



MVR Real Time Implementation Guide

As of April 18, 2016

~~~~ **Official Use Only** ~~~~

ExamOne, Inc. 10101 Renner Boulevard, Lenexa, KS 66219-9752, 913-888-1770 USA

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## **Proprietary Statement**

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## Document History

| Version | Date                   | Author                                         | Comments                                                                                                                                                                                                                                   |
|---------|------------------------|------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.0     | 3/29/2012              | Nannette Thacker                               | Original creation of document specific to MVR Real Time implementation.                                                                                                                                                                    |
| 1.1     | 4/2/2012               | Nannette Thacker                               | Add result file examples.                                                                                                                                                                                                                  |
| 1.2     | 4/17/2012              | Takashi Watanabe                               | Add result file examples. Removed ACORD format details. Removed Bare Bones examples, Added Duplicate Orders section.                                                                                                                       |
| 1.3     | 4/25/2012              | Takashi Watanabe<br>Willie Valdes<br>Rob Lyons | Replace “MVRRT” with “MVR Real Time”. Remove “real” looking data in sample files. Update Result Status list. Clarify source of State and Status documentation.                                                                             |
| 1.4     | 4/26/2012              | Takashi Watanabe<br>Rob Lyons                  | Added “Overview of Ordering and Response Process”<br>Corrected “Result Status” by removing reference to separate validation response.                                                                                                      |
| 1.5     | 2/10/2014<br>4/21/2014 | R. Lyons<br>Takashi Watanabe                   | Added non-real-time ordering routes and formats.<br>Added sample 1122 Status response and additional notes on HI, AK, CA                                                                                                                   |
| 1.6     | 10/31/2014             | Thirumal Kolla                                 | Added section on Violation Scoring and Time-Sensitive Scoring.<br>Added examples of Pretty Print reports.                                                                                                                                  |
| 1.7     | 3/17/2015              | Takashi Watanabe                               | Added comments to Retry logic, including “Retry logic may prevent an order correction...”                                                                                                                                                  |
| 1.8     | 4/18/2016              | Ginger McCormick                               | Modified content so it’s more appropriate for publishing to the public on ExamOne.com web site and for clients that are considering implementation services. Additional detail provided once a joint implementation project is in process. |



## **Introduction**

This implementation guide is intended to provide clients specific details on creating a request and receiving results for a DataProducts MVR order.

Please see the ExamOne\_ACORD\_Implementation\_Guide for general details about MVR Real-time Requests and Responses

For more general information on the ACORD standard, please refer to the ACORD web site ([www.acord.org](http://www.acord.org)).

## Overview of Formats and Delivery Paths Supported by DataProducts MVR

Please refer to the grid below. On the left are the various ways an order and/or a result can be delivered, and along the top are the various formats supported for orders and results.

| Formats and Delivery Paths Supported by DataProducts MVR | Manual Order Entry via Website - FUTURE <sup>1</sup> | Acord Order | OR01 Order | OR01 Status | Acord 1122 Result RAW DATA | Acord 1122 Result w/Embedded Image | Text Result | Text Result as an Image (text-to-tiff conversion) | Image Result (Pretty Report) - FUTURE <sup>2</sup> |
|----------------------------------------------------------|------------------------------------------------------|-------------|------------|-------------|----------------------------|------------------------------------|-------------|---------------------------------------------------|----------------------------------------------------|
| Web Service (synchronous)                                | N                                                    | Y           | N          | N           | Y                          | N                                  | N           | N                                                 | N                                                  |
| Web Service (asynchronous)                               | N                                                    | Y           | N          | N           | Y                          | Y                                  | Y           | Y                                                 | Y                                                  |
| Secure FTP                                               | N                                                    | Y           | N          | N           | Y                          | Y                                  | Y           | Y                                                 | Y                                                  |
| DataProducts Web Site                                    | N                                                    | N           | N          | N           | Y                          | Y                                  | Y           | Y                                                 | Y                                                  |
| CaseOne <sup>3</sup>                                     | N                                                    | Y           | Y          | Y           | N                          | N                                  | N           | N                                                 | N                                                  |

### DataProducts MVR Orders

DataProducts MVR orders can be sent system-to-system (S2S) from external clients via web services or secure FTP, or they can be created from our internal case management system, CaseOne. Starting late 2014, a client may also enter orders and view results directly on our DataProducts website. DataProducts supports both synchronous and asynchronous orders sent via web services.

### DataProducts MVR Results

DataProducts supports synchronous or asynchronous results. For example, the client can initiate an order from a web service while waiting for the result to be returned (synchronous). DataProducts also supports the client initiating an order from a web service without waiting for a result (asynchronous), in which case the results will be generated and sent via secure FTP (other protocols are supported). If you view the above grid, any ordering path on the left can trigger one or more result formats to be generated and sent via alternative paths.

<sup>1</sup> DataProducts Pretty MVR Reports will arrive late 2014.

<sup>2</sup> DataProducts Pretty MVR Reports will arrive late 2014.

<sup>3</sup> CaseOne is supported as an ordering and status system. DataProducts MVR will not support the CaseViewWeb, CaseView (Legacy), and LIS systems (for reflexing MVR orders), however our legacy **MVROne** system continues to support these systems.

## ***Alaska, Hawaii, and California MVR Results***

If any clients intend to order MVRs from these states, those clients must also be setup to receive Acord1122 results via an alternate path, such as secure FTP. The reason for this is these states do not support interactive (real-time) results, and so their results may be returned at any point up to 5 days or more after an order is placed. This does not affect other states' MVR interactive reports.

If the client initiates a synchronous web service request for AK, HI, or CA, then a response is immediately returned to the client noting that Lexis Nexis will process the MVRs via batch with these states, thus completing the transaction. When received, the state's result is then returned to the client via an alternate path at a later date and time.

Technical Note\*: Because data is not returned in real-time, the synchronous response will return a Failure code, and the Message Content should be evaluated to assess the status. See "Sample Acord1122 Synchronous Response for AK, HI, CA", below.

