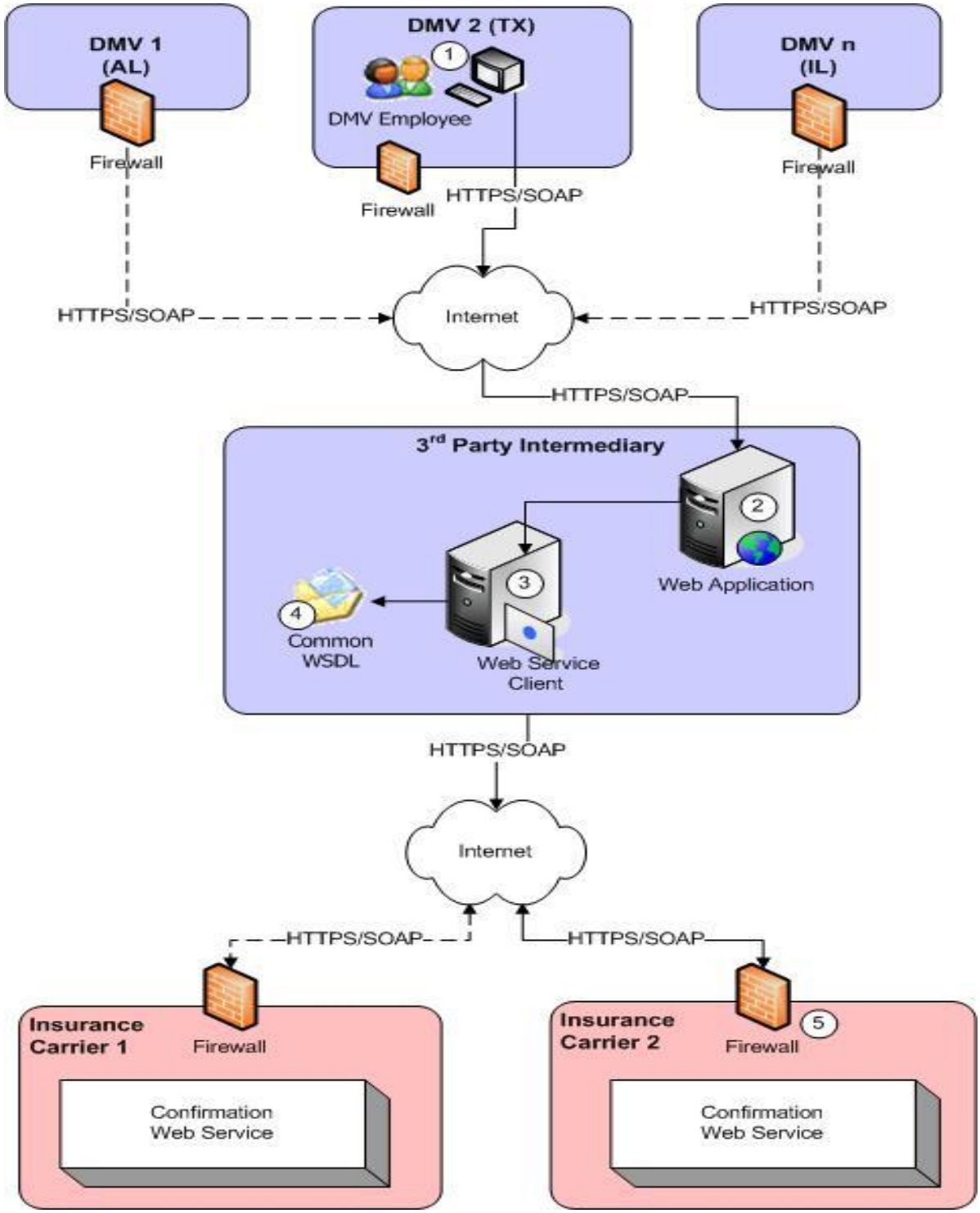
In this scenario, the requesting party requests verification of evidence of insurance from an insurance company. The request is fully automated and enabled by Web services. The verification request is exchanged directly between a State DMV (authorized requesting party) and an insurance company.



