

Uninsured Vehicles (UV) Project
Frequently Asked Questions



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Insurer Section

1. Scope of the Uninsured Vehicles (UV) Project

1.1 What types of vehicles are included in the scope of this initiative?

Passenger-plated, privately owned or leased passenger vehicles, model years 1983 and newer, are included.

Passenger vehicles registered in the name of corporations, motorcycles, motorhomes, commercial (including those with the Ministry of Transportation's (MTO's) Personal Use Only [PUO] designation) and pre-1983 passenger-plated vehicles are excluded from the initial phase.

1.2 Is there a plan to expand the current scope of included vehicles?

Currently there is no specific timetable for expanding the scope of the UV Project. However, should this occur at some time in the future, IBC will advise the insurance industry well in advance. In the meantime, the monitoring of all classes of vehicle identification numbers (VINs) will continue.

1.3 What types of transactions at MTO or ServiceOntario are included in the scope of the initiative?

Only licence plate renewals (renewal stickers) are included.

1.4 Is there a plan to expand the type of transactions included at MTO or ServiceOntario, such as licence plate transfers and new registrations?

Currently there is no specific timetable for expanding the scope of the UV Project. However, should this occur at some time in the future, IBC will advise the insurance industry well in advance.

1.5 Is Critical Coverage Reporting (CCR) still being considered for the project? If not, why not?

No. CCR was conceived when the Effective Date lag (see Section 5.4) time was approximately 30 days; this lag will be down to roughly four days, on average, by the time the UV pilot year ends in November 2011. The CCR undertaking is no longer required to resolve the lag issue as currently measured.

1.6 Would it be useful for us to advise our agents/brokers about this initiative and the importance of validating the VINs?



This would certainly be useful. We will be sending informative bulletins to all companies well in advance. You can then use them to craft bulletins to your agents/brokers.

2. Related Data Quality and Data Accuracy Information

2.1 Will the types or frequency of reports that insurers currently receive change with the launch of the UV initiative?

For the time being, insurers will receive the same reports at the same frequency, but some of these reports will be replaced by online versions in the near future.

2.2 What is the “VIN exception process” and how does it work?

Please refer to “TIPS on adding VINs to the Exception file,” linked from the following IBC web page:

http://www.ibc.ca/en/DQ_Management/TIPS.asp.

2.3 What does it mean when a VIN is “under investigation,” and what is the process IBC uses to investigate and resolve these issues?

Please refer to “TIPS on adding VINs to the Exception file,” linked from the following IBC web page:

http://www.ibc.ca/en/DQ_Management/TIPS.asp.

3. Regulation

3.1 Will a regulation govern the Uninsured Vehicles initiative?

Yes, the Financial Services Commission of Ontario (FSCO) has put in place a regulation that governs the data reporting for UV in the following three areas:

1. Data elements required to be reported (takes effect immediately)



2. Types of transactions and scope of business (takes effect immediately)
3. Timeliness of reporting (takes effect in December 2011)

3.2 What data elements must be reported for UV, and where do they currently reside (ASP or UITS)?

Automobile Statistical Plan (ASP) data elements:

Policy effective date
Policy expiry date
Transaction type
Reporting company number

Underwriting Information Tracking (UITS) data elements:

VIN
Mandatory coverage indicator
Processing date
Sequence number
UITS transaction type

3.3 From a statistical reporting perspective, what types of transactions and business are affected?

Type of Use: 1 – 19, excluding Type of Use 5 and 6

Type of Business: 1, 2, 8 and 9

3.4 What is the required timeframe for reporting the elements as outlined above?

There will be no reporting timeframe during the first year after the launch of the UV Project in November 2010. However, beginning in December 2011, all transactions and data elements described above will have to be reported to IBC within 14 business days of a transaction's effective date.



4. VIN match MTO – ASP Edit

4.1 How are the private passenger VINs that my company currently submits to IBC edited (how many VIN-related edits are there and what are they)?