## ***Overview of MVR Interactive or Real-time Ordering and Response process***

This description starts when the client call to the ExamOne web service is made to initiate the web service session. The session remains open throughout the process until a result file is returned or until the process ends due to time out.

The ExamOne process receives the data, validates the data, and records the order. Duplicate orders are not recorded repeatedly – see below. The data is reformatted and forwarded to the MVR service provider system.

The provider system performs a search of the MVR database and returns a response. The response received by the order system will trigger the generation of the outgoing file(s). The order is considered to be completed at this time. If an interactive session is open, the ACORD file is delivered to complete the interaction. If other file formats are generated, they will continue to be delivered asynchronously as configured for transmission. Note that if a session is timed out before completion of transmission, processing continues within the ExamOne systems.

If a duplicate order is received a second time (or more) through a subsequent session within 24 hours, the ordering system checks to see if results have been received from the MVR service provider system. The results are then sent or re-sent through the new session. This situation will be typical of orders that ended due to time out and a second attempt is made. The additional attempt receives a faster response.



## Implementation Roadmap (high level)

The implementation process for DataProducts MVR ordering and result delivery is a standard process like regular MVR implementation.

1. Service Provider form. The ExamOne MVR service provider requires a document signed by the client to authorize an account. This signed form can be coordinated through the ExamOne Data Products Product Manager.
2. Account Set Up. The ExamOne Data Reference Team performs account set up in the test environment. In addition, the ExamOne Transmissions Implementation sets up the web service in the test environment. Connection information and account information are forwarded to the client when completed.
3. Testing. Test data for MVR testing changes regularly. The test bed can be obtained from the ExamOne Product Manager upon request. Please specify the set of states that you wish to test. Testing is fully automated and there is no charge for testing when data from the test bed is used. ExamOne recommends a regularly scheduled call to ensure that the project is going well.
4. Production Implementation. Implementation includes a four-week warranty period in which production system monitoring will be diligently maintained and system adjustments are made by the ExamOne Implementation Team. Upon completion of implementation to the client's satisfaction, the process is transitioned to the ExamOne IT Support and appropriate client support organizations for case, account and production specific support.

## Account Setup

The ExamOne team will work with you on the setup of your account. You will receive a RequirementAcctNum which will be used in your Acord 2.19 requests.

Currently there are two reporting options: TXLife Acord 1122 XML Report and a TEXT report. You will always receive Acord 1122 ver 2.19 for interactive real-time MVR's. In addition to receiving the XML Report, the TEXT report can be optionally configured to be sent via an alternate path for each order. The TEXT report can be in text or image file format and will be delivered asynchronously from the interactive process by an alternative file transmission process as specified by your requirements, ie separate web service, FTP, etc.

## Violation Scoring

Your account has the option of scoring results. If you wish to include Scoring, the ExamOne team will work with you in setting up the scoring. They will create a spreadsheet and assist in assigning scoring values based on your needs.

ExamOne has two types of scoring

- Only one score for each violation
- Different score values considering time(Time-based Scoring)

Example Scoring Chart

| 1  | SVC CODE | SVC DESCRIPTION                                | SCORE |
|----|----------|------------------------------------------------|-------|
| 2  | 12110    | DRIVE WITHOUT CORRECT LICENSE CLASS            | 2     |
| 3  | 12350    | FAIL TO COMPLY WITH LICENSE PROVISIONS         | 2     |
| 4  | 12420    | VIOLATION OF OUT-OF-SERVICE ORDER              | 2     |
| 5  | 13200    | VIOLATING CONDITIONS OF LICENSE, GENERALLY     | 2     |
| 6  | 13210    | DRIVER IN VIOLATION OF RESTRICTION OF LICENSE  | 2     |
| 7  | 13220    | VIOLATION OF INSTRUCTIONAL PERMIT              | 2     |
| 8  | 13320    | VIOLATION OF OTHER OPERATIONALLY RESTRICTED    | 2     |
| 9  | 22110    | DRIVER TO STOP AFTER PERSONAL INJURY ACCIDENT  | 4     |
| 10 | 22120    | DRIVER IN PERSONAL INJURY ACCIDENT TO RENDER   | 4     |
| 11 | 22210    | DRIVER TO STOP AFTER PROPERTY DAMAGE ACCIDENT  | 4     |
| 12 | 22310    | FAIL TO NOTIFY FOLLOWING DISABLING ACCIDENT    | 12    |
| 13 | 22510    | FAIL TO STOP AFTER STRIKING UNATTENDED VEHICLE | 12    |

**TIMEBASED SCORING:**

| 1  | SVC CODE | SVC DESCRIPTION                                | Score(<1yr) | Score(<2yrs) | Score(<3yrs) | Score(<5yrs) | Score(>5yrs) |
|----|----------|------------------------------------------------|-------------|--------------|--------------|--------------|--------------|
| 2  | 12110    | DRIVE WITHOUT CORRECT LICENSE CLASS            | 12          | 12           | 12           | 12           | 12           |
| 3  | 12350    | FAIL TO COMPLY WITH LICENSE PROVISIONS         | 2           | 2            | 1            | 0            | 0            |
| 4  | 12420    | VIOLATION OF OUT-OF-SERVICE ORDER              | 2           | 2            | 1            | 0            | 0            |
| 5  | 13200    | VIOLATING CONDITIONS OF LICENSE, GENERALLY     | 2           | 2            | 1            | 0            | 0            |
| 6  | 13210    | DRIVER IN VIOLATION OF RESTRICTION OF LICENSE  | 2           | 2            | 1            | 0            | 0            |
| 7  | 13220    | VIOLATION OF INSTRUCTIONAL PERMIT              | 2           | 2            | 1            | 0            | 0            |
| 8  | 13320    | VIOLATION OF OTHER OPERATIONALLY RESTRICTED    | 2           | 2            | 1            | 0            | 0            |
| 9  | 22110    | DRIVER TO STOP AFTER PERSONAL INJURY ACCIDENT  | 8           | 4            | 2            | 1            | 0            |
| 10 | 22120    | DRIVER IN PERSONAL INJURY ACCIDENT TO RENDER   | 8           | 4            | 2            | 1            | 0            |
| 11 | 22210    | DRIVER TO STOP AFTER PROPERTY DAMAGE ACCIDENT  | 4           | 3            | 2            | 0            | 0            |
| 12 | 22310    | FAIL TO NOTIFY FOLLOWING DISABLING ACCIDENT    | 8           | 4            | 2            | 1            | 0            |
| 13 | 22510    | FAIL TO STOP AFTER STRIKING UNATTENDED VEHICLE | 8           | 4            | 2            | 1            | 0            |

**Excel Data Map**

The ExamOne\_ACORD\_2.19\_1122\_LNMVR\_Result\_Data\_Map.xls document is an Excel workbook that provides the ACORD Data Map. The Data Map document contains a mapping of all fields returned in the Acord 1122 XML results. Below is a screenshot of the first several rows.

