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Date: 11/3/2005 11:05:13 AM

Subject: To: All Insurance Carriers Accessing South Carolina Department of Motor Vehicles Driving Records

For Immediate Attention - please forward to the appropriate person within the insurance company:

This is to inform you that the South Carolina Department of Motor Vehicles (SCDMV) had a system problem from 5:30pm, 11/02/05 until 9:30am, 11/03/05, which impacted South Carolina Driving Records ordered during this period. These records have missing or inaccurate data and must not be used to issue or renew policies. To obtain an accurate Driving Record please reorder any records ordered during the above time frame. You will only be charged for the corrected records. SCDMV will insure that you receive a credit for DMV fees for any inaccurate records. The SCDMV regrets any inconvenience this may have caused you or your customers.

If you have any questions, please contact:

Rolf Dolder
IT Director
South Carolina Department of Motor Vehicles
Office Phone: 803.896.0579

Thanks,

Lessia Lynch
South Carolina Department of Insurance
Office Phone: 803-737-6220