



Memorandum

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To **All Users of Insurance Information Services**  
From **Insurance Information Services**  
Date **Wednesday June 23, 2010**  
Subject **New Mandatory MVR Input Field**

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**Attention valued MVR users**

There will be a change to the MVR ordering process. Be advised this change will only affect Brokers who order MVRs that are sponsored by insurance carriers. Effective, Thursday July 1<sup>st</sup> through Sunday July 4<sup>th</sup>, 2010, CGI will introduce a new **mandatory** input field "Disclosed Convictions" to the MVR ordering screen. The following screen displays where this new field will appear during the online ordering process.

**Instructions:**

In the field provided when prompted, simply enter in the number of convictions disclosed by the consumer on their Automobile Insurance application; example values are:

"0" = No convictions

"1" = 1 convictions

"2" = 2 convictions

OR

"99" = if you do not know the number of convictions at the time you are requesting (Unknown).

## New MVR Request Screen

CGI Insurance Information Services www.cgi.com Contact Us

Home General Services MVR Services AutoPlus Services Property Services

New MVR Wednesday, March 17, 2010 12:38 PM

Please Enter Request.

Province: ONTARIO

Driver's Licence: \*

Driver's Name (Last, First, Middle):

Date of Birth (dd/mm/yyyy):

Reference:

Comment:

Number of Convictions Disclosed: \*

0, 1, 2... or 99(Unknown)

Immediate MVR:

\* Mandatory Field

Submit Clear Return To MVR Menu

Enter the convictions disclosed by the insured.



6

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Be advised that this service will be enabled during the implementation window described above and the implementation is by province. Therefore, you may not see this field for all provinces you order from until the completion of the implementation on Sunday July 4<sup>th</sup>.

The following are some anticipated questions that you may have as a result of this change:

*Q - Why are you collecting this information? What is it going to be used for?*

*A - CGI is compiling data for statistical purposes. The information (# of disclosed convictions) is being compared with the actual # of convictions contained on the MVR report. This information will be viewed by the insurance company on their month end MVR billing report.*

*Q - Is this prompt mandatory?*

*A - Yes - you will not be able to complete the MVR request unless a numeric value is entered in for the number of disclosed convictions (i.e. 0, 1, 2 convictions or 99 if the number of convictions is Unknown).*

*Q - Can I use an alpha value?*

*A - No - only numeric values will work*

*Q - What if I do not know the number of convictions?*

*A - Enter '99' if the number of convictions is unknown.*

*Q - What is the purpose of indicating 'convictions disclosed' vs. 'convictions' on the MVR billing report?*

*A - CGI is compiling data for statistical purposes. The information (# of disclosed convictions) can be compared with the actual # of convictions contained on the MVR report. This information can be reviewed by the insurance company on the month end MVR billing report*

*Q - I have a billable account why is the prompt not showing on my MVR request Screen?*

*A - The mandatory prompt (screen) is only for broker User Id's that are sponsored by insurance companies.*

*Q - If the number, of convictions I see on the MVR after requesting do not match what they disclose is this "Non-Disclosure" by my client?*

*A - Answer: Contact your company for this information and how they want you to react to this situation. This change does not change any process, it simply requires you to data enter the number of convictions disclosed.*

*Q - Is the mandatory field for Personal Lines requests only and not Commercial Lines*

*A - the mandatory field is for all MVR requests by brokers who use insurance company sponsored accounts – Personal Lines and Commercial Lines*

Should you have further questions about the implementation please contact the CGI Helpdesk at the following:

- Toll Free: (888) 430-9906
- Email: [insurance.helpdesk@cgi.com](mailto:insurance.helpdesk@cgi.com)

Sincerely,

CGI Insurance Information Services