| RESULT TRANSACTION    | ACORD Data Element                                 | Notes                                                                                                                                                                                                                 | XML | Max Field Length | Max Occurrence |
|-----------------------|----------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|------------------|----------------|
| Result Transaction    |                                                    | Each TXLife Request will represent result for a single applicant. Each TXLife file will only contain a single TXLifeRequest                                                                                           |     |                  | 1              |
| Primary Object ID     | TXLifeRequest.PrimaryObjectID                      | Attribute: Identifies the place to begin interpreting the message. According to Brett Logwood, should be the same as the Holding ID: Constant Default: Holding_ProposedPolicy                                         | R   | N/A              | 1              |
| Transaction Unique ID | TXLifeRequest.TransRefGUID                         | Unique identifier for a single TXLifeRequest transaction. ExamOne expects this to be echoed back in a TXLifeResponse, if applicable, per the trading partner agreement. Guid is generated when the report is created. | R   | N/A              | 1              |
| Transaction Type      | TXLifeRequest.TransType tc="?"                     | tc="1122" General Requirement Status/Results Transmittal Constant by default.                                                                                                                                         | R   | N/A              | 1              |
| Creation Date         | TXLifeRequest.TransExeDate                         | Date the result transaction was created and transmitted. In yyy/mm/dd format.                                                                                                                                         | R   | date             | 1              |
| Creation Time         | TXLifeRequest.TransExeTime                         | Time the result transaction was created and transmitted                                                                                                                                                               | R   | time             | 1              |
| Transaction Mode      | TXLifeRequest.TransMode tc="2" Original            | constant                                                                                                                                                                                                              | R   | N/A              | 1              |
| No Response Indicator | TXLifeRequest.NoResponseOK tc="?"                  | tc="0" False Response file is expected. tc="1" No response file is expected. Default Constant.                                                                                                                        | R   | N/A              | 1              |
| OLife                 | OLife                                              |                                                                                                                                                                                                                       |     |                  |                |
| Source Name           | OLife.SourceInfo.SourceInfoName                    | Default Constant: DataCentral                                                                                                                                                                                         | R   | N/A              | 1              |
| Policy                | OLife.Holding.HoldingTypeCode tc="2" Policy        | constant                                                                                                                                                                                                              | R   | N/A              | 1              |
| Policy Number         | OLife.Holding.Policy.PolNumber                     | PolNumber in Acord210 file, stored and retrieved from: order.ExternalReferenceld                                                                                                                                      | O   | varchar2(10)     | 1              |
| Policy Status         | OLife.Holding.Policy.PolicyStatus tc="12" Proposed | constant                                                                                                                                                                                                              | R   | N/A              | 1              |
| Face Amount           | OLife.Holding.Policy.Life.FaceAmt                  | If provided on the order, send as a value in, so can retrieve in Lexis Nexis results: <quoteback                                                                                                                      |     |                  |                |

**Result Statuses**

A listing of MVR result statuses is found in the Data Map.

Result status is returned within the expected time. Some order data is validated and checked against previous activity on the order data. The order is forwarded to the MVR service provider system. When a response is received from the service provider system, a status message is

included in the ACORD formatted file that is forwarded back to the interactive session. At this point, the order is considered to be completed.

Order status can be any of the following messages:

- An order has already been sent, but our provider has not responded yet. Please try again later. (*duplicate pending order*)
- Applicant Last Name is required.
- Applicant First Name is required.
- Applicant Driver License Number is required.
- Applicant Driver License State is required.

Provider system status can be any of the following messages:

- Clear
- Hit - Activity Found
- No Hit
- Invalid Order
- Pending Information
- Renewal Clear
- Soundex Rejected
- DMV Did Not Respond
- Additional Response - Hit
- Additional Response - No Hit
- Additional Response - Clear

## State TC Codes

A complete listing of state codes is found in the Data Map.

The States tab contains a list of all states, their abbreviations and their type codes. When defining a state, whether for an address or for the driver's license states, you must provide a "tc" code value as below.

<

Use the States tab to look up the state, and use the Type Code numeric value corresponding to the desired state for the "tc" code value as shown above.

| Country       | AddressStateTC, DriversLicenseState | State Abbreviation | Type Code |
|---------------|-------------------------------------|--------------------|-----------|
| United States | Alaska                              | AK                 | 2         |
| United States | Alabama                             | AL                 | 1         |
| United States | Arkansas                            | AR                 | 5         |
| United States | Arizona                             | AZ                 | 4         |
| United States | California                          | CA                 | 6         |
| United States | Colorado                            | CO                 | 7         |
| United States | Connecticut                         | CT                 | 8         |
| United States | Washington DC                       | DC                 | 10        |
| United States | Delaware                            | DE                 | 9         |
| United States | Florida                             | FL                 | 12        |
| United States | Georgia                             | GA                 | 13        |
| United States | Guam                                | GU                 | 14        |

States currently not supported for MVR Real Time are: Alaska, Hawaii, and California. However, our MVR vendor automatically converts these to an offline order that is then forwarded to the state DMV, the results for which are then processed as they are completed and are sent via a different path to the client. The details for this transaction should be determined during the implementation.

## **Motorcycle Codes**

When generating an MVRRT report, we check if the License Class contains these values: "MC, CY, MOPED, MOTOR." If so, we return the message:

LICENSE CLASS: MA-COM >26001, CYCLE  
This license type allows the applicant to drive a motorcycle.  
