

Background

PREVIOUSLY, the Nevada Department of Motor Vehicles, in compliance with Nevada Revised Statutes, verified Nevada motorists' vehicle liability insurance using a system that required insurance companies licensed to do business in Nevada to update their information physically by submitting data on media like tapes or disks.

TODAY, insurance agents and registered owners can update vehicle insurance information at https://dmvapp.nv.gov/dmv/vr/nvlive/nv-liveinsurance/nvlive_insu_default.aspx. The vehicle registration must be present in the DMV system to update insurance through the web. If the vehicle has not been registered with Nevada DMV or will be registered through the Motor Carrier program, the DMV will collect and enter the insurance information at time of the registration.

This fact sheet is designed to help insurance agents serve their customers using the Nevada Liability Insurance Validated Electronically (LIVE) system.

FACT SHEET

Nevada LIVE Contacts

Nevada LIVE:

555 Wright Way

Carson City, NV 89711-0800

(775) 684-4850 Reno/Sparks/Carson City

(702) 486-8696 Las Vegas Area

(800) 344-0483 Rural/Toll Free

(775) 684-4904 TDD (Hearing Impaired Only)

E-mail:

dmvipvweb@dmv.nv.gov

On Line Updates:

https://dmvapp.nv.gov/dmv/vr/nvlive/nv-liveinsurance/nvlive_insu_default.aspx

Information for Agents:

<http://www.dmvnv.com/insuranceagents.htm#Agent>

Reinstate On Line:

<https://dmvapp.nv.gov/dmv/vr/ivp/IVPAccess-CdInput.aspx>



FACT SHEET

DMV

Nevada Department of Motor Vehicles

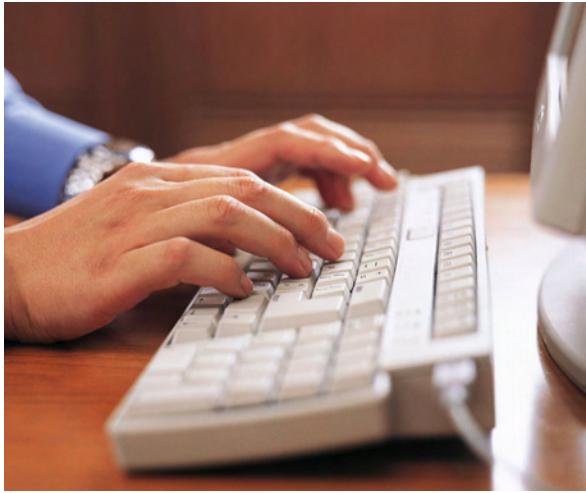
Nevada LIVE



What you, as an agent, need to know about the Nevada DMV's Liability Insurance Validation Electronically (LIVE)

Update Using the Web

WHEN UPDATING an insurance record on the Nevada DMV's website, its database is being accessed. For security purposes, the web page requires several pieces of information to find the registration record for a specific vehicle. Each of the search items must match exactly or the system will return a "No Match."



Required Information

VEHICLE:

- Vehicle Identification Number (VIN)
- License plate number (agents can enter the NAIC rather than the license plate number).

IF INFORMATION is entered into the web incorrectly, the search will return a "No Match." In order to update the insurance the customer must visit a DMV office or contact Nevada LIVE at 775.684.4850.

COMMON ERRORS ARE:

- Incorrect Vehicle Identification Number (VIN)
- First four characters of license plate were used instead of the last four characters.

AFTER A SUCCESSFUL search, you must enter the insurance information exactly as it is written on the evidence of insurance including the policy type (vehicle, operator or fleet).

Your Company and Nevada

IT'S IMPORTANT for you to know how your company is doing business with Nevada. After the insurance information is submitted, the validation period begins:

- Web Service companies: If the policy is "Unconfirmed," please contact your insurance company's corporate office to verify the information in their web database is correct so that DMV can resolve the incident before sending a postcard to your customer.

Handling the Postcard

IF YOUR CUSTOMER receives a postcard, you can help them respond on the web at:

https://dmvapp.nv.gov/DMV/VR/NVLIVE/verificationresponse/response_default.aspx.

All of the information you or the customer needs is printed on the postcard. The registered owner must respond to the request for insurance information within 15 days. DMV advises the registered owner or agent to respond on the web using the access code on the postcard. At this step, neither the agent nor the insurance company needs to contact DMV.

For further information please refer to:

<http://www.dmvnv.com/insuranceagents.htm#Agent>

IF THE REGISTERED owner does not respond to the postcard within 15 days or the insurance information is not confirmed within 10 days after the information is entered, a certified letter is sent to the registered owner notifying them that their vehicle registration will be suspended. The suspension will occur in 10 days if the insurance is not verified by the company.

Was There a Lapse?

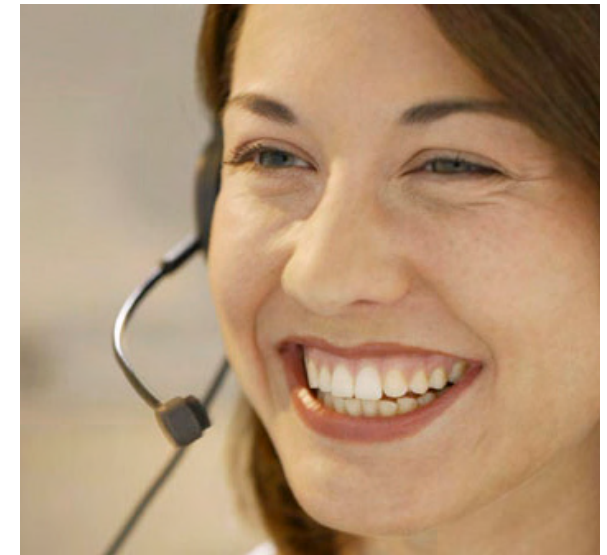
IF YOUR CUSTOMER had a valid lapse of insurance, the certified letter has instructions to reinstate the vehicle registration. Reinstatement

What to Do If You Get A "No Match" Message

Common errors are:

- Incorrect Vehicle Identification Number (VIN).
- First four characters of license plate were used instead of the last four.

ment fees for an insurance lapse range from \$250 to \$750 and fines ranging from \$250 to \$1,000 are assessed on a tiered system based on the length of the lapse and the history of previous violations. Reinstatement may be completed online at: <https://dmvapp.nv.gov/dmv/vr/ivp/IVPAccess-CdInput.aspx>, at a DMV kiosk or a DMV office.



Questions?

Nevada LIVE: 775.684-4850