



Guidelines for Reporting Insurance Policies to the RMV





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To: New Insurance Companies in Massachusetts
From: IS Security
Subject: Policy reporting procedures to the Registry of Motor Vehicles

Welcome and congratulations on becoming a part of the Registry of Motor Vehicles (RMV) Uninsured Motorist System (UMS).

The Division of Insurance has notified the RMV that your insurance company has been licensed to write (6G) auto liability in the state of Massachusetts. C.A.R (Commonwealth Auto Reinsures) has issued your company a three-digit "Company Code" number that must be used to stamp motor vehicle registration applications.

As part of the UMS program, your company will be responsible for reporting to the RMV all new insurance policies your company issues, as well as any policy changes or cancellations. The RMV uses this information to track uninsured motorists and possibly revoke their registrations IF the vehicle is not showing a policy on the Registry's database and/or the policy is cancelled, with no other coverage present within a certain amount of time.

This packet contains information your company will need to know about partnering with the RMV, including topics such as accessing the RMV's system, reporting policy information to the RMV, and the stages of the cancellation process. There is also a checklist of the steps your company will need to complete to become part of the UMS program. At the end of this packet, you'll find two UMS forms that are required to be submitted prior to using UMS. There are also three forms that your company may occasionally need to use while processing UMS transactions.

For more information on the UMS program, we urge you to visit our website: www.massrmv.com/ums. There, you can download both the UMS User Manual and the UMS Batch Manual. The UMS User Manual explains every screen that is available if accessing the Registry on-line. The UMS Batch Manual explains the record layouts needed to send a batch transmission through a file data transfer process to the Registry.

If you have any questions regarding connectivity, please contact IS Security at 857-368-7930 or email RMV-DL-ISSecurity@massmail.state.ma.us. For all other questions, please call the UMS department at 857-368-9770 or email umstrmv@massmail.state.ma.us.

Checklist

Please do all of the following to prepare your company for usage of the RMV's Uninsured Motorist System (UMS).

- Thoroughly read all the information in this packet and contact the RMV's UMS Department if you have any questions.
- Complete the Company Contact Form for revocation issues and return to the UMS Department
- Complete the RMV Technical Issues Contact Form. The RMV will use the information on this form to contact your company (via email) when the RMV system goes down due to an interruption of online service or scheduled down time.
- To familiarize your company with UMS and decide how you will access the system (either online or batch), visit the UMS section of the RMV website (www.massrmv.com) and review all UMS user manuals and technical manuals.
- Establish a File Data Transfer method with the RMV so you can send in your policy records (see page 14 of this packet).
- If your company decides to also use the RMV/UMS online access option, please refer to page five of this packet to choose your online options.

RMV/UMS Online Availability

The following schedule has been established for insurance companies to gain access to the Registry's UMS Production and Test regions. Insurance companies should **NOT try to access our system when the system is not available**. If the Registry's system is not available, the UMS Department will send your company an email stating that the Registry's on-line system is not available, as well as any **estimated time** when we will be available.

Any network problems you experience should be relayed to the UMS Department at 857-368-9770, Monday - Friday, **7:00 a.m. - 5:00 p.m.**, and we will relay all problems to our Network personnel. There is no support after 5:00 p.m. Monday – Friday or on weekends, as we do not have personnel available then to answer phones.

If the RMV system goes down during RMV business hours, the UMS Department will send an email to notify you of the status.

UMS Access Hours

Production Region

Everyday: 4:00 a.m. - 3:00 a.m. EST

Test Region

Monday – Saturday: 3:30 a.m. – 1:00 a.m. EST

Sunday: 9:30 a.m. – 6:00 p.m. EST

UMS On-line Access to the RMV

There are several ways in which insurance companies can gain access to the RMV's online UMS system for the reporting of policy information. Please read the options below. Once you have decided on which option you will choose for your company, please send a written request to:

RMV
Attn: IS Security
25 Newport Avenue Extension
Quincy, MA 02171

This request should be on your company's letterhead. It should also include any additional information we may require listed in the options below. Once your request has been reviewed, the appropriate request forms will be sent to your company, along with an approval letter.