Please check with applicant to confirm motorcycle status.

## **Retry Counts**

ExamOne retries calls to MVR service provider.

When processing your synchronous (real-time) MVR order, although typically your order should be returned within 30 seconds, certain circumstances may necessitate additional retry attempts to receive an order. ExamOne retry attempts are as follows (subject to change):

| Attempt/Timing           | Client's Recommended Action                                             |
|--------------------------|-------------------------------------------------------------------------|
| Original order           | A 2-minute timeout should be allowed for the original order to complete |
| Second order             | Retry once again for another 2 minutes                                  |
| Next hour                | Retry once every 5 min                                                  |
| Next 24 hours            | Retry once every hour for 24 hours or call Tech Support                 |
| 54 <sup>th</sup> attempt | Call Tech Support                                                       |

### Client retry logic

If you do not get an immediate response, we recommend that you retry your order based on the table above, as we will continue to try to process your order repeatedly for up to 25 hours. If you still do not get a response after repeated attempts, please call our Tech Support. Clients often perform retry manually, either operationally or by the end-user; or automate retry logic for a limited number of times or limited amount of time.

You will not be billed for each retry attempt within a 24 hour period.

Retry logic may prevent an order correction if specific values are not modified. A retry attempt is defined as a web service call within 24 hours of a previous call with exactly the same values for the following fields: DL State, DL Number, Last + First Name. If you attempt a duplicate call with a correction in the order file, you may still get the same result (for example, "No Hit"). So a correction to the Applicant State, for example, will not yield new results.

If your order fails due to validation requirements or state DMV being down, we will respond immediately with the appropriate error message.

## **Validation Requirements**

Required elements are: First Name, Last Name, Drivers License Number, Drivers License State, Gender, Date of Birth. Social Security Number is optional and can be supplied to validate a search.

DataProducts MVR does not support foreign countries or US territories.

See [Sample Acord 1122 Errors](#) for validation errors.

## Multiple Results

Some states, such as Florida, create driver's license numbers based on a person's first and last name and date of birth. As such, if a person shares the same name and birthdate as someone else in the state, they will have an identical driver's license number.

When this occurs, our MVR vendor may return more than one motor vehicle report with multiple results. However, you are only billed for one report. It is up to you to review the multiple reports and determine which driver record belonged to your applicant.

## Duplicate Asynchronous Orders

For behavior on duplicate synchronous orders, please refer to the [Overview of MVR Interactive or Real-time Ordering and Response process](#) section.

Duplicate asynchronous orders are rejected to prevent unnecessary charges to a client. A duplicate asynchronous order is defined as (all conditions must be true):

- An order submitted asynchronously with the same first name, last name, driver's license number, driver's license state, gender, date of birth as a previous successful order.
- An order submitted within 24 hours of the previous order.
- A successful order is one where an applicant was found.
- Any order where previously invalid data, such as a missing DL number, is corrected will not be a duplicate.

A duplicate order will result in a duplicate reject order message. Note that this differs from the duplicate synchronous order whereby an existing result is retransmitted.

## Sample Order Files

Provided in the Implementation Packet are 2 examples:

| Example File Name                                 | Details                                                                     |
|---------------------------------------------------|-----------------------------------------------------------------------------|
| TXLifeRequest_Acord210_INS1234567_FL_Brief.xml    | Contains order information including gender, birthdate, address, requester. |
| TXLifeRequest_Acord210_INS1234567_FL_Detailed.xml | A detailed report with many more elements if needed.                        |





## SAMPLE TEXT REPORTS

### Sample TEXT Report Clear

|                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| EXAMONE - DRIVER RECORD SERVICE REPORT FOR HART, RENATO                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                |
| Report Date 4/2/2012 11:41:13 AM                                                                                                                                                                                                                                                                                                                           | Page: 1                                                                                                                                                        |
| <b>SEARCH CRITERIA</b><br>Name: HART, RENATO<br>License: K00169602<br>DLState: KS<br>FaceAmt: 400000                                                                                                                                                                                                                                                       | <b>REQUESTED BY</b><br>Order #: 1685<br>Account: 225770<br>Company: InsuranceBroker<br>Requestor: John Agent<br>Policy #: POL7777777<br>TrackingID: HARTRENATO |
| Status: Clear                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                |
| <b>RETURNED NAME ADDRESS</b><br>NAME ADDRESS: HART, RENATO<br>21210 P RD<br>HOLTON KS 664368607<br>BIRTH DATE: 03/10/1927<br>HEIGHT: 601<br>WEIGHT: 235<br>GENDER: Male<br>SSN: 666530000<br>DRIVERS LICENSE: K00169602<br>STATE: KS<br>LICENSE CLASS: C-NCOM GVWR<26001<br>ISSUED DATE: 12/07/2008<br>EXPIRATION DATE: 01/10/2013<br>STATUS: VALID KANSAS |                                                                                                                                                                |
| <b>VIOLATION DETAIL</b><br>CODE: 08110<br>CLASSIFICATION: Unknown<br>DESCRIPTION: MVR RECORD CLEAR                                                                                                                                                                                                                                                         |                                                                                                                                                                |
| <b>MESSAGES:</b><br>Miscellaneous: ** OBTAINED FROM CUSTOMER DUPLICATE FILE **<br>Miscellaneous: OLD DL #: P2M8H4<br>Miscellaneous: ORIGINAL ISSUE: 011091<br>Miscellaneous: *** RESTRICTED INFORMATION                                                                                                                                                    |                                                                                                                                                                |

## Sample TEXT Report Hit – Multiple Results

|                                                                             |                                              |                                             |
|-----------------------------------------------------------------------------|----------------------------------------------|---------------------------------------------|
| EXAMONE - DRIVER RECORD SERVICE REPORT FOR GARCIA, GONDOLA                  |                                              |                                             |
| Report Date 4/2/2012 11:01:48 AM                                            | Page: 1                                      |                                             |
| SEARCH CRITERIA                                                             | REQUESTED BY                                 |                                             |
| Name: GARCIA, GONDOLA                                                       | Order #: 1678                                |                                             |
| License: g62028077131                                                       | Account: 225770                              |                                             |
| DLState: FL                                                                 | Company: InsuranceBroker                     |                                             |
| SSN: XXX-XX-XXXX                                                            | Requestor: John Agent                        |                                             |