1. During the license plate registration process, an automobile owner provides insurance company information about the vehicle being registered. The clerk then enters the policyholder's information into their system.
2. In this scenario, the Web application is located and maintained at the DMV. This is the application used by the DMV clerk in step 1.
3. There is a logical separation between the Web application and the Web service. Although not required, the Web application and Web service can be located on separate physical servers if desired.
4. Since each insurance company's Web service interface will be the same, it is only necessary for the DMV to maintain a single WSDL file. This will likely be located on the same server as the Web service.
5. The insurance company's Web service will receive the request, perform the backend transactions necessary to determine whether evidence of insurance exists for the vehicle or policy in question and then return the response message to the DMV.

Implementation Scenario #2: Third Party Intermediary

In this scenario, the authorized requesting party requests the verification of evidence of insurance from an insurance company through a third party intermediary or vendor. The intermediary third party provides a Web service transaction routing service.



1. During the license plate registration process, an automobile owner provides insurance company information about the vehicle being registered. The clerk then enters the policyholder's information into their system.
2. In this scenario, the Web application is located and maintained by a 3rd party agent chosen by the DMV. This application is used by the DMV clerk in step 1.
3. There is a logical separation between the Web application and the Web service. Although not required, the Web application and Web service can be located on separate physical servers if desired.
4. Again, since each insurance company's Web service interface will be the same, it is only necessary for the DMV to maintain a single WSDL file. This will likely be located on the same server as the Web service.
5. The insurance company's Web service will receive the request, perform the backend transactions necessary to determine whether evidence of insurance exists for the vehicle or policy in question and then return the response message to the DMV.

XML Payload Message

XML messages for online insurance verification have been independently developed by the ***American Accredited Standards Committee (ASC X12)*** and the ***Association for Cooperative Operations Research and Development (ACORD).***

Service Level Agreements (SLA) and Volume Metrics

It will be the responsibility of the participating insurance companies to abide by the Service Level Agreement (SLA) established with the requesting party. Each company will have different business volume metrics; therefore, each insurance company will need to build an infrastructure that allows for compliance with the established SLA.

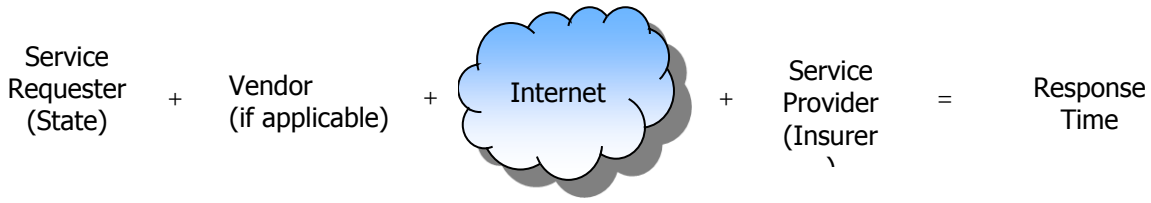
The Service Level Agreement is composed of a minimum of 4 areas:

Response Time

Response time is the total time elapsed from when a request is initiated to the time the response is received and is made available to the requesting party.

For the state, response time is a key factor in determining the success or failure of an inquiry and the overall success of the service. The state must determine acceptable response time(s) taking into account the components described below that contribute to the overall measurable response time and determining what is acceptable based on the needs of the user. A response received within the time threshold established by the state is considered a successful transaction; a response received outside of the established time threshold is deemed a failed transaction. For failed transactions, the state would further establish a protocol or procedure to address failed transactions. Such procedures may include, but not limited to, if and when to re-initiate the inquiry (immediately or at some time in the future), monitoring success/failure rates and examination of the service components when response time exceeds tolerances.

Several components make up this total measurable response time and understanding each component and how it may affect user perceived response time is important when establishing service level agreements (SLA's) related to response time.