VPN

You can gain online access to UMS via a VPN Connection through Verizon. There is a monthly fee per person. A TN3270 software must be used with VPN. You are responsible for purchasing this software. We can recommend software that has been proven to work with this VPN. **VPN cannot be used on a network or a server.**

Insurance agents that write for your company may receive VPN access via your company's VPN.

Guest Software via AT&T Global*

Your company will run our guest software. Most large insurance companies use this option, which allows you to have an unlimited number of users on the system. To get set up, you must do the following:

1. Arrange to get a leased line from the phone company to AT&T Global.
2. Be IBM & CICS compatible, and have the proper security.
3. Contact your service bureau (IVANS, AAMVA, or other) and explain you will be connecting to the RMV's database. The fee for this connection is strictly between your company and your service bureau. The phone numbers for the service bureaus are as follows:
 - AAMVA (813) 231-2511
 - IVANS (800) 548-2690
4. Occasionally install an updated release of our software, which the RMV will provide to you.

If you choose this type of connection, we require additional information about your company. In your letter requesting access, please include the following:

- What Service Bureau you are using to connect to AT&T Global (IVANS, AAMVA or other)?
- Your company’s AT&T Global Account Number
- Your company’s Network ID
- Your company’s APPLIDs
- A company contact for:
 - Network
 - CICS
 - Security
 - General person(s)

You can obtain the AT&T Global Account Number & Network ID from your service bureau.

Service Provider that Runs our Guest Software*

The following service providers run our guest software and provide a connection for insurance companies. You need to contact the service provider you are interested in using. The service provider will contact us and let us know you are interested in obtaining access via their connection. The fee for this connection is strictly between your company and your service bureau. You are not contacting us directly for connecting; your dealings will be with your service provider. No letter is needed for this option.

Company Name	Company Contact	Phone	Email
CGI	Michael McManamon	978-946-3440	michael.mcmanamon@cgi.com
CSC	Bruce Adams	803-333-5331	badams8@csc.com
Insurity	Mark Menard	508-758-1345	mark.menard@insurity.com

***Note:** You may give your insurance agents access via your connection to the RMV. The insurance agent must write for your company. The insurance agents will get the same authority that the company gets. We recommend that if you choose to give your agents access, you have an additional System ID assigned with either Inquiry with Plate Returns or Inquiry and Update with Plate Returns. It is the responsibility of the company to track all transactions each user performs using the RMV’s database. Any misuse of the RMV’s database may result in disciplinary actions and/or termination of all your company’s System IDs for the RMV’s database.

UMS Reporting Stages

The Uninsured Motorist System (UMS) has been designed to remove the uninsured motorist from the roads of the Commonwealth. Massachusetts statute (Chapter 175 Section 113A of the General Laws) requires that all registered vehicles be insured. The Registry of Motor Vehicles (RMV) must affirm insurance coverage prior to issuing or renewing a registration. This affirmation is done electronically via a direct interface to the RMV, or manually via a company-specific insurance stamp. In either case, the insurer is obligated to report their private and commercial automobile insurance policies electronically to the RMV within twenty three (23) days of the policy effective date and 90 days prior to either the policy renewal or cancellation.

To find out more information about how insurance companies report electronically to the RMV, please visit our website at: www.massrmv.com/ums. There, you will find manuals pertaining to batch processing via a file data transfer process, on-line screens, and technical manuals. For more information, you can also call the RMV's UMS department at 857-368-9770 .

Stages A-D of the cancellation/revocation process are described in the next section. At any stage during this process, the customer may choose to stop the cancellation/revocation process by returning the registration(s) and plate(s) to the Registry for cancellation. The customer will be issued 1 Plate Return Receipt, one of which should be forwarded to the insurance company.

The Start of the Cancellation/Revocation Process

The insurance cancellation process is initiated when one of the following situations occurs:

- Non-Payment of Premium
- Underwriting Reasons
- Voluntary Cancellation
- Fraud by Insured
- Failure to Pay Surcharges
- License or Registration Revoked
- Void Policy
- Dissatisfaction
- Vehicle Sold
- Transfer
- Financed Account
- Cancel/Rewrite
- All Other

The insurance company has the right to cancel the customer's automobile liability policy and inform the customer of their decision under Chapter 175 Section 113A:

“That . . . no cancellation of the policy, whether by the company or by the insured, shall be valid unless written notice thereof is given by the party proposing cancellation to the other party giving specific reason or reasons for such cancellation at least twenty days in each case before the intended effective date thereof, which date shall be expressed in said notice.”