| DOB: 1976/06/23                                                             | Policy #: 12349844                           |                                             |
| FaceAmt: 400000                                                             | TrackingID: GONDOLAGARCIA                    |                                             |
| Matching Results Found: 2                                                   |                                              |                                             |
| Result: 1                                                                   | Status: Additional Response - Hit            |                                             |
| RETURNED NAME ADDRESS                                                       |                                              |                                             |
| NAME ADDRESS: GERARDO GARCIA<br>2456 TRANQUIL LANE<br>DELTONA FL 32725-1793 |                                              |                                             |
| BIRTH DATE: 06/23/1976                                                      |                                              |                                             |
| HEIGHT: 504                                                                 |                                              |                                             |
| GENDER: Male                                                                |                                              |                                             |
| DRIVERS LICENSE: g62028077131                                               |                                              |                                             |
| STATE: FL                                                                   |                                              |                                             |
| LICENSE CLASS: NO VALID FL LICENS                                           |                                              |                                             |
| ISSUED DATE: 03/21/2002                                                     |                                              |                                             |
| CODE                                                                        | DATE                                         | DESCRIPTION                                 |
| 12012                                                                       | 11/09/2008                                   | REVOCATION                                  |
| 16120                                                                       | 07/29/2008                                   | ADMINISTRATIVE WITHDRAWAL, (FAIL TO APPEAR, |
| 16120                                                                       | 07/29/2008                                   | ADMINISTRATIVE WITHDRAWAL, (FAIL TO APPEAR, |
| 16120                                                                       | 07/29/2008                                   | ADMINISTRATIVE WITHDRAWAL, (FAIL TO APPEAR, |
| 16120                                                                       | 07/29/2008                                   | ADMINISTRATIVE WITHDRAWAL, (FAIL TO APPEAR, |
| 16120                                                                       | 02/20/2009                                   | ADMINISTRATIVE WITHDRAWAL, (FAIL TO APPEAR, |
| 16120                                                                       | 02/20/2009                                   | ADMINISTRATIVE WITHDRAWAL, (FAIL TO APPEAR, |
| 16120                                                                       | 03/28/2009                                   | ADMINISTRATIVE WITHDRAWAL, (FAIL TO APPEAR, |
| 16260                                                                       | 03/17/2009                                   | ALCOHOL (BLOOD ALCOHOL CONTENT ABOVE LEGAL  |
| GARCIA, GONDOLA                                                             |                                              | Page: 2                                     |
| VIOLATION DETAIL                                                            |                                              |                                             |
| DESCRIPTION:                                                                | Revocation                                   |                                             |
| TYPE:                                                                       | REVO                                         |                                             |
| SUSPENSION DATE:                                                            | 11/09/2008                                   |                                             |
| DESCRIPTION:                                                                | DRIVING UNDER THE INFLUENCE                  | 12-15-08                                    |
|                                                                             | COURT ACTION                                 |                                             |
|                                                                             | COURT: COUNTY                                | TICKET #548022W                             |
|                                                                             | COUNTY/STATE: BROWARD                        |                                             |
|                                                                             | DURATION: 180 DAYS                           |                                             |
| SERVICE CODE DESC:                                                          | REVOCATION                                   |                                             |
| CODE:                                                                       | 12012 A                                      |                                             |
| CLASSIFICATION:                                                             | Registration, Titling and Licensing          |                                             |
| POINT ASSIGNMENT:                                                           | Points Assigned 0                            |                                             |
| DESCRIPTION:                                                                | REVOCATION                                   |                                             |
| DESCRIPTION:                                                                | Suspension                                   |                                             |
| TYPE:                                                                       | SUSP                                         |                                             |
| SUSPENSION DATE:                                                            | 07/29/2008                                   |                                             |
| DESCRIPTION:                                                                | FAILED TO APPEAR ON TRAFFIC SUMMONS 07-08-08 |                                             |
|                                                                             | DATE ELIGIBLE: INDEF                         |                                             |
|                                                                             | COURT ACTION COUNTY/STATE: BROWARD           |                                             |
|                                                                             | COURT: COUNTY                                | TICKET #548022W                             |
|                                                                             | COURT REQ MET-STILL SUSP-FEE REQ             |                                             |
| SERVICE CODE DESC:                                                          | ADMINISTRATIVE WITHDRAWAL, (FAIL TO APPEAR,  |                                             |
| CODE:                                                                       | 16120 A                                      |                                             |
| CLASSIFICATION:                                                             | Registration, Titling and Licensing          |                                             |
| POINT ASSIGNMENT:                                                           | Points Assigned 0                            |                                             |
| DESCRIPTION:                                                                | ADMIN WITHDRWAL, - FTA, TAX PAYMNT, ETC. -   |                                             |
| DESCRIPTION:                                                                | Suspension                                   |                                             |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |         |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| TYPE: SUSP<br>SUSPENSION DATE: 07/29/2008<br>DESCRIPTION: FAILED TO APPEAR ON TRAFFIC SUMMONS 07-08-08<br>DATE ELIGIBLE: INDEF<br>COURT ACTION COUNTY/STATE: BROWARD<br>COURT: COUNTY TICKET #6478BDQ<br>SERVICE CODE DESC: ADMINISTRATIVE WITHDRAWAL, (FAIL TO APPEAR,<br>CODE: 16120 A SCORE: 0<br>CLASSIFICATION: Registration, Titling and Licensing<br>POINT ASSIGNMENT: Points Assigned 0<br>DESCRIPTION: ADMN WITHDRWAL, - FTA, TAX PAYMNT, ETC. -                            |         |