Total response time is affected by (at least) three (3) possible measurements:

Component	What can be Measured
State sends request to Vendor contracted by the state, the Insurance Company, or the Insurance Company's Web Services provider	Response time may be measured from the time the State initiates the Request until the time the state receives the Response.
Vendor sends request to Insurance Company or Vendor sends response to State	Response time may be measured from the time the request or response reaches the Vendor's firewall to the time the request or response leaves their firewall.
Insurance Company (or Web Services provider) sends response to Vendor or State	Response time may be measured from the time the request reaches the Insurer's (or Web Services provider's) firewall to the time the response leaves their firewall.

Note: The above measurements do not make reference to the unknown time (Internet) which is outside of the firewall.

As an insurance industry we strive to achieve the best possible response time for state on-line verification (OLV) requests. Based on average historical data received from current OLV states the median response time is approximately five (5) seconds.

Contributing factors that may affect OLV response time that should be taken into account:

- Broadband/WAN issues
- Internet traffic and time of day
- Time outs – due to internet broadband issues
- Submission failures due to web service limitations
- Increased service volume due to additional authorized requestors

As states move to an OLV program, insurance companies will need to monitor and make the necessary server capacity adjustments to mitigate any impact to OLV response time.

System Availability

Each insurance company shall assume the responsibility to provide an online system able to respond to verification requests on an on-demand basis with high availability. As with all systems, a reasonable amount of down time is expected to maintain company systems, commonly referred to as "planned system outages."

IICMVA recommends maintaining a list of technical contacts that are available to regulatory agencies to assist with any problems or unplanned system outages.

Testing Period

An appropriate amount of lead time for implementation and testing should be provided in advance of implementation of the verification program. IICMVA recommends a testing period of no less than nine (9) months be established to provide that insurance companies and jurisdictions can ensure a fully functional verification program.

Historical Verification of Evidence of Insurance

Insurance companies will respond to a request with a verification date up to six months prior to the current date. Any requests with a verification date more than 6 months prior to the time the request is made may not produce desired results.

Impact of Batch Requests

Web services are built for online, instant requests and responses. Like a telephone conversation, a requesting party stays connected to a Web service until the application completes the request, usually within seconds. This is called a ***synchronous request.***

If a requesting party submits a request that cannot be fulfilled by the application service during the initial network connection, an ***asynchronous request*** has been initiated. Essentially the phone conversation ends and the Web service application has to call the requesting party back at another time to fulfill the service.

Since the structure of a Web service call is XML, it would be relatively easy to receive multiple verification requests within one Web service call via a batch request. However, there are multiple impacts, including delayed response time and additional infrastructure requirements.

The structure of the request is very flexible because it is string-based and all applications can parse and process the string data structure. The downside, however, is that the structure can produce a significant amount of overhead.

For example, to verify a motorist is currently insured, part of the message may look like the following XML structure:

```
<Motorists>
    <Motorist>
        <PolicyNumber></PolicyNumber>
        <VIN></VIN>
        <NAIC></NAIC>
        <ConfirmationDate></ConfirmationDate>
        <RefNumber></RefNumber>
        <LicenseNumber></LicenseNumber>
        <InsuredName></InsuredName>
        <Address>
            <StreetPOBox></StreetPOBox>
            <City></City>
            <State></State>
            <ZipCode></ZipCode>
        </Address>
        <Vehicle>
            <Make></Make>
            <Model></Model>
            <Year></Year>
        </Vehicle>
        <FEIN></FEIN>
    </Motorist>
</Motorists>
```

This sample XML structure does not include data for each element. However, imagine the example multiplied by 1000. While possible to receive and process, such a request would take a significant amount of time to handle; therefore, it should be processed during non-peak hours. If the request is received at 1:00 PM and processed at 12:00 AM, an asynchronous request would be established.

Of course, asynchronous processing has a significant impact on the requesting party as well. Instead of simply creating a Web service client to submit requests to insurance company Web services, requesting parties would need to develop a Web service to which asynchronous responses could be posted by insurance companies.

Serious consideration should be given before requesting batch processing via the insurance verification Web service application.