Once the insurance company issues a Statutory Cancellation notice and notifies the Registrar in the form prescribed, the cancellation process is initiated.

STAGE A

The insurance company sends a statutory cancellation of insurance notice to the customer. Upon receipt of the Statutory Insurance Cancellation Notice, the customer has 20 days in which to satisfy his current insurance company or obtain new insurance from a different carrier. The customer may choose not to reinsure the motor vehicle(s).

The customer may do any one of the following:

1. Take corrective action with the current insurance company, to satisfy the reason for which the original cancellation notice was sent.
2. Obtain a new automobile liability insurance policy from a new insurance carrier.
3. If the customer chooses not to operate the motor vehicle(s), the customer must return the plate(s) and registration(s) to the Registry and receive 1 Plate Return Receipt, one of which should be forwarded to the insurance company.

If the customer does not take action as described above, the insurance company according to Chapter 175, section 113A, will proceed with Stage B of Cancellation/Revocation process.

STAGE B

If the customer has failed to satisfy the requirements of Stage A of this process, the insurance company will notify the Registry of the customer's liability insurance cancellation. The company, either On-line (updates immediately) or through Tape Batch Mode, will send a cancellation notice to the Registry as outlined in Chapter 175 Section 113A:

"Immediately upon the intended effective date of the cancellation of the policy, whether proposed by the company or by the insured, forward to the Registrar of Motor Vehicles a notice, in such form as he may prescribe, containing such information to inform the Registrar of the particular motor vehicle registration on which the insurance is intended to be cancelled."

The Registry will allow 23 days for (1) a notice of reinstatement, (2) the issuance of a new insurance policy or (3) the returned registration(s) and plate(s).

The **insurance company** must comply with the following procedures:

1. The insurance company must submit a cancellation to the Registry. The date provided on the cancellation must be equal to the intended cancellation effective date, on the statutory cancellation notice to the customer.
2. If the customer has rectified the problem with the insurance company, the company should submit a new business or reinstatement transaction with the effective date of the original cancellation transaction.

The **customer may** do any one of the following:

1. Take corrective action with the current insurance company to satisfy the reason for which the original cancellation notice was sent. This will result in reinstatement of the policy on the effective date of cancellation.
2. If the customer obtains new insurance from a new carrier, that new carrier must report the New Business to the Registry within 23 days. This will prevent a revocation letter from being issued.
3. If the customer chooses not to operate the motor vehicle(s), the customer must return the plate(s) registration(s) to the Registry, and receive 1 Plate Return Receipt, one of which should be forwarded to their insurance company.

NOTE: When submitting batch transactions, it is critical that a new business or reinstatement be processed by the insurance company and submitted to the Registry within 23 days from the

effective date of the cancellation. This stops the letter of intent to revoke the customer's registration and plate(s).

If the Registry does not receive (1) a reinstatement transaction, (2) a new business transaction, or (3) the returned plate(s) and registration(s), the Registry will proceed with Stage C of the Cancellation/Revocation process.

STAGE C

If, after 23 days, the customer has failed to satisfy the requirements of Stage B of this process, the Registry will issue a letter of intent to revoke the customer's plate(s) and registration(s). The customer has 10 days to notify the Registry of reinsurance or return the registration and plate(s). During this 10 day period, the customer is considered uninsured.

At this stage, the insurance company cannot reinstate the policy, but either the current insurance company or a new carrier can submit a new business transaction.

The **customer may** do any one of the following:

1. Obtain a new Automobile liability insurance policy with either the old company or a new insurance carrier. If the insurance company does not notify the Registry immediately of the new policy, then it is recommended that the insured submit a RMV 3 form from their insurance company. The customer will then need to bring the RMV 3 to a Registry office and pay a \$25.00 amendment fee. It is recommended that the company process the transaction ON-LINE.
2. If the customer chooses not to operate the motor vehicles(s), the customer must return the plate(s) and registration(s) to the Registry and receive 1 Plate Return Receipt, one of which should be forwarded to the insurance company.

If, after the 10 days, the customer does not take any corrective action in the manner prescribed above, the Registry will initiate stage D of the Cancellation/Revocation Process.