| DESCRIPTION: Suspension<br>TYPE: SUSP<br>SUSPENSION DATE: 07/29/2008<br>DESCRIPTION: FAILED TO APPEAR ON TRAFFIC SUMMONS 07-08-08<br>DATE ELIGIBLE: INDEF<br>COURT ACTION COUNTY/STATE: BROWARD<br>COURT: COUNTY TICKET #6479BDQ                                                                                                                                                                                                                                                     |         |
| GARCIA, GONDOLA                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Page: 3 |
| SERVICE CODE DESC: ADMINISTRATIVE WITHDRAWAL, (FAIL TO APPEAR,<br>CODE: 16120 A SCORE: 0<br>CLASSIFICATION: Registration, Titling and Licensing<br>POINT ASSIGNMENT: Points Assigned 0<br>DESCRIPTION: ADMN WITHDRWAL, - FTA, TAX PAYMNT, ETC. -                                                                                                                                                                                                                                     |         |
| DESCRIPTION: Suspension<br>TYPE: SUSP<br>SUSPENSION DATE: 07/29/2008<br>DESCRIPTION: FAILED TO APPEAR ON TRAFFIC SUMMONS 07-08-08<br>DATE ELIGIBLE: INDEF<br>COURT ACTION COUNTY/STATE: BROWARD<br>COURT: COUNTY TICKET #6480BDQ<br>SERVICE CODE DESC: ADMINISTRATIVE WITHDRAWAL, (FAIL TO APPEAR,<br>CODE: 16120 A SCORE: 0<br>CLASSIFICATION: Registration, Titling and Licensing<br>POINT ASSIGNMENT: Points Assigned 0<br>DESCRIPTION: ADMN WITHDRWAL, - FTA, TAX PAYMNT, ETC. - |         |
| DESCRIPTION: Suspension<br>TYPE: SUSP<br>SUSPENSION DATE: 02/20/2009<br>DESCRIPTION: FAILED TO APPEAR ON TRAFFIC SUMMONS 01-31-09<br>DATE ELIGIBLE: INDEF<br>COURT ACTION COUNTY/STATE: BROWARD<br>COURT: COUNTY TICKET #2417DMG<br>SERVICE CODE DESC: ADMINISTRATIVE WITHDRAWAL, (FAIL TO APPEAR,<br>CODE: 16120 A SCORE: 0<br>CLASSIFICATION: Registration, Titling and Licensing<br>POINT ASSIGNMENT: Points Assigned 0<br>DESCRIPTION: ADMN WITHDRWAL, - FTA, TAX PAYMNT, ETC. - |         |
| DESCRIPTION: Suspension<br>TYPE: SUSP<br>SUSPENSION DATE: 02/20/2009<br>DESCRIPTION: FAILED TO APPEAR ON TRAFFIC SUMMONS 01-31-09<br>DATE ELIGIBLE: INDEF<br>COURT ACTION COUNTY/STATE: BROWARD<br>COURT: COUNTY TICKET #2419DMG<br>SERVICE CODE DESC: ADMINISTRATIVE WITHDRAWAL, (FAIL TO APPEAR,<br>CODE: 16120 A SCORE: 0<br>CLASSIFICATION: Registration, Titling and Licensing<br>POINT ASSIGNMENT: Points Assigned 0<br>DESCRIPTION: ADMN WITHDRWAL, - FTA, TAX PAYMNT, ETC. - |         |
| DESCRIPTION: Suspension<br>TYPE: SUSP<br>SUSPENSION DATE: 03/28/2009<br>DESCRIPTION: FAILED TO APPEAR ON TRAFFIC SUMMONS 03-08-09<br>DATE ELIGIBLE: INDEF<br>COURT ACTION COUNTY/STATE: BROWARD<br>COURT: COUNTY TICKET #2418DMG                                                                                                                                                                                                                                                     |         |
| GARCIA, GONDOLA                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Page: 4 |
| SERVICE CODE DESC: ADMINISTRATIVE WITHDRAWAL, (FAIL TO APPEAR,<br>CODE: 16120 A SCORE: 0<br>CLASSIFICATION: Registration, Titling and Licensing                                                                                                                                                                                                                                                                                                                                      |         |

|                       |                                                    |       |                                            |
|-----------------------|----------------------------------------------------|-------|--------------------------------------------|
| POINT ASSIGNMENT:     | Points Assigned 0                                  |       |                                            |
| DESCRIPTION:          | ADMN WITHDRWAL, - FTA, TAX PAYMNT, ETC. -          |       |                                            |
| DESCRIPTION:          | Suspension                                         |       |                                            |
| TYPE:                 | SUSP                                               |       |                                            |
| SUSPENSION DATE:      | 03/17/2009                                         |       |                                            |
| DESCRIPTION:          | DRIVE W/UNLAW BAL(.08% OR ABOVE) 03-21-09          |       |                                            |
|                       | DEPARTMENT ACTION                                  |       |                                            |
|                       | TICKET #548022W                                    |       |                                            |
|                       | COUNTY/STATE: BROWARD                              |       |                                            |
|                       | DURATION: 6 MOS                                    |       |                                            |
|                       | NO PERMIT ISSUED/STATEMENT RECEIVED                |       |                                            |
| SERVICE CODE DESC:    | ALCOHOL (BLOOD ALCOHOL CONTENT ABOVE LEGAL         |       |                                            |
| CODE:                 | 16260 A SCORE: 16                                  |       |                                            |
| CLASSIFICATION:       | Registration, Titling and Licensing                |       |                                            |
| POINT ASSIGNMENT:     | Points Assigned 0                                  |       |                                            |
| DESCRIPTION:          | ALCOHOL (BAC ABOVE LEGAL LIMIT) WITHDRAWAL         |       |                                            |
| MESSAGES:             |                                                    |       |                                            |
| Miscellaneous:        | ** OBTAINED FROM CUSTOMER DUPLICATE FILE **        |       |                                            |
| Miscellaneous:        | DATE ORIGINAL DL ISSUED 00-00-00                   |       |                                            |
| Miscellaneous:        | ** ENTRIES BELOW COVER THE PAST 3 YEARS **         |       |                                            |
| Miscellaneous:        | *** RESTRICTED INFORMATION                         |       |                                            |
| Miscellaneous:        | POSSIBLE MVR MISMATCH, PLEASE REVIEW TO VERIFY: FN |       |                                            |
| Result:               | 2                                                  |       |                                            |
| Status:               | Hit - Activity Found                               |       |                                            |
| RETURNED NAME ADDRESS |                                                    |       |                                            |
| NAME ADDRESS:         | GONDOLO GARCIA                                     |       |                                            |
|                       | 136 SANTA BARBARA WAY                              |       |                                            |
|                       | PAL BEACH GARDENS FL 33410-4319                    |       |                                            |
| BIRTH DATE:           | 06/23/1976                                         |       |                                            |
| HEIGHT:               | 504                                                |       |                                            |
| GENDER:               | Male                                               |       |                                            |
| DRIVERS LICENSE:      | g62028077131                                       |       |                                            |
| STATE:                | FL                                                 |       |                                            |
| LICENSE CLASS:        | NO VALID FL LICENS                                 |       |                                            |
| ISSUED DATE:          | 03/21/2002                                         |       |                                            |
| VIOLATION SUMMARY     | HIGH SCORE: 16                                     |       |                                            |
|                       | TOTAL SCORE: 16                                    |       |                                            |
| CODE                  | DATE                                               | SCORE | DESCRIPTION                                |
