

From: Earley, Jr., Jimmy E.
To: 'WISEP@Nationwide.com' <WISEP@Nationwide.com>
CC: Adams, Marcia S <Marcia.Adams@SCDMV.net>
Overbay, Walt <Walt.Overbay@SCDMV.net>
Phelps, Annie L <Annie.Phelps@scdmv.net>
Date: 5/31/2005 5:51:40 PM
Subject: RE: Problems w/ DMV

Perry,

DMV receives two different types of requests to provide insurance information.

First, we receive requests to verify insurance information at the time of an accident. DMV has always provided and will continue to provide this information to our customers. This information is provided through our FR unit and can be provided if you have an accident case number or the driver's name and date of accident. If you have experienced problems obtaining this information, please let me know.

DMV also receives requests to provide the insurance information that we have on file (at any given time) for a specific vehicle. After a review of our process for providing this insurance information, we did temporarily stop providing this service. As you know, SC is a "self-certify" state and we do not verify the accuracy of insurance information provided by customers when a vehicle is registered or renewed. The information that we have on file at DMV is not always current. In other words, if I register my car today and provide the insurance information to DMV, I can change companies next month and DMV would not be notified of the change.

We have resumed providing this data, but we now add a note to our system reports that informs our customers that the insurance data provided by DMV may not reflect current coverage. We do not want to mislead anyone into thinking that our database is a database of record for insurance coverage.

In our ALIR meetings, we have discussed the possibility of matching the VINS of insured vehicles (provided by companies) against the insurance information provided by customers at the time of initial registration. We have started development on a pilot project to accomplish this goal. If it works to everyone's satisfaction, then the ALIR working Group will consider implementing the project to verify insurance data at initial registration and at each renewal. We will keep you posted on our progress.

If you have any questions or need any additional information, please give me a call at 896-9590.

Thanks

Jimmy Earley

-----Original Message-----

From: Adams, Marcia S
Sent: Tuesday, May 31, 2005 4:51 PM
To: Earley, Jr., Jimmy E.
Subject: FW: Problems w/ DMV

Please respond.

-----Original Message-----

From: WISEP@Nationwide.com [mailto:WISEP@Nationwide.com]
Sent: Tuesday, May 31, 2005 10:48 AM
To: marcia.adams@scdmv.net
Cc: BONDC@Nationwide.com; flinnt@Nationwide.com; beckj6@Nationwide.com
Subject: Re: Problems w/ DMV

Hi Marcia, could you please point me in the right direction for a question raised by our claims department. It appears we can no longer verify insurance with DMV as we investigate accidents involving our insured's. Privacy reasons were cited for the change. Could you please clarify this is a change in policy? If it is a change in policy, it will really work against the public good as insurer's try to resolve claims issues.. Please advise.

Thanks Perry

Jim Beck
Director Government Relations To: Clyde L Bond Jr/Nationwide/NWIE@NWIE
cc: Perry L Wise/Nationwide/NWIE@NWIE, Tamara D
Flinn/Nationwide/NWIE@NWIE
Alabama, Georgia, South Carolina bcc:
Subject: Re: Problems w/ DMV(Document link: Perry Wise)

Phone: 770-830-9203
Fax: 770-830-9084
201C Tanner St.
Carrollton, Ga. 30117
website www.gr.nwie.net

05/31/2005 10:35 AM

Clyde-

I am copying Perry Wise who deals with the DMV for any insight on this issue.

Perry- Any thoughts is there one of your contacts you could call to determine if this is an isolated problem?

JIM

Clyde L Bond Jr
Associate Casualty Director To: Jim C Beck/Nationwide/NWIE@NWIE
cc:
Alabama/Georgia/South Carolina Operation bcc:
Subject: Problems w/ DMV

Phone: 205-969-6312
Cell 205-283-0026
Fax: 205-969-6381
AL-20-BIRM
bondc@nationwide.com
05/31/2005 09:42 AM

FYI

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"It is today that our best work can be done and not some future day or future year"

----- Forwarded by Clyde L Bond Jr/Nationwide/NWIE on 05/31/2005 08:42 AM

Tamara D Flinn

Casualty Claims Manager To: Clyde L Bond Jr/Nationwide/NWIE@NWIE
Columbia cc:

bcc:

Phone: 803-699-8491

Subject:

Problems w/ DMV

Fax: 803-699-8471

SC-10-COLU

05/27/2005 07:16 AM

Clyde,

Starting Monday of this week the DMV in SC has decided that they are no longer going to give out insurance information on people due to the privacy act. Up until now we have been able to run all tags through the DMV to determine insurance information. I don't know who can help w/ this but they did advise that they were reviewing this policy but that they were not going to give out this information until further notice. Maybe Jim Beck can help w/ this? Thought I would let you know.

Have a nice Memorial Day!

Tamara