The IBC system edits passenger vehicles with model years 1983 and newer submitted with Type of Business 1, 2, 4 (if individually reported), 8 and 9 having Type of Use 1 through 19. The edits are as follows:

1. The VIN must be 17 digits, otherwise error code U414C will apply.
2. If the VIN does not pass the algorithm check, error code U414V will apply.
3. If the vehicle code and model year do not match the VIN, error code C9029 will apply.
4. If the VIN is not found in the IBC system (e.g., a vehicle manufactured for a non-North American market), error code C9030 will apply and a message will be sent to the insurer advising that IBC will investigate the VIN. Upon concluding the investigation, the company will be informed that the VIN has been included in IBC's system or that it is an invalid VIN.
5. Effective June 2010 for Ontario automobile insurance premiums only, if the VIN does not match one in the MTO VIN database, error code C9038 is generated. For this edit, the system only looks at private passenger VINs with model years 1983 and newer.

The above criteria can be found in the Edit Rules Documentation on IBC's website. For more information, please consult your Data Quality Analyst.

4.2 What is the VIN match MTO edit, and why is this critically important for UV?

As communicated in Bulletin No. DQ-2009-11, dated November 5, 2009, IBC has created a new Edit Rule, whereby if no match of a submitted in-scope VIN is found in the MTO database, the VIN will generate a hard error and will appear in IBC's Submission Management application under the Error Correction module. This new rule took effect in June 2010 for all Ontario private passenger vehicle premium transactions reported with an entry date of June 2010 and policy effective date of June 1, 2010 and later.



This application will inform the insurer shortly after submitting the record if the VIN does not match, so the insurer can fix the issue in advance of a transaction at MTO/ServiceOntario.

4.3 Why is this new Edit Rule being put into the Error Correction application in Submission Management?

The new Edit Rule complements VIN algorithm error corrections and notifies the insurer through a familiar format.

4.4 IBC sent a file of VINs for my company and they don't match the VINs at MTO. What is the suggested procedure for resolving these match issues?

IBC sent an updated file of its unmatched VINs to each company at the end of May 2010. To resolve these match issues, IBC recommends the following:

If any of your VINs do not match VINs at MTO, it is likely that there is an algorithm error. If the error is on your VIN, please take immediate steps to correct it. This could involve using the VINlink decoder, getting a suggested VIN via the VIN Match at the MTO facility that IBC currently provides or as shown on your VIN/DLN/RIN Monthly Report, or by contacting IBC's Vehicle Data Services department at vic@ibc.ca.

Upon correcting the VIN, use the VIN Match at the MTO facility (<https://www1.ibc.ca/uv/uv>) to determine if it now matches.

For any of your VINs that pass the algorithm but do not match VINs at MTO, it is likely that MTO's VIN has an algorithm error. In this situation, IBC recommends that you follow the procedure:

- Referring to the forthcoming UV Project, request that the agent/broker/customer compare the VIN on the dash to the VIN on the plate permit.
- If these do not match, the MTO-registered VIN is in error since the VIN on the dash is the definitive source.

To have the MTO-registered VIN corrected on your vehicle permit, you must bring the following to a Service Ontario centre:

1. the vehicle permit (ownership)
2. your Canada Inter-Province Motor Vehicle Liability Insurance Card ("pink card"), plus
3. one of the documents listed below:



- Original vehicle manufacturer's warranty
- Copy of manufacturer's invoice
- Original or copy of the Bill/Certificate of Sale from the original selling dealer
- Letter from an authorized dealer for your make of vehicle verifying the correct VIN of the vehicle
- Copy of Certificate of Title/Certificate of Origin
- Copy of New Vehicle Information Statement (NVIS)
- Written confirmation from municipal or provincial police verifying that the VIN was checked through the Canadian Police Information Centre
- Original Safety Standards Certificate, form SR-E-214, only if the last 6 characters of the VIN are correct
- Sworn affidavit by the vehicle owner explaining the VIN error.