STAGE D

If the 10 day period has elapsed, and the customer or the company, has not notified the Registry in the manner prescribed, then the customer's registration(s) and plate(s) are REVOKED. On the 10th day at **12:01 a.m.**, the PRIMARY status on the customer's registration becomes REVO (REVOKed). A short time after the REVO status is generated, the local police in the customer's community are notified of the customer's name, address, and registration information. Along with the local police, the Registry will also review the information for potential plate recovery. If the customer is stopped by a police officer and cannot show proof of CURRENT insurance, the customer risks prosecution for driving uninsured and/or unregistered.

At this point, the registration has been revoked and the only process the insurance company can follow is to complete an RMV-3 for the customer and instruct him\her to return the old plate(s) and registration(s) to the Registry so he or she may re-register and be issued a new set of plate(s).

The **customer may** do any one of the following:

1. Obtain a RMV 3 form to re-register from his/her old or new insurance company and submit it to the Registry. The customer must return the old registration and plate(s)(this includes vanity and special plates). The customer will pay for a new registration and plate(s).
2. If the customer chooses not to operate the motor vehicle(s), the customer must return the plate(s) and registration(s) to the Registry and receive 1 Plate Return Receipt, one of which should be forwarded to the insurance company.

At this point the revocation process is complete. If the customer fails to obtain proper insurance, the customer is operating the motor vehicle(s) in violation of the law. In doing so, the customer is subject to fines and possible imprisonment.

NOTE: Once a customer's motor vehicle liability policy has been cancelled (stage B), the customer **may no longer operate the motor vehicle on the roads of the Commonwealth, unless a new policy is obtained.**

Commercial Policies

Commercial policies must be electronically submitted to the RMV. The same policies and procedures that apply to private passenger policies also apply to commercial policies.

The only exceptions are the Section Five registrations (dealer, repair, farm, and owner-contractor plates). The RMV will only accept a PAPER statutory cancellation notice covering Section Five registrations. These cancellations should be mailed directly to the Dealer Repair Section at the RMV. If a commercial policy has gone from a policy where the insurance company **knew the scheduled vehicles**, to a new insurance company that **did not know the listed vehicles** on the policy, the following action may be taken to avoid a revocation of their registration(s).

The **insurance agent/company must** comply with the following procedures:

1. If the customer obtains NEW commercial insurance from a new carrier, and the NEW commercial carrier does not know the scheduled vehicles, the NEW insurance company must complete an RMV-3 amendment form for each vehicle (\$25 amend for each vehicle), and submit it to the RMV for processing. Indicate on the form that there is a change of carrier and insurance coverage.

or

2. If the customer obtains NEW commercial insurance from a new carrier, and the NEW commercial carrier does not know the scheduled vehicles, the NEW insurance company/agent can obtain all of the vehicle registrations and notify the insurance company, which can process an Intervention Form with the UMS department (no fee), which will stop or take the registration plates out of revocation.

The **customer** must do the following:

1. Obtain a new commercial motor vehicle liability insurance policy from their current insurance carrier or a new insurance carrier.
2. If the customer chooses not to operate the motor vehicle(s), the customer must return the plate(s) and registration(s) to the RMV and receive 1 Plate Return Receipt, one of which should be forwarded to the insurance company.

Insurance Stamps

Requirements

An insurance stamp must meet all the following criteria:

- Have the insurance company name printed on the stamp horizontally
- Include the agency name, company representative's name, location, or producer code printed horizontally (when applicable)
- Have the three digit insurance company code printed on the stamp vertically
- Have the authorized representative's signature line printed horizontally at the bottom of the stamp. This must have the WRITTEN (original) signature of the authorized representative. A stamped signature is not allowed. Any document bearing a stamped signature must be rejected.
- Must fit within the appropriate boxes on all RMV forms (RMV-1, RMV-2, RMV-3). The applicable size to fit all documents is 5/8 X 2 5/8 wide.

Samples

THE COMMERCE INSURANCE COMPANY
DOWLING & O'NEIL
INSURANCE AGENCY INC # J45
BY Adam Smith 279

AMICA MUTUAL INSURANCE COMPANY
BY John Adams 354
PRODUCER # 123456

USAA CASUALTY INSURANCE COMPANY
BY M C Nolan 943
TEXAS

RMV-1 Section 49C

Section 49C of the RMV-1 form should indicate the insurance company's three-digit code, as provided on the stamp.