Implementation Processes and Testing Strategy

To ensure a consistent quality product across insurance companies and jurisdictions, the IICMVA recommends that a standard testing strategy and implementation process be utilized. For the initial implementation, the testing strategy and implementation process checklist are presented in Appendix A. This document may be modified and updated to meet the needs of the system as it is enhanced.

APPENDIX A

Implementation Processes and Testing Strategy for Online Insurance Verification Test Strategy

Test Objectives

- Verify that the requesting party is able to send a valid XML message
- Verify that the receiving party is able to receive and respond with a valid XML message
- Verify that appropriate responses are provided for business scenarios

Test Approach

1. Schema Validation

a. Requesting party sends receiving party a sample request XML message via e-mail. Each party will validate the XML messages against their WSDL.

b. The receiving party provides the response XML message back to the requesting party via email.

2. Functionality Testing (Test Environment)

a. Receiving party will provide test cases to the requesting party.

i. For all levels and types of tests, test cases will require, but not be limited to: VIN, policy number, verification date, and NAIC code.

b. Functionality testing will be conducted for various business scenarios based on the test cases.

3. Performance Testing (Test Environment)

a. If required by the requesting party, performance (load) testing must be done in a test environment.

b. The number of transactions and the amount of testing time should be agreed upon by both parties.

4. Production Checkout (Production Environment)

a. Receiving party will provide test cases to the requesting party.

i. For all levels and types of tests, test cases will require, but are not limited to: VIN; policy number; evidence of insurance verification date; and NAIC code.

b. The requesting party may develop a series of test cases with data relevant to the receiving party to be used during the production checkout.

c. Functionality testing will be conducted for various scenarios based on the test cases.

Setup Checklist (completed prior to testing)

1. The state jurisdiction purchases certificates (see Transport Level Security information in Model User Guide) – A Class 3 certificate is typically used for business transactions and is recommended by the IICMVA due to its level of integrity. This requires that Class 3 certificates be purchased from trusted distributors.

2. The state jurisdiction (or its appointed representative) and insurer will exchange networking essentials including; source IP addresses for entities (Test, Production or both), destination endpoints (complete URL) as well as a public certificate provided by the state jurisdiction to be used for Authentication/Authorization/Accounting.

3. If required, the state jurisdiction (or its appointed representative) and the insurer will open firewall ports at their end to establish the two- way communication.

4. Checkout is performed for TCP/IP network connectivity between the state jurisdiction (or its' appointed representative) and the insurer. This does not include web service functionality at this point. The insurer shares the IP address and certificate authorities.
5. The state jurisdiction (or its appointed representative) provides insurers with their organization name which is included in the XML message. The insurer includes these details in their database to validate that the state jurisdiction is considered a valid requesting party.

APPENDIX B

Schema Variations

The most notable variations between the current schema version (September 2008) and prior version of the schema are the expanded Request and Response codes and corresponding code values. While the Request Codes were merely expanded, the Response codes were expanded and given new code values.

Request Codes

ASC X12 Schema Version 00200510[4]

Description
Accident
Traffic Violation with Accident
Coverage Verification
Registration Renewal
Registration of Vehicle
Traffic Violation

ASC X12 Schema Version 00200809[5] (Current)

Description	Code Value
Accident	ACC
Traffic Violation with Accident	ACCV
Bodily Injury (BI) Coverage Verification	BIVER
Personal Injury Protection Coverage (PIP) Verification	PIPVER
Registration Renewal	REGREN
Registration of Vehicle	VEHREG
Traffic Violation	VIOL

[4] Accredited Standards Committee X12, Insurance Subcommittee, ASC X12N. "Request Codes" Coverage Request V00200510. < http://xml.x12.org >.

[5] Accredited Standards Committee X12, Insurance Subcommittee, ASC X12N. "Request Codes" Coverage Request V00200809. < http://xml.x12.org >.