For more information, visit the Ministry of Transportation's website at: www.Ontario.ca/vehicleinfo.

Ask the customer to confirm MTO's change and then use the VIN Match at the MTO facility application to determine if it now matches.

4.5 Will there be a deadline attached to the completion of this listing?

IBC strongly recommends that the unmatched VINs be corrected as soon as possible so that customer/agent/broker/company disruption is kept to an absolute minimum.

5. 120 Day Letter

5.1 What is the purpose of the 120 day letter?

It gives the plate-renewal customer a heads-up that there is an issue with their VIN or insurance and allows them plenty of time to fix it in advance.

5.2 How does the 120 day letter process work?

With the UV Project's rollout currently scheduled for late November 2010 (pending acquisition of required legislative approvals), MTO will commence sending the 120 day letters in late July or early August 2010. This letter will be sent to the plate registrant of any in-scope vehicle for the UV Project in Ontario where a check with IBC's database 120 days before plate validation expiry reveals a VIN



anomaly or where mandatory insurance coverage cannot be confirmed. The letter will explain what action the plate registrant needs to take to proceed without a problem with their plate renewal.

Agent/Broker Section

6. Uninsured Vehicles Project

Background

6.1 Who initiated this project?

Bill 59, the Automobile Insurance Rate Stability Act arose out of concern regarding automobile insurance rates and the desire to reduce the number of uninsured vehicles. The project is a joint effort of the insurance industry and MTO.

Rollout, Timelines and Phase-in

6.2 Is there going to be full implementation from day one?

No. The project has adopted a phased rollout approach beginning in Ontario only, with plate renewals for model years 1983 and newer, privately owned or leased passenger plated vehicles.

6.3 What is the purpose of adopting a phased rollout approach?

This approach allows time to resolve issues that may arise and to perfect the process before the full scope of the project is implemented. Phasing in vehicle models and plating, making amendments as we go, will ensure success with as little disruption as possible.

6.4 Are the timelines outlined in the 2009 Data Quality Forum presentation still valid?

Yes. We anticipate that MTO will begin to phase in the denial of plate renewal (where insurance confirmation cannot be found at IBC) in late November of 2010. MTO cannot start their public awareness campaign until legislation and regulations are finalized.



Initial Phase Scope

6.5 What is MTO planning to implement initially?

During the initial phase that is expected to begin in late November of 2010, MTO licensing offices, websites and kiosks will begin denial of licence plate renewals for passenger-plated, privately owned or leased passenger vehicles, model years 1983 and newer.

Private passenger vehicles registered in the names of corporations, motorcycles, motorhomes, commercial (including those with a PUO designation) and private passenger vehicles with model years pre-1983 will be excluded from this phase.

6.6 Is there a plan to expand the current in-scope vehicles and/or type of transactions?

Currently there is no specific timetable for expanding the scope of the Uninsured Vehicles initiative. However, should this occur at some time in the future, IBC will advise the insurance industry well in advance. In the meantime, the monitoring of all classes of VINs will continue.

Legislation

6.7 Is the reporting of this information required by a government act?

Bill 59, the Automobile Insurance Rate Stability Act, is enabling legislation. The act permits MTO to share information with the insurance industry for the purpose of stabilizing insurance rates. One of the ways to do this is to reduce the number of uninsured vehicles on Ontario's roads. Reducing the number of uninsured vehicles in turn generated the Uninsured Vehicles Project and the accuracy and reporting requirements that are part of it.

Fraud Reduction

6.8 Will this project help stop a scenario whereby a customer insures a vehicle, obtains plates and then cancels?

Yes. When that phase of the project is rolled out, it is anticipated that enforcement agencies will have access to insurance information from VINs. This information could be used to deal with issued plates that no longer have coverage.

Future

6.9 What will the database be used for other than reducing the number of uninsured vehicles?



The database has the potential to be used for many fraud reduction measures and tracking mechanisms, in conjunction with vehicle branding.