RMV personnel should not reject the application if this code is not provided in section 49C, since it is included as part of the insurance stamp.

Batch Procedures Via a File Data Transfer Method

All insurance companies need to send in their policy records to the RMV database via a Batch Data Transfer method. In order to do this, complete the following steps:

1. Contact Advantis/GXS at (877) 326-6426 and have a mailbox account set up with Expedite software. All costs associated with this mailbox account is the responsibility of the insurance company.
2. Once the Advantis mailbox account is set up, email Patricia Bennett at Patricia.Bennett@massmail.state.ma.us with your account number, user ID, and three digit insurance code.
3. Work with Patricia Bennett to send in some TEST data into our TEST region to be sure that your record layout of the policy record is correct.
4. Once approved for production, contact Ellen Armata @ (617) 660-4548 or email Ellen.Armata@massmail.state.ma.us to discuss sending a TEST Processing Request Form (Control Sheet) via email to the RMV-DL-UMSPRODUCTIONCONTROL@MASSMAIL.STATE.MA.US email group address with the company contact information.

All other UMS questions need to be addressed to the UMS department at 857-368-9770 or umsrmv@massmail.state.ma.us.

Composite Rated Policies

A composite rated policy is a policy purchased by a company that has a large fleet of vehicles (e.g. a car rental company) and is always adding and deleting vehicles from its inventory.

Often, insurance companies claim that they can't report vehicles that are part of a composite policy because they don't know all of the vehicles. However, the position of the RMV is that these vehicles **do** need to be reported. The reasoning is that every vehicle must get registered, and to do so, the owner must get a stamp from the insurance company on an RMV-1, which means that the insurance company knows the vehicle information because it is on file.

Reporting Trailers

Trailers 3,000 lbs. or less do not need to be reported. Trailers 3,001 lbs. or more must be reported electronically to UMS.

The rules for reporting trailers are different for private passenger policies than they are for commercial policies. Refer to the chart below to determine when trailers need to be reported through UMS batch processing or online processing.

Policy Type	Weight	Scheduled Vehicle	VIN on UMS (Y/N)	Report (Y/N)
Private Passenger	3,000 lbs. or less	--	Y	N
Private Passenger	3,001 lbs. or more	--	Y	Y
Private Passenger	3,000 lbs. or less	--	N	N
Private Passenger	3,001 lbs. or more	--	N	N
Commercial	3,000 lbs. or less	Y	Y	Y
Commercial	3,001 lbs. or more	Y	Y	Y
Commercial	3,000 lbs. or less	Y	N	N*
Commercial	3,001 lbs. or more	Y	N	N*
Commercial	3,000 lbs. or less	N	Y	N
Commercial	3,001 lbs. or more	N	Y	Y

Campers and autohomes that have VINs and are drivable on the road are reportable.

* These trailers can be reported online using the registration (plate #). This has become more common as companies look to remove any liability when they cancel a policy, as they cannot be reported via Batch, due to there not being a VIN. If the new carrier cannot report online, they should instruct the customer to bring a stamped RMV-3 form to the Registry if they receive a notice of intent to revoke.