| 16260                 | 03/17/2009                                         | 16    | ALCOHOL (BLOOD ALCOHOL CONTENT ABOVE LEGAL |
| GARCIA, GONDOLA       |                                                    |       | Page: 5                                    |
| VIOLATION DETAIL      |                                                    |       |                                            |
| DESCRIPTION:          | Suspension                                         |       |                                            |
| TYPE:                 | SUSP                                               |       |                                            |
| SUSPENSION DATE:      | 03/17/2009                                         |       |                                            |
| DESCRIPTION:          | DRIVE W/UNLAW BAL(.08% OR ABOVE) 03-21-09          |       |                                            |
|                       | DEPARTMENT ACTION                                  |       |                                            |
|                       | TICKET #548022W                                    |       |                                            |
|                       | COUNTY/STATE: BROWARD                              |       |                                            |
|                       | DURATION: 6 MOS                                    |       |                                            |
|                       | NO PERMIT ISSUED/STATEMENT RECEIVED                |       |                                            |
| SERVICE CODE DESC:    | ALCOHOL (BLOOD ALCOHOL CONTENT ABOVE LEGAL         |       |                                            |
| CODE:                 | 16260 A SCORE: 16                                  |       |                                            |
| CLASSIFICATION:       | Registration, Titling and Licensing                |       |                                            |
| POINT ASSIGNMENT:     | Points Assigned 0                                  |       |                                            |
| DESCRIPTION:          | ALCOHOL (BAC ABOVE LEGAL LIMIT) WITHDRAWAL         |       |                                            |
| MESSAGES:             |                                                    |       |                                            |
| Miscellaneous:        | ** OBTAINED FROM CUSTOMER DUPLICATE FILE **        |       |                                            |
| Miscellaneous:        | DATE ORIGINAL DL ISSUED 00-00-00                   |       |                                            |
| Miscellaneous:        | ** ENTRIES BELOW COVER THE PAST 3 YEARS **         |       |                                            |
| Miscellaneous:        | *** RESTRICTED INFORMATION                         |       |                                            |
| Miscellaneous:        | POSSIBLE MVR MISMATCH, PLEASE REVIEW TO VERIFY: FN |       |                                            |

## Sample TEXT Report Errors

|                                                                                                                                                                                                                                                                                                                                                  |                          |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|
| EXAMONE - DRIVER RECORD SERVICE REPORT FOR ERROR,                                                                                                                                                                                                                                                                                                |                          |
| Report Date 4/2/2012 11:24:23 AM                                                                                                                                                                                                                                                                                                                 | Page: 1                  |
| SEARCH CRITERIA                                                                                                                                                                                                                                                                                                                                  | REQUESTED BY             |
| Name: ERROR,                                                                                                                                                                                                                                                                                                                                     | Order #: 1680            |
| License:                                                                                                                                                                                                                                                                                                                                         | Account: 225770          |
| DLState: HI                                                                                                                                                                                                                                                                                                                                      | Company: InsuranceBroker |
| SSN: XXX-XX-8663                                                                                                                                                                                                                                                                                                                                 | Requestor: John Agent    |
| DOB: 01/10/1987                                                                                                                                                                                                                                                                                                                                  | Policy #: 12349844       |
| FaceAmt: 400000                                                                                                                                                                                                                                                                                                                                  | Tracki ngID: INS1234567  |
| Addr: 123 Oak Street<br>Kansas City FL 66109                                                                                                                                                                                                                                                                                                     |                          |
| UNABLE TO OBTAIN EXAMONE - DRIVER RECORD SERVICE REPORT                                                                                                                                                                                                                                                                                          |                          |
| SUMMARY                                                                                                                                                                                                                                                                                                                                          |                          |
| <ol style="list-style-type: none"> <li>1. Applicant First Name is required.</li> <li>2. Applicant Driver License Number is required.</li> <li>3. We are sorry, but this state does not offer MVR results on a real time basis. Please check with your system administrator to place the order using the ExamOne batch result process.</li> </ol> |                          |

## Sample TEXT Report Motorcycle Message

|                                                                                                                            |                                |         |                        |
|----------------------------------------------------------------------------------------------------------------------------|--------------------------------|---------|------------------------|
| EXAMONE - DRIVER RECORD SERVICE REPORT FOR MARTIN, SMITH                                                                   |                                |         |                        |
| Report Date 4/2/2012 11:44:25 AM                                                                                           | Page: 1                        |         |                        |
| SEARCH CRITERIA                                                                                                            | REQUESTED BY                   |         |                        |