7. Insurance Bureau of Canada (IBC)

Background

7.1 What is IBC?

Insurance Bureau of Canada (IBC) is a leader in the development and delivery of property and casualty (P&C) insurance information products and services. It is the official agency for collecting and reporting auto insurance statistics to the governments of Alberta, Ontario, the Atlantic Provinces, Yukon, the Northwest Territories and Nunavut – jurisdictions where auto insurance is provided by the private sector. In Ontario, IBC is also the official statistical agency for commercial liability insurance. Participation in commercial liability (outside Ontario) and commercial property statistical plans is offered to all insurers on a voluntary basis.

To find out more about IBC, visit our website at www.ibc.ca.

Accountability

7.2 What about accountability from IBC on this project? What reports will be published to determine if the Uninsured Vehicles Project is working?

The UV Project is a partnership between MTO and the insurance industry. Appropriate progress reports and information will be provided.

Supporting Software

7.3 What does the web VINlink decoder do?

VINlink will decode and allow correction of the 17-digit VIN while validating the accuracy of the VIN by performing a calculation using the built-in check digit algorithm. It will only decode VINs with accurate attributes that existed for a given make, model and model year combination. The decoder has been designed based on dependencies between attributes, including make and model description, engine, model year, body style, restraint systems, manufacturing plant and country of manufacture. It will assist in reducing the number of incorrect VINs collected and reported.



7.4 How can I find out more about the web VINlink decoder?

Contact IBC's Public Affair & Marketing (Member Services) at 416-362-2031 Ext., toll-free at 1-800-761-6703 or by email at memberservices@ibc.ca.

Costs, Responsibilities and Customer Service

7.5 Who pays for the UV Project?

IBC is a non-profit organization, and this project is funded by its member insurance companies.

7.6 What will happen if IBC is not advised of an addition of mandatory coverage and the customer tries to renew a plate?

Once this project is rolled out, MTO plans to deny plate renewal if mandatory coverage is not found when they do a record search. See sections 6.2 and 6.3 in this document about remedies for wrongful denial and timing of denials.

7.7 Who is responsible, from an errors and omissions (E&O) standpoint?

The responsibility of the agent/broker/company, as with all business transactions, remains the same. There is a responsibility to deal with clients' requests and insurance needs in a timely and professional fashion. If an agent/broker/company were found to be legally liable for damages, the responsibility would rest with that entity.

IBC is not currently contemplating penalties for failing to report, but perhaps the most important effect of not reporting quickly and accurately will be in the level of customer service. Not reporting additions of mandatory coverage may result in a frustrated client wrongfully denied plates at MTO. It is also important to note that not reporting cancellations of mandatory coverage can allow uninsured drivers the opportunity to gain plates from MTO, which negatively affects all purchasers of automobile insurance.

VINs and Error Correction

7.8 How do I instruct my customer if the VIN reported is rejected because MTO has the wrong VIN recorded in their database?

Brokers, agents and insurance companies will direct their clients to MTO to have their ownership record corrected if a discrepancy is found to reside at MTO and not in the insurance record. This is similar to the current practice of instructing clients to go to MTO to correct errors that occur on the current status of driver licences.



7.9 What is the procedure for correcting MTO records if they have the wrong VIN on the vehicle registration document?

MTO advises that customers should be directed to MTO – rather than to the police or car dealerships – to deal with incorrect VINs on their vehicle permits. If further documentation is required, MTO will direct the customer accordingly. MTO provides the following contact numbers for customer enquiries:

- ServiceOntario Driver and Vehicle Licensing Contact Centre at 416-235-2999 or toll-free at 1-800-387-3445 (Canada-wide).

7.10 What can be done if a customer or dealer provides the wrong VIN or the person sending the update makes a typographical error?

Easy-to-use software products like the web VINlink decoder will assist with ensuring that the collected VIN passes the algorithm and indicates the same vehicle that the client is describing.