UMS FAQs

- Q. If a person has **both** a **social security number** and a **license number**, which one would we use?
- A. Use the license number.
- Q. If we have a **commercial policy** and the policyholder is Pizza Hut, but the owner of the vehicle is John Smith, would we use an **FID#** or a **license number**?
- A. If Pizza Hut is the policyholder, you must use Pizza Hut's FID# and NOWN name, along with zip code information. If the vehicle was registered to John Smith as an individual owner, and you are not passing registration information, you will need to provide the vehicle's VIN, as well as John Smith's license number, name, and date of birth.
- Q. If we have a **commercial policy** and the policyholder is Pizza Hut, but the vehicle owner is GMAC (lessor), do we need to know the **lessor's FID#**?
- A. If Pizza Hut is the policyholder, you need to give us their FID#, NOWN name, and zip code information. If the vehicle owner is GMAC, and you are not passing registration information, you need to provide the vehicle's VIN, GMAC's FID #, and the registered owner's name (GMAC).
- Q. If we have a **commercial policy** and both the owner of the vehicle (Leasing Associates) and the policyholder (Pizza Hut) are in a **company name**, what should we submit in our batch record?
- A. If the policyholder is a NOWN (non-individual owner), you must provide an FID#, NOWN name, and at least five characters of the nine character zip code to UMS. If the vehicle(s) is registered to a NOWN, you may also have to provide an FID# as part of the vehicle record. The vehicle edits do not just consist of passing an FID# for the vehicle. The edit must start with a VIN check and then check to see if the registration information was given. If you passed the registration information to us and matched the VIN, then owner information is not required. But if your company does not capture registration information, the FID#, registered owner name, and zip are all required. Please refer to the BSD and the Batch Manual for information pertaining to edits.
- Q. If we have a **commercial policy** and the owner of the vehicle and the policyholder is an **individual** (John Smith), can we use the license number, as we wouldn't have an FID#?

- A. When you submit a commercial policy to the RMV, the edits will seek to match the owner type (individual or nown) to a license number or FID#. If the owner type is a NOWN, we will look for FID#; if the owner type is an individual, we will look for license number.
- Q. The RMV said our company could get a **file of all the vehicles on its database** that we currently insure. What information will be sent on this file, is it worthwhile, and how do we get it?
- A. You should fill out the file request form indicating your company code(s) and provide a blank cartridge. We will supply you with all the registrations that your company is insuring (i.e, plate number, VIN, owner name, FID#, year, make, and model of vehicle). It is worthwhile to capture this information that you may not have prior to implementation. Batch processing has a number of edits which consist of matching VIN and owner information (FID#, name, or lic#). The sooner you start to match your data with our records, the easier the implementation will be. Since we update the registration data files that produce your registration information on a weekly basis, your company may want to resubmit a new tape cartridge in order to obtain new registrations, as well as obtain the registered owners' zip codes, which we recently added to the layout.
- Q. How can my company load a **policy** that has **more than 24 vehicles** on it?
- A. We suggest that policies with a large number of vehicles be submitted through batch. However, if you need to load a policy with more than 24 vehicles, the on-line screens will allow you to input up to 9,999 vehicles. The UPOI/UPIC screens are processing screens that will permit you to load a New Business or a Renewal transaction with up to 24 vehicles. We have eliminated vehicle activity from the UPA screen, but inputting a V (veh display) action on this screen will automatically send you to the UPMV screen. The UPMV screen is the screen where all transactions concerning vehicle additions and deletions will take place. This screen can hold up to 9,999 vehicles. Please note that processing time on the UPA screen may be affected when you are trying to cancel or reinstate a policy with a large number of vehicles. This is why we suggest using batch processing for policies with more than 24 vehicles. You may also find that the response time is slow when processing a large number of additions/deletions of vehicles on the UPMV screen.
- Q. Are there any on-line screens we can access to determine how a **NOWN owner** has registered a vehicle, or what the **FID#** is?
- A. Yes, companies that access our on-line screens currently have the capability of looking at NOWN owner names and FID numbers through the URN screen. This screen is an inquiry screen that allows you to input the NOWN name; it also gives you a choice of information to view. For instance, you may only want to see the NOWN name, address,

and FID#, or you may want to see all vehicles registered for a particular NOWN. You also have a choice of viewing a NOWN's active registrations only. All of these selections are possible by indicating "Y" in the appropriate fields. There is another inquiry screen named the RNF screen. This screen will display all the NOWN names associated to an FID#.

Required UMS Forms

Insurance Company Contact Form

Please use this form to indicate who the Registry of Motor Vehicles' UMS Department should call when there is a question pertaining to coverage of a vehicle/policy. These contact names/telephone numbers will be used internally within the Registry to assist registered owners and policyholders with insurance issues. Please make copies of this form and send the UMS department any changes of name or contact information as they occur.

This form must be faxed to the UMS Department at 857-368-0024. If you have any questions, please call the UMS Department at 857-368-9770.