Response Codes

Schema Version 00200510[6]

Description	Code Value
Incorrect Data Format	1
Missing Unique Key	2
Missing NAIC Code	3
Missing VIN	4
Missing Verification Date	5
Unauthorized Requestor	6
System Cannot Locate Unique Key – Information	7
System Found Unique Key – No coverage on Date Requested	8
System Found Unique Key – VIN Cannot Be Verified	9
System Found VIN – Unique Key Cannot Be Verified	10
System Cannot Locate Policy Information – Manual Search In Progress	11
System Unavailable	12

Schema Version 00200809[7] (Current)

Description	Code Value
Incorrect Data Format	IDF
NAIC Code Not Submitted	NAIC1
System Cannot Locate NAIC	NAIC2
Policy Key Not Submitted	PKEY1
System Cannot Locate Policy Key Information	PKEY2
System Found Policy Key – Coverage on Verification Date Cannot Be Confirmed	PKEY3
System Found Policy Key – VIN Cannot Be Verified	PKEY4
System Cannot Locate Policy Information - Manual Search in Progress	POL1
System Unavailable	SYSU
Unauthorized Requestor	UREQ
Coverage on Verification Date Cannot Be Confirmed	VDT1
Verification Date Not Submitted	VDT2
System Cannot Locate VIN	VIN1
System Found VIN – Coverage on Verification Date Cannot Be Confirmed	VIN2
System Found VIN – Policy Key Cannot Be Verified	VIN3
VIN Not Submitted	VIN4

	Codes and descriptions that **would** be used when responding if the requesting party failed to provide data for mandatory elements.
	Codes and descriptions that **could** be used after processing the request which resulted in an unconfirmed response.
	Code and description indicating that some technical problem caused the system to be unable to return a response.

[6] Accredited Standards Committee X12, Insurance Subcommittee, ASC X12N. "Requests Codes" Coverage Response V00200510. < http://xml.x12.org >.

[7] Accredited Standards Committee X12, Insurance Subcommittee, ASC X12N. "Requests Codes" Coverage Response V00200809. < http://xml.x12.org >.

GLOSSARY

- ***Extensible Markup Language (XML)*** is a flexible way to describe data and the format of that data over the Internet. XML allows systems designers to create their own customized tags, enabling the definition, transmission, validation, and interpretation of data between applications and organizations. For online insurance verification, the data exchanged in the coverage request and response would be "tagged" in XML. Sometimes developers refer to this data as the ***"XML payload message."***

  XML schema for online insurance verification have been independently developed by the ***Accredited Standards Committee (ASC X12)*** and the ***Association for Cooperative Operations Research and Development (ACORD).***
- ***High Availability*** A software application that is scheduled to be available to users with only minimal scheduled or planned system outages.
- ***Hypertext Transfer Protocol (HTTP)*** is the set of rules that define how messages are formatted and transmitted over the Internet. HTTP defines what actions should be taken by Web servers and browsers in response to various commands. HTTP runs on top of the TCP/IP suite of protocols.
- The ***Organization for the Advancement of Structured Information Standards (OASIS)*** is a not-for-profit, global consortium that drives the development, convergence, and adoption of e-business standards.
- ***Planned System Outages*** are schedule maintenance periods for system backup, repair and upgrade operations.
- ***Real Time*** is a form of synchronous transaction processing in which each transaction is executed as soon as complete data becomes available for the transaction with no significant time delay. Real time is a description of a process, not a description of the accuracy of the expected result of that process
- ***Requesting Party*** can be a State or their authorized vendor with whom they have contracted to act on their behalf.
- ***Secured Sockets Layer/Transport Level Security (SSL/TLS***) uses certificates to authenticate the identity of the endpoints, or ***"sockets,"*** of a trusted session or message transmission (i.e.; ***transport level authentication***). TLS is derived from SSL and has succeeded SSL as the protocol for managing the security of a message over the Internet.

  SSL and TLS are integrated into most Web browsers and servers, but they are not interoperable. However, a message sent with TLS can be handled by a Web browser or server that uses SSL, but not TLS.