7.11 How can I explain VINs, their importance and this focus on getting them properly recorded on all documents?

An updated pamphlet titled *Understanding Vehicle Identification Numbers (VINs)* is available through IBC's Vehicle Data Services Department at 1-800-761-6703.

7.12 What happens when the VIN on the vehicle does not pass the algorithm check, but it does match the VIN on the MTO files?

Unless the VIN has been recognized by IBC as an Exception VIN, the customer will be denied the plate renewal until the VIN is corrected.

7.13 Sometimes problems arise when insuring VINs that appear on rebuilt automobiles (VINs that are assigned by MTO). Has the UV Project addressed this issue?

Yes. The UV Project recognizes provincially assigned VINs in its system.

7.14 Has IBC tested the VIN accuracy in the MTO files?

Yes. Extensive testing has been done by IBC to determine the level of VIN accuracy in the MTO files. VIN accuracy at MTO was determined to be over 99%. MTO has taken additional measures to correct erroneous VINs and raise the accuracy to an even higher level in preparation for the denial phase of this project.



All in-scope VINs received by IBC are run against the MTO files to ensure maximum VIN accuracy for both files.

7.15 Can the algorithm be amended so that similar letters and numbers are congruent (for example, 8 and B)?

The current 17-digit alphanumeric algorithm, a North American standard that was set in 1981, is followed by almost all car manufacturers. It would be virtually impossible for Ontario to have this standard changed to suit the needs of the project.

Security and Privacy

7.16 How secure is the data that IBC collects?

IBC has been collecting data on behalf of the insurance industry since 1964. The system has many security measures in place, including firewalls and sophisticated backup systems.

Rating vs. Plating

7.17 Will MTO inquiries be based on private passenger rating or plating?

MTO will inquire based on plating only, as defined in the initial project phase. MTO will not be checking insurance rating.

7.18 Can MTO see how we have rated a vehicle?

MTO does not have access to the customers' insurance policy rating data. There is no direct correlation between MTO's plating categories for "passenger" vs. "commercial" and the insurance industry's underwriting and rating practices of defining "personal" vs. "commercial."

7.19 What classes of vehicle does MTO deem to be "passenger"?

According to the MTO documentation, the following vehicles are classified as "passenger" for plating purposes and will be included in the initial project phase:

Summary: A passenger vehicle is propelled/driven other than by muscular power and designed to carry not more than 10 persons, including the driver.

Design: A passenger vehicle may have the following designs:

- Passenger car with two or four doors, detachable or convertible roof, hardtop, coupe, sedan, coach, hatchback



- Passenger car with six doors, e.g., limousine (sedan extended body)
- Station wagon, including heavy-duty type with permanently installed seating for four to 10 persons (including the driver)
- Van with permanently installed seating for four to 10 persons (including the driver)
- Jeep, Jimmy, Bronco (similar to military types)

Vehicles qualifying for commercial plates (e.g., pickup trucks) that are 3,000 kg or less are eligible for MTO's PUO category. These vehicles are commercially plated and they are NOT in scope for the initial phase. Vehicles over 3,000 kg., qualifying for commercial plates, are not eligible for the PUO category.

It is important to note that MTO-classified passenger vehicles that are commercially rated are to be included in the first phase because they are passenger plated (e.g., passenger vans that are used for artisan purposes).

7.20 What determines whether a vehicle is given passenger or commercial licence plates?

The type of vehicle determines the type of plate; if the vehicle is classified "passenger," it takes passenger plates regardless of its use (e.g., taxi). It is important to note that in the initial phase, MTO will only be inquiring about passenger-plated vehicles that are privately owned or leased (refer to section 9.5 – Initial Phase Scope).

7.21 What does MTO consider to be Personal Use Only (PUO)?

MTO advises that Personal Use Only (PUO) means "used for personal transportation and purposes" and is applicable to their commercial category.

7.22 Are there any other vehicles that are included in MTO's "personal" category that are not part of the initial phase?

Yes. Motorhomes are out of the scope for the initial phase.