Insurance Company Name: _____

Address: _____

Type of Coverage (check one): P+B Comm Both

Name of 1st Contact: _____

Telephone #: _____ Fax #: _____

Email address: _____

Name of 2nd Contact: _____

Telephone #: _____ Fax #: _____

Email address: _____

Name of 3rd Contact: _____

Telephone #: _____ Fax #: _____

Email address: _____

Technical Issues Contact Form

Please use this form to indicate who the Registry of Motor Vehicles' UMS Department should email when the RMV system goes down due to an interruption to online service or scheduled down time. These contact names and information will be used internally within the Registry. Please make copies of this form and send the UMS department any changes of name or contact information as they occur.

Please fax this form to the UMS Department at 857-368-0024. If you have any questions, please call the UMS Department at 857-368-9770.

Insurance Company Name: _____

Address: _____

Type of Coverage (check one): P+B Comm Both

Name of 1 st Contact: _____
Email address: _____
Telephone #: _____ Fax #: _____

Name of 2nd Contact: _____
Email address: _____
Telephone #: _____ Fax #: _____

Name of 3rd Contact: _____
Email address: _____
Telephone #: _____ Fax #: _____

Supplemental UMS Forms

Manual Error Correction Form

Use this form to have the UMS Department make changes to a registration record that has an incorrect VIN, owner name, date of birth, or an X number as a license number.

Note: If you see an X number on a registration record, it is not a real license number and should not be sent to us in a policyholder record or as a vehicle owner's license number.

Please fax this form to the UMS Department at 857-368-0024. If you have any questions, you can call 857-368-9770.

Insurance Company: _____ Date: _____

Plate Type: _____ Reg #: _____

RMV Owner Name: _____ RMV DOB: _____

Revised Name: _____ DOB: _____

RMV Lic.#: _____ RMV VIN: _____

Revised Lic.#: _____ Revised VIN: _____

Plate Type: _____ Reg #: _____

RMV Owner Name: _____ RMV DOB: _____

Revised Name: _____ DOB: _____

RMV Lic.#: _____ RMV VIN: _____

Revised Lic.#: _____ Revised VIN: _____

Plate Type: _____ Reg #: _____

RMV Owner Name: _____ RMV DOB: _____

Revised Name: _____ DOB: _____

RMV Lic.#: _____ RMV VIN: _____

Revised Lic.#: _____ Revised VIN: _____

Registry Document Pull Request Form

This form is used to request a hard copy of processed RMV paperwork regarding a customer's registration information.

Please fax this form to the UMS Department at 857-368-0024. If you have any questions, please call the UMS Department at 857-368-9770.

Insurance Company Name: _____

UMS Contact Name: _____

Phone #: _____ Date Submitted: _____

Requested Document Type:	<input type="checkbox"/> Most Current	<input type="checkbox"/> RMV-1	<input type="checkbox"/> RMV-3
<input type="checkbox"/> If document is stamped by another carrier, please update URI screen and indicate here (copy of document not needed): _____			
Plate Type:	_____	Plate #:	_____ C: _____
Owner Name:	_____		

Requested Document Type:	<input type="checkbox"/> Most Current	<input type="checkbox"/> RMV-1	<input type="checkbox"/> RMV-3
<input type="checkbox"/> If document is stamped by another carrier, please update URI screen and indicate here (copy of document not needed): _____			
Plate Type:	_____	Plate #:	_____ C: _____
Owner Name:	_____		

Requested Document Type:	<input type="checkbox"/> Most Current	<input type="checkbox"/> RMV-1	<input type="checkbox"/> RMV-3
<input type="checkbox"/> If document is stamped by another carrier, please update URI screen and indicate here (copy of document not needed): _____			
Plate Type:	_____	Plate #:	_____ C: _____
Owner Name:	_____		

Intervention Form

This form should be used to request that the Registry of Motor Vehicles take reinstatement action on plates that are in the process of becoming revoked (ACTV/INSC) or are already revoked (REVO/INSC). This form should only be used by insurance **companies** and must **not be distributed** to the agent community. The UMS department will only take confirmation of insurance from insurance companies.

This form must be faxed to the UMS Department at 857-368-0024. If you have any questions, please call the UMS Department at 857-368-9770.

Insurance Company Name: _____ 3 Digit Code: _____

Your Name: _____

Your Phone Number: _____ Your E-Mail Address: _____

Check one

Private	Comm	Registration Owner's Name	Plate Type	Reg #	Policy Eff. Date