  SSL/TLS runs between the HTTP and TCP/IP layers.
- ***Simple Object Access Protocol (SOAP)*** is used to transfer XML payload messages or data. SOAP allows programs running in the same or different operating systems to communicate with each other using a variety of Internet protocols such as Simple Mail Transfer Protocol (SMTP), Multipurpose Internet Mail Extensions (MIME) and ***Hypertext Transfer Protocol (HTTP).*** SOAP messages are independent of any operating system or protocol. This guide will focus on HTTP.

  Specifically, SOAP is a lightweight XML-based messaging protocol used to encode the information in Web service request and response messages before sending them over a network. Simply put, SOAP serves as the envelope that wraps around the XML payload message, and it glues together different computing systems so companies can interact with each other. Some refer to it as the SOAP ***"wrapper."***
- ***Transmission Control Protocol/Internet Protocol (TCP/IP)*** is the basic two-layer suite of communication protocols, ***or rules***, used to connect hosts on the Internet.

The TCP layer breaks down a message file into smaller units of data called a ***packet*** and transmits that packet over the Internet to another TCP layer. The receiving TCP layer reorganizes the data into the original message file.

The IP layer serves a postal function as it ensures the packet reaches the correct address or destination on the Internet. This destination is sometimes referred to as the ***IP address***.

- ***Universal Description, Discovery, and Integration (UDDI)*** is an XML-based, distributed directory that enables businesses to list themselves on the Internet and discover each other, similar to a traditional phone book's yellow and white pages. WSDL is the means used to identify services in the UDDI registry. UDDI is used for listing what services are available.
- ***Unplanned System Outages*** are the result of uncontrollable, random systems failures associated with faults or defects with software or hardware components.
- ***Web Services Description Language (WSDL)*** is an XML-based language used to describe a Web service's capabilities as collections of communication endpoints capable of exchanging messages. In other words, WSDL describes the business services offered by an application service provider and the way other businesses can electronically access those services.
- ***The Web Services Interoperability Organization (WS-I)*** is an industry group that ensures Web service specifications are compatible and interoperable across platforms, operating systems, and programming languages. WS-I has captured its interoperability research in a document called the ***WS-I Basic Security Profile 1.0***.
- ***Web Service Security (WS-Security)*** is a security specification that encrypts information and ensures that it remains confidential as it passes between companies. ***Authentication*** is the process of verifying the identity of a person or entity. For online insurance verification, this person or entity would be the requesting party.

  WS-Security provides authentication at the message level (i.e.; ***message level authentication***), and it was developed by OASIS.
- ***The World Wide Web Consortium (W3C)*** is an international consortium of companies involved with the Internet to develop open standards so that the Web evolves in a single direction rather than being splintered among competing factions.

Summary of Revisions

The *Model User Guide for Implementing Online Insurance Verification Version 1.0* published on 8/15/2005 has been revised to clarify the data elements used to initiate a verification request.

- Several DMV administrators indicated that some terms and concepts were unclear during a user guide walkthrough held at the headquarters of the American Association of Motor Vehicle Administrators (AAMVA) in Arlington, Virginia, on September 19-20, 2005:
    1. The phrase "***Online Status"*** in the *Executive Summary* has been clarified with more detail.
    2. An explanation has been provided in the *User Guide Purpose* section regarding why DMV's are the only ***authorized requesting parties*** recognized by insurers providing this online service.
    3. The data element "***Unique Key/Policy Number***" has been changed to the term "***Policy Key"*** since it truly reflects the use of policy numbers or policy number references used by insurance companies to locate specific policy records in their individual internal databases.
    4. The meaning of **UNCONFIRMED** has been clarified in the *System Distributes Communication* section.
    5. A comment is provided in the *System Distributes Communication* section to state that financial responsibility limits are not returned to the authorized requester.
- Reason codes for **UNCONFIRMED** results have been eliminated and replaced with a reference to the available XML standards bodies that have developed messages for the online auto insurance verification application.
- The term "***minimum financial responsibility coverage***" has been substituted for "***auto liability limits***" or similar references to be more inclusive of states that have alternative requirements in addition to auto liability insurance coverage.
- The document has been divided into sections separating business requirements from the technical requirements and implementation recommendations.

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