7.23 Will dune buggies and snowmobiles be included at some point?

No. To be considered for this project, they have to be "vehicles" as defined by the Highway Traffic Act (HTA).

7.24 Why are vehicles with model years pre-1983 not part of reporting in the initial rollout?

In 1981, a North American standard structure for vehicle identification numbers (VINs) was introduced. It is the 17-digit alphanumeric that is validated via a specific algorithm. Pre-1981



vehicles have “non-structured” VINs that do not conform to the current standards, and some vehicle manufacturers did not adopt the standard until the 1983 model year. The initial rollout will not include pre-1983 vehicles because there could be accuracy issues.

7.25 How is the Uninsured Vehicles Project handling automobile insurance policies that are extended to include a 21b Blanket Fleet endorsement?

In the initial phase of rollout, MTO will only be checking privately owned or leased registrations (not commercial).

Insurance companies are required to report registrant identification numbers (RINs) on policies that have been extended to include a 21b endorsement. Detailed instructions were sent to all companies in May 2001. A RIN is a unique identifier of either an individual, a pair of individuals in a spousal relationship, a company or a fleet. It is assigned by MTO through the vehicle registration process and enables MTO to associate a vehicle’s VIN, plate and RIN in its database. When queries are made to MTO, a connection to fleet vehicles can be made via the RIN.

For individuals, the RIN is the same as his or her driver’s licence number. For an incorporated entity or trade name, it is a nine-digit, system-generated number. It is located in the upper right hand side of the “plate portion” of the vehicle permit. Each individual, corporate entity or trade name has only one RIN. Every RIN in the MTO database ties together the VINs of all vehicles plated by that individual, corporate entity or trade name.

FSCO issued Bulletin No. A-12/00 Property and Casualty – Auto, “Revised bulletin on the definition of ‘fleet,’” which states:

“.....vehicles should not be insured on the same policy as a fleet, where there is no insurable interest in the vehicle by the policyholder. For example, a vehicle personally owned by an employee or the spouse of an employee of a business, may not be included in the policy insuring the fleet of vehicles owned by the business.” The inclusion of ineligible parties may have serious implications for customers when automated checking of mandatory insurance begins.

7.26 Does the UV Project affect vehicles that are registered as personally owned private passenger vehicles but are listed on garage policies (not customer vehicles)?

The same answer applies to garage policies as outlined above for 21b Blanket Fleet endorsements: MTO will only be checking privately owned or leased registrations in the initial phase. IBC’s inquiries indicate that the FSCO bulletin referred to in the answer above also applies to Ontario Automobile Garage Policy (OAP 4). The inclusion of ineligible parties may have serious implications for customers when automated checking of mandatory insurance begins.



7.27 What happens when there is a transfer of ownership?

Transfers of ownership and original registrations are not included in the initial phase of the project.

7.28 How are lay-ups affected? Does it force the insured to keep mandatory coverage on a vehicle, even though they are not driving, if their plate renewal (birthday) comes up during the lay-up period?

(Note: Lay-ups are when road coverage is removed from a vehicle, but comprehensive coverage is left on the vehicle to protect it against fire, theft, etc. Common lay-up examples are high-valued/collector vehicles that are stored for the winter and vehicles that are garaged while the driver is away for an extended period).

Lay-ups will be dealt with in three ways as part of the UV Project: Broker/agent/company educating the client; MTO educating the public; and consumers not renewing plates during a lay-up period.

This does not force people to purchase insurance during the lay-up period. Rather, the consumer must be educated to understand the new process.

7.29 How does this affect the 14-Day Newly Acquired Vehicle coverage that is automatically extended by the Ontario Automobile Policy (OAP 1)? How does this impact on Saturday and off-hour car purchasing, licensing etc.?

