



Subject	Insurance Stamp Working Group – Meeting 3		
Meeting Date	Wednesday, November 18, 2020	Meeting Time	11:00am
Meeting Location	Phone Dial-in: United States: 1 (646) 749-3129; Access Code: 845-900-309 GoToMeeting Link: https://global.gotomeeting.com/join/845900309		

Attendees

Amy Strout	Gretchen Daley	Leslie Remis	Michelle Tartufo	Rob Dwyer
Carl Sundstrom	Jennifer Scott	Tom Dwyer	Monica Hurley	Mark Izzo
Vincent Donnelly	Kathy Cormier	Matt Migliore	Nick Kohl	Rachel Galasso
Cynthia Henderson	Kathy Davey	Melissa Scarpetti	Tom O'Connor	Ralph Valente
Rob Dwyer	Kevin Park	Elizabeth Rizzuto	Wendy Browne	Charlie Walsh
Mechelle Cutshaw	Alexa Schuster	Audrey Ball	Stephanie Alho	Colleen Ogilvie
Cherise Coombs	Emily Dube	Alex Hageli	Sam DiBattista	Mark Winiker
Gina Laufer	David Lewis	Ron Wynn		

Meeting Notes

Topic	Discussion
Introduction	<ul style="list-style-type: none"> Ralph Valente provided introduction and reviewed the PowerPoint slide deck with the Agenda for today's meeting.
Presentation Review	<ul style="list-style-type: none"> Gretchen Daley provided a review of the presentation which outlines a recap of last week's presentations and additional process questions. Gretchen reviewed the 3 items for review on slide 6: Items for discussion following review of both presentations:

	<ul style="list-style-type: none"> ○ 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? <ul style="list-style-type: none"> ● Gretchen and David Lewis answered questions throughout the meeting, as necessary.
<p>Meeting / Chat Questions</p>	<p>Presentation Slide 6 - Items for Discussion:</p> <ul style="list-style-type: none"> ● Matt Migliore stated that for a response to the Dealertrack challenges, these are in the early discussions and they would like to know the RMV's stance on many of these items in order to tailor their solution accordingly. ● Kathy Cormier stated they don't want to rekey the information again onto another RTA Form (this can cause errors). She said they don't rekey the info today; the dealer faxes to agent and they fax it back. ● Tom O'Connor stated he'd appreciate agents weighing in on this process. ● Amy Strout they can the documentation into their system. ● Mark Winiker agreed. ● David Lewis stated that rekeying should not be needed with the Dealertrack or Boston Software solutions. Also, SinglePoint does not request the info now and they can add this info via .pdf/OCR. ● Mark Winiker stated when the requests come in via fax, Single Point would work well if integrated with the RTA Form and it would help prevent rekeying errors. Proof of Insurance could also be added to the binder. ● Tom O'Connor stated maybe the RMV could add a field to enter the VIN, as this would be useful and if the RMV did require this, this could be added to Boston Software's solution. <p>Presentation Slide 7 - Minimum Documents and Data Sent:</p> <ul style="list-style-type: none"> ● Kathy Cormier said the customer's signature can be a gray area and if the insurance agent hears from the customer regarding the transaction, they will process and stamp the request. As long as they have all paperwork, Title, etc., to validate. ● Emily Dube asked if they could process without the customer's signature; can they get the insurance verification? ● Kathy Cormier stated in a perfect world, the agent would always have the customer's signature. If that is not available, she encourages agents to note that the binder should state something like "coverage effective upon receipt of title." ● Monica Hurley stated that for EVR, the signature is needed for the scanned document payload. ● David Lewis said yes, the best practice is always to have the signature; however, the Title/MCO must have a signature. ● Kathy Cormier stated she was referring to the insurance stamp and insurance agency requirements and the dealers have their own requirements/EVR rules regarding signatures. ● Ron Wynn asked if with all signatures, can we integrate with digital insurance stamp as part of this process? Can the stamp work as a barcode to register the vehicle? ● Gretchen said the eSignature/Signature Policy covers this information and the RTA Form is allowed to have a digital/electronic signature.

