

Electronic Insurance Stamp (eStamp) Working Group

Massachusetts Registry of Motor Vehicles (RMV)
and
Business Partners



November 18, 2020

Previous Meeting Review

At our second meeting on November 4, 2020, we:

- Recapped our last meeting held on October 21st
- Discussed any questions/concerns from last meeting or meeting notes distributed on November 9th
- Presentation of proposed solution from Dealertrack
- Presentation of proposed solution from Boston Software
- Discussed each proposed solution
- Reviewed and answered chat questions

Today's Agenda

Agenda for today's meeting:

- Discuss any thoughts on previous meetings or meeting notes distributed on November 9th
- Discuss Dealertrack and Boston Software presentations provided at the last meeting and review any questions regarding their presentations distributed on November 9th
- Review items for discussion after reviewing both presentations (see slide 6)

Dealertrack Presentation Review

Dealertrack (DT), as part of their offering to their dealers, will provide the capability to send the RTA Form to carriers/agents for a digital signature using a 3rd Party Signature Provider.

Proposal:

Dealertrack is asking that direct eSigning/eStamping of RTA Forms by carriers/agents using a 3rd Party Signature provider be allowed by the RMV.

Features:

- The Dealertrack solution would integrate with dealers using their product
 - This would use the same 3rd Party Signature Provider used to capture other eSignatures
- Proposal is to use a standard eSignature product to capture carrier/agent signatures
 - The agent/carrier would be notified via email and respond to the eSignature request

Challenges:

- Requires dealers to determine contact information to reach the insurance agent/carrier
 - A list of “Favorites” could be maintained so that this information would only have to be entered/changed once
 - As more dealers use this, the index of carrier/agent contacts will get richer
- Dealertrack has not initially built in the capability for additional documents to be included in the documentation in both directions
 - Adding additional Documents may be possible and can be investigated
- May be difficult to include data in the documentation to the agent/carrier
 - Rekeying the VIN and vehicle description may be necessary
 - Passing additional data to carriers and agents can also be investigated
- As proposed, eSignatures would be initiated by Dealertrack users, but available to ALL agents/carriers – even those not on the Dealertrack system

Boston Software Presentation Review

Boston Software Corporation (BCS), as part of the SinglePoint offering to their insurance agents, will provide the capability for dealers and agents to exchange the RTA Form and request/apply an eStamp and a digital signature.

Features:

- Provides easy access to all of their users, which is approximately 1200 - 1500 agents
- Can be adapted to include additional documents and data that can easily be ingested, integrated, and used by those agents with SinglePoint
- Follows proven workflow that agents are used to; agents have valid authorization from the RMV to access ATLAS and authorization from carriers to apply eStamps
- Safe and secure
- Dealers can be given free access to SinglePoint to initiate eStamp requests and receive stamped RTA Forms
- Can be adapted to include additional documents and data that can easily be ingested, integrated, and used by those agents and dealers with SinglePoint
- The process includes status updates to dealer, agent, and consumer throughout the lifespan of the transaction
- Supports scanning of documents (required in EVR Phase 2) with drag & drop functionality and upload

Challenges:

- For the dealer, yet another system that they have to integrate
- As proposed, currently available to SinglePoint users and does not service direct writers
- May be difficult to include data in the documentation to the agent/carrier

Items for Discussion

Items for discussion following review of both presentations:

- **Item #1:** What are the minimum documents and data that need to be included with the RTA Form going to the agent/carrier and being returned from the agent/carrier to the dealer?
- **Item #2:** For this process, what constitutes an insurance certification? Is it a stamp or something else?
- **Item #3:** What role should the RMV play in this process? Should we consider building an index of agents/carriers/dealers that all participants can use?

Minimum Documents and Data Sent

Documents and Data Sent to Agent/Carrier

Documents:

- RTA Form completely filled out (does it need the purchaser's signature(s)?)
- Signed Purchase and Sales Agreement
- Either the title or MCO (does it need purchaser's signature(s)?)
- Window sticker (new vehicles only)
- Anything else?

Data (optional):

- The vehicle description (VIN, year, make/model, trim, body style, and mileage (anything else?))
- Owner(s) DLN and names (First and Last)
- Anything else?

Minimum Documents and Data Returned

Documents and Data Returned to the Dealer

Documents:

- RTA Form with an insurance certification (does not need to be the exact same form that was sent)
- Insurance binder (for leased and financed vehicles?)
- Anything else?

Data (optional):

- The 3-digit carrier code
- The name of the agency/carrier and agent that is processing the certification
- The certification date
- Policy Effective Date or Change Effective Date
- Anything else?

What Constitutes an Insurance Certification

Options for an Insurance Certification (pick one)

Insurance Stamp:

- Application of an insurance stamp to the RTA Form and the agent signs the form either manually or electronically

Data:

- Required information in the data response to the dealer:
 - Typed within the 3rd Party Signature Provider document (Dealertrack), or;
 - Included within the interface used (Boston Software)

Standalone Certification:

- Creation of a separate document to include the required information:
 - The 3-digit carrier code
 - Policy Effective Date or Change Effective Date
 - The certification date
 - The name of the agency/carrier and agent that is processing the certification

RMV Index

Should the RMV consider developing an index of agents, carriers and dealers?

RMV interfaces with most of the dealers, agents, and carriers. Index would be available to service providers (e.g., Lienholder Code List). The agent/carrier/dealer has to upload and maintain their information.

Index could include:

- Business name and code (if applicable)
- Demographic Data
- Primary and secondary business contacts (name, phone, email)
- RTA Insurance Certification email box
- IP Address (assumes static IP)
- Anything else?

Comments and Questions

Comments:

- Comments, suggestions for improvement, or topics for discussion at our next meeting should be sent to ATLAS.EVR@dot.state.ma.us

Questions?