

From: Danny Hornsby <dehornsby@InfoAve.Net>

To: marcia.adams@scdmv.netmarcia.adams@scdmv.net

Date: 4/21/2006 4:53:39 PM

Subject:

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Hi Marcia,

I called Monica and I can pick my computer up on Monday. In the meantime, I am using Danny's.

When I was in the office on Tuesday, I pick up some correspondence to work on this week. Everything seems to be going well, but as you've stated in the past, I think we do need to address some issues with our system generated letters.

Before I left for maternity leave, and in what I've seen this week, we could greatly reduce some of our headaches in FR if we could clarify and reduce the information we send out. I'm having a hard time explaining to a customer why he received 3 separate letters all on the same day. One letter states he is completely clear and can make application for a d.l and/or plate. The second states he is reinstated, but has to pay a per diem fee before he can conduct a d.l. or registration transaction. The third letter, which was a manual letter written by FR, states he is completely clear, and owes nothing. Additionally, in this particular case, the customer never had a true cancellation. The customer moved from S.C. to Nevada, but for some reason, AIG sent in a cancellation for the S.C. policy before changing him to a Nevada policy.

I think this is something that happens on a regular basis and if it is o.k. with you, I will ask Lotte or the appropriate person to mention this to the ALIR working group.

I will be in the office on Monday and unless you have something else you need me to work on next week, I will continue to work on correspondence.

Thanks,

Amy