- Ron Wynn asked if they can accept electronic signatures for registrations?
- David Lewis stated that the published Signature Policy applies to the RTA Form (see link below for Signature Policy details).
- Gretchen asked if the Purchase & Sales (P&S) contract needs to be signed? Is it required?
- Kathy Cormier said the P&S is not required now, but it is useful. They want the window sticker and Title/MCO. If window sticker is not available, the bill of sale is acceptable.
- Mark Winiker said the VIN doesn't always have all the vehicle options listed, but it helps. He said a copy of the Driver's License is useful, plus the P&S, trade-in invoice, etc.
- Gretchen asked what else is needed for data?
- Mark Winiker stated the vehicle purchase price (this is also on the RTA Form).
- Tom O'Connor stated Boston Software can program for other necessary data; dealers may push back if RMV seeks to require too much information. SinglePoint can be updated to assist with insurance verification.
- Mark Winiker stated that they need the insurable vehicle, VIN, etc. They do need info to notify the current owner, current bank, trade-in, etc.
- Mark Izzo stated that Dealertrack integration is great, but can be complicated. The 3rd party software can be brought in to create a "document package" to send to agents with all required information.

Presentation Slide 8 - Minimum Documents and Data Returned:

- Gretchen Daley asked what info is needed to send to the dealer?
- Kathy Cormier stated the RTA Form with the Insurance Certification does not have to be the same exact as what was sent to the RMV to insure.
- Gretchen Daley said that information should "mirror" what was on the RTA Form. Gretchen said we don't want to have rekeying errors, as stated above.
- Tom O'Connor stated that they could add information in SinglePoint to return the same form/information sent to the RMV. He said you can't modify the original .pdf, so that would require additional steps.
- Gretchen Daley asked about the insurance binder and what is needed.
- Kathy Cormier said the binder is only required for leased or financed vehicles.
- Mark Winiker agreed with Kathy and said the binder is not needed if paying cash for a vehicle.
- David Lewis asked if there is a "standard" binder/format that is used?
- Kathy Cormier/Tom O'Connor said yes and the standard is the Acord form. (Tom emailed a sample of the Acord binder to the RMV Team after the meeting.)
- Kathy Cormier stated the binder only requires physical coverage only.
- Tom O'Connor asked if the dealer sees any other formats other than Acord? (Several responded via the chat that Acord is what they see/use.)
- Gretchen Daley asked if there is any other data needed?
- Kathy Cormier stated they also want the Agency ID number for the producer (not the individual).
- Tom O'Connor said they don't require the Agency ID; Boston Software only shows the Agency Name only. He also said SinglePoint logs all transactions/certifications.

	<ul style="list-style-type: none"> • Mark Izzo stated Dealertrack has the same record and detailed log, dates, names, times, and digital certificate. • Kathy Cormier stated if the RMV is tracking this information in ATLAS? • Tom O'Connor said this is not required for EVR. David Lewis agreed and said this is not logged in ATLAS. • Mark Winiker said tracking down the old RMV-1 can be very time consuming and they may want to ensure that there are no fraudulent Insurance Stamps presented. How can this be prevented? <ul style="list-style-type: none"> ○ NOTE: Remaining slides did not get reviewed at this meeting; they will be reviewed and discussed at the next Working Group session. • Ralph Valente wrapped up the meeting and explained the RMV will schedule 2 more meetings to discuss further.
Additional Information / Updates	<ul style="list-style-type: none"> • The RMV's published Signature Policy is located under What's New on the Business Partner website. • Chat questions/answers and meeting notes, along with the updated presentation and edits discussed at today's meeting, will be distributed prior to the next meeting.
Next Meeting	Wednesday, December 2, 2020 at 11:00am

Action Items

Topic	Assigned To	Decision or Action item	Status
Contacting Direct Writers	David Lewis/Gretchen Daley - RMV	Email Direct Writers to explain the potential process change and ask for Working Group participants	Complete
Distributing Presentations	Stephanie Alho – RMV	Email presentations provided from Dealertrack and Boston Software to all Working Group participants (separate with these meeting notes)	Complete
Distributing Presentations	Stephanie Alho – RMV	Email updated presentation discussed at the 11/18/2020 meeting (separate from these meeting notes)	Complete
Schedule Additional Meetings	Stephanie Alho – RMV	Emailed meeting invitations for 2 more Working Group sessions on 12/2/2020 and 12/16/2020 (any unnecessary meetings will be cancelled)	Complete
Binder Sample	Tom O'Connor – Boston Software	Send Acord Insurance Binder sample to RMV Team	Complete
Review Remaining Slides	All Attendees	Meeting ended after reviewing slide 8; RMV asked for attendees to review the remaining slides and email any feedback to the RMV by 11/20/2020	Complete