| Name: MARTIN, SMITH                                                                                                        | Order #: 1686                  |         |                        |
| License: K02014200                                                                                                         | Account: 225770                |         |                        |
| DLState: KS                                                                                                                | Company: InsuranceBroker       |         |                        |
| FaceAmt: 400000                                                                                                            | Requestor: John Agent          |         |                        |
|                                                                                                                            | Policy #: POL7777777           |         |                        |
|                                                                                                                            | Tracki ngID: Smi thMartin      |         |                        |
| Status: Hit - Activity Found                                                                                               |                                |         |                        |
| RETURNED NAME ADDRESS                                                                                                      |                                |         |                        |
| NAME ADDRESS: SMITH, MARTIN<br>218 N PARK ST<br>NESS CITY KS 675601440                                                     |                                |         |                        |
| BIRTH DATE: 09/13/1944                                                                                                     |                                |         |                        |
| HEIGHT: 600                                                                                                                |                                |         |                        |
| WEIGHT: 290                                                                                                                |                                |         |                        |
| GENDER: Male                                                                                                               |                                |         |                        |
| SSN: 666590000                                                                                                             |                                |         |                        |
| DRIVERS LICENSE: K02014200                                                                                                 |                                |         |                        |
| STATE: KS                                                                                                                  |                                |         |                        |
| LICENSE CLASS: MA-COM >26001, CYCLE                                                                                        |                                |         |                        |
| This license type allows the applicant to drive a motorcycle.<br>Please check with applicant to confirm motorcycle status. |                                |         |                        |
| ISSUED DATE: 01/25/2011                                                                                                    |                                |         |                        |
| EXPIRATION DATE: 07/13/2014                                                                                                |                                |         |                        |
| STATUS: CDL: VALID KANSAS                                                                                                  |                                |         |                        |
| VIOLATION SUMMARY                                                                                                          | HIGH SCORE: 16 TOTAL SCORE: 16 |         |                        |
| CODE                                                                                                                       | DATE                           | SCORE   | DESCRIPTION            |
| 311EE                                                                                                                      | 12/11/2009                     | 16      | SPEED 11-15 OVER LIMIT |
| MARTIN, SMITH                                                                                                              |                                | Page: 2 |                        |
| VIOLATION DETAIL                                                                                                           |                                |         |                        |

DESCRIPTION: Violation  
TYPE: VIOL  
SUSPENSION DATE: 12/11/2009  
CONVICTION REINSTATEMENT DATE: 12/18/2009  
DESCRIPTION: SPEED IN EXCESS OF POSTED MAXIMUM  
STATE: MI COURT TYPE: JPC CDL: C  
SPEED 077 MPH IN 65 ZONE  
SERVICE CODE DESC: SPEED 11-15 OVER LIMIT  
CODE: 311EE M C SCORE: 16  
CLASSIFICATION: General Moving Violations  
COMMERCIAL HAZARDOUS: Commercial Violation  
SPEEDING  
OVER LIMIT: Miles Per Hour Over Limit 11-15  
SPEED LIMIT: Speed Limit 65 Miles Per Hour  
DESCRIPTION: SPEED 11-15 OVER LIMIT IN A 65 ZONE

MESSAGES:

Miscellaneous: \*\* OBTAINED FROM CUSTOMER DUPLICATE FILE \*\*  
Miscellaneous: OLD DL #: B9P8T7  
Miscellaneous: PER STATUS: VALID KANSAS  
Miscellaneous: ENDORSEMENT: PASSENGER TRANSPORTATION  
Miscellaneous: ORIGINAL ISSUE: 071391  
Miscellaneous: \*\*\* RESTRICTED INFORMATION  
Miscellaneous: POSSIBLE MVR MISMATCH, PLEASE REVIEW TO VERIFY: LN, FN

## Sample Pretty Report

### HIT Report



#### MVR Report

Date Processed: 10/27/2014 3:19:15 PM

|                     |                   |              |                    |
|---------------------|-------------------|--------------|--------------------|
| Quotebook/Policy #: | 832345 / MVR_HL_1 | Account:     | MVRAX              |
| Applicant:          | Radford, Armando  | Company:     | MVRAXClient        |
| SSN:                | xxx-xx-8863       | Requestor:   | Unit Test MVR_HL_1 |
| DOB:                | 01/20/1976        | Reference #: | 6253               |

#### Summary

1 RECORD(S) RETURNED FROM THE DMV.

#### Search Criteria

| Information     | Provided         | Information      | Provided |
|-----------------|------------------|------------------|----------|
| Last, First MI  | Radford, Armando | Address          |          |
| DOB             | 01/20/1976       | City, State, Zip |          |
| Drivers License | R100424813470    | DL State         | FL       |

| Result: 1              |                           | Status: Hit - Activity Found |        |
|------------------------|---------------------------|------------------------------|--------|
| Returned Name          | Armando R. Radford        | Gender                       | Male   |
| Returned Address       | 4152 56Th Way N Apt 615   | Weight                       | lbs    |
| Returned City, ST, Zip | Kenneth City FL 337095465 | Height                       | 5'09in |
| Birth Date             | 11/27/1979                | Hair Color                   |        |
| SSN                    | xxx-xx-0000               | Eye Color                    |        |
| Drivers License        | R100424813470             |                              |        |

| License Class      | Issued Date | Expiration Date | Status | State |
|--------------------|-------------|-----------------|--------|-------|
| E-REGULAR OPERATOR | 08/07/2011  | 03/27/2016      | VALID  | FL    |

| Violations Summary |      | Total Score: 36           | High Score: 12                           |       |
|--------------------|------|---------------------------|------------------------------------------|-------|
| Code               | Type | Violation Suspension Date | Description                              | Score |
| 16130              | SUSP | 02/01/2012                | BR-22/FIN/JUDG/INS WITHDRWAL             | 1     |
| 84110              | CONV | 11/12/2011                | CARELESS OPERATION                       | 1     |
| 12100              | CONV | 06/16/2012                | NO DRIV/LIC, GENERALLY                   | 12    |
| 12410              | CONV | 09/02/2013                | DRIV WHILE LIC SUSPREV                   | 12    |
| 22010              | ACCI | 11/12/2011                | ACCIDENT                                 | 2     |
| 16120              | SUSP | 01/07/2013                | ADMIN WITHDRWAL, -FTA, TAX PAYMNT, ETC.- | 2     |
| 16120              | SUSP | 02/19/2014                | ADMIN WITHDRWAL, -FTA, TAX PAYMNT, ETC.- | 2     |

CONFIDENTIAL: Contains data pertinent to underwriting and reported solely for that purpose.

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