

Arkansas Insurance Department

Asa Hutchinson
Governor



Allen Kerr
Commissioner

February 4, 2020

BULLETIN NO. 2-2020

TO: ALL LICENSED PROPERTY AND CASUALTY AGENTS, AGENCIES AND COMPANIES, SURPLUS LINES INSURERS, PRODUCER AND INSURANCE COMPANY TRADE ASSOCIATIONS, AND OTHER INTERESTED PARTIES

FROM: ARKANSAS INSURANCE DEPARTMENT

SUBJECT: DFA NOTICE TO PERSONS WITH UNINSURED REGISTERED VEHICLES.

This purpose of this Bulletin is to inform property and casualty agents and agencies who sell private passenger and commercial automobile insurance that beginning February 3, 2020, the Arkansas Department of Finance and Administration (DFA) Office of Motor Vehicles/Driver Services (OMV) will be sending letters to Arkansans who have a registered vehicle for which no current automobile insurance policy has been reported to the Arkansas Online Insurance Verification System (AOIVS).

On July 2, 2019, AID released [Bulletin 5-2019](#) notifying interested parties of the creation and implementation of the AOIVS under the authority of DFA pursuant to Act 869 of 2019 and Act 1016 of 2017.

We are attaching a sample of the letter the person identified as registering the vehicle will receive.

The sample letter explains why the vehicle registrant is receiving the letter and what they must do to avoid suspension of their vehicle registration by DFA.

The Department advises agents and agencies they should expect to be contacted by customers and potential customers who have received such a letter.

Agents may upload customer automobile policy information for current or new customers directly to the AOIVS program. Agents may register with the AOIVS program and receive technical assistance online at <https://www.aoivs.com/>.

For any additional questions regarding this bulletin, please contact AOIVS Customer Support at support@aoivs.com or 1-855-353-9777, or DFA OMV at MVInformation@dfa.arkansas.gov or 501-682-4692.

ALLEN KERR
INSURANCE COMMISSIONER
STATE OF ARKANSAS

February 4, 2020
DATE



**State of Arkansas Department of
Finance and Administration**
Office of Motor Vehicle/Driver Services
P.O. Box 3877
Little Rock, AR 72203

John M. Doe
1234 Main Street
Little Rock, AR 123456

Letter Date: 01/23/2020
Reference No: 00012345
Due Date: 02/22/2020

The Arkansas Office of Motor Vehicles (OMV) has implemented the new Arkansas Online Insurance Verification System (AOIVS) in order to be in compliance with Act 869 of 2019 to verify automobile liability insurance for vehicles registered in Arkansas.

AOIVS was unable to verify the insurance information for the vehicle below:

PLATE NO: XXXXXXXXXX

VIN: XXXXXXXXXXXXXXXXXXXX

YEAR/MAKE/MODEL: 0000 XXXXX XXXXXXXXXX

Arkansas State Statute 27-22-104 of Arkansas Law requires that you maintain liability insurance on vehicles registered in Arkansas. In order to prevent the revocation of your vehicle registration, you must take one of the following actions:

1. If the vehicle has **CURRENT LIABILITY INSURANCE** or you **OBTAIN LIABILITY INSURANCE**, you must contact your insurance company or agent. Your insurance company or agent must electronically submit your insurance information to AOIVS using the www.AOIVS.com website and the reference number at the top of this letter.
2. If the vehicle is **INOPERABLE or STORED or SOLD**, you must electronically submit the information to AOIVS using the www.AOIVS.com website and the reference number at the top of this letter.

If you fail to comply with this notice by **DUE DATE** (12/31/9999) or if there has been an improper lapse in coverage, the registration will be suspended, and you will be charged \$100.00 to reinstate your registration privileges. If you have any questions regarding this notice, please contact AOIVS Customer Support at support@aoivs.com or 1-855-353-9777.