The policy coverage is not affected. To assist the customer in avoiding difficulties and inconvenience at MTO, customers should be instructed to retain the VIN for the vehicle covered by the existing policy and proof of the recent purchase of the vehicle (bill of sale or lease agreement). These documents can then be presented to MTO/Service Ontario if needed. It is important to note that if for purchasers who have never had automobile insurance before, no advance arrangements can be made, and they would have to deal with their insurance and MTO during regular business hours.

7.30 Is coverage bound by the IBC database, or does the IBC database merely indicate whether coverage exists on a VIN?

Binding authority remains with the insurance companies and their duly appointed brokers/agents. IBC collects and maintains a database containing pertinent automobile insurance information, including valid Ontario registered VINs with a flag indicating whether mandatory coverage exists on those VINs at any given time. This flag is constantly updated by insurers when mandatory coverage is added or deleted. The database is only a data-sharing endeavour and an insurance indicator for the use of the insurance industry and MTO.



8. Ministry of Transportation Ontario (MTO)

Training

8.1 Will MTO staff at the franchises be educated properly on the upcoming changes?

Yes. MTO is working on their communication plan including internal training. IBC and MTO have frequent and open dialogue on issues to consider to ensure a continuation of good service to our respective customers.

Client/Public Communications

8.2 What is the publicity plan from MTO, beyond the renewal notification warnings?

The details of MTO's publicity plan are not yet finalized. A detailed communication is being developed to be implemented when legislation and regulations are finalized.

8.3 Will ALL customers get a notice from MTO telling them to check with their broker, agent or insurance company to determine if they have a VIN discrepancy?

No. Once the legislation and regulations are finalized, MTO plans to check the database prior to issuing plate renewal notifications and, where appropriate, MTO will send a letter indicating that the customer may have a potential VIN or insurance discrepancy and recommending they contact their insurance company, agent or broker to investigate.

MTO Website and Kiosks

8.4 Is an insurance status check run at the MTO registration website and kiosks?

The website and kiosks will be programmed to run an insurance status check. If mandatory coverage cannot be found, the plate renewal will be denied and the website and kiosk will display a message instructing the customer to go to a ServiceOntario office.

Insurance Industry Communication

8.5 Will MTO be able to call insurance representatives directly to confirm coverage? (For example, if someone at an MTO counter insists they have coverage but IBC's response to MTO does not indicate that there is mandatory coverage in place, would MTO call to confirm?)



No. This is the responsibility of the customer. An insured customer must deal directly with their insurance representative regarding their automobile policy(ies), and directly with MTO regarding their vehicle licensing. MTO staff will not resolve insurance issues on behalf of insurance representative's customers (similarly, insurance representatives cannot resolve MTO issues for their clients).

9. Insurance Companies

Data Accuracy

9.1 Do insurance companies have different levels of VIN accuracy in their records and, if so, can IBC disclose the accuracy level of each company?

Yes. Insurance companies do have different levels of accuracy. They have all spent significant time and resources to enable them to do daily reporting and to increase their VIN accuracy levels over the past several years. The VIN match with MTO through the new ASP edit process will enable the insurance companies to accomplish higher accuracy levels. Disclosure of their individual information is not possible.

9.2 Have all insurance companies sent all their Ontario registered VIN records to IBC, and are fines given for reporting incorrect VINs?

Yes. All insurance companies are required to report their VIN data daily. There are penalties for not reporting accurate data.

Costs

9.3 Assuming insurance companies are funding this project, can we expect a marginal increase in rates to cover the related costs?

Rate-setting is the preserve of each company individually. It is correct that insurance companies have funded this project. It is one of the most effective projects for achieving the mutual goals of the insurance industry and MTO: to remove uninsured vehicles from Ontario's roads, stabilize insurance rates and reduce fraud. Therefore, although money is being spent to develop and roll out this project, the benefits to the industry for the "VIN Scrubbing Phase" of the project are already being realized.



There are great industry cost savings and benefits that can be derived from accurate VIN information, from the standpoint of a premium rating, spread of risk, actuarial information and claims processing.