Instructions to Generate the Insurance Information and Enforcement System (IIES) ID Cards

(*If you are not authorized to issue ID cards, you should not request the software or private electronic key (KEY). The penalties for unauthorized issuance of insurance ID cards include disciplinary action, monetary penalties and possible revocation of license.)

SECTION ONE
(Individuals who maintain a NYSDFS Agent or Broker license)

Step 1
A:: From your Internet browser, go to http://www.dfs.ny.gov/insurance/dfs_insurance.htm.

- Click on *Insurers*. The 'Information for Insurers' page will appear.
- Select the *Insurance Information and Enforcement System (IIES)* bullet. The 'Insurance Information and Enforcement System (IIES)' page will appear.
- Select the *IIES Links* bullet.
- Click on the appropriate link under the heading *Insurance Information and Enforcement System (IIES) – Email Submission*. The 'Insurance Information and Enforcement System (IIES) – Email Submission' page will appear.
- You will be prompted to provide the following information (<u>please verify the data for accuracy</u>):
    1. Click on your NYSDFS license type and enter your NYSDFS license number (When entering the license number, you must enter all digits including letters, hyphen and numbers, i.e. PC-123456. Also, it is ***extremely*** important that you do **NOT** include any blank characters before or after the license number or KEY, as it will prevent the KEY from working properly.)
    2. The first 10 letters of the licensee name as it appears on your NYSDFS agent/broker license
    3. The e-mail address where you want the information about the download of the software and the KEY sent
    4. A contact name and phone number (you will not be contacted unless problems are encountered during the KEY distribution process)
- Select the provider of your ID card software. To do so click on *Provided by the Department of Motor Vehicles.*
- Submit the information to NYSDFS by clicking the *Submit Form* key

B:
On <u>the following business day</u>, NYSDFS will forward to the e-mail address provided:
- information on how to download the software from NYSDFS's website and
- your KEY.

Step 2: Call NYSDFS at 1-518-473-3207 to obtain the Personal Identification Number (PIN) that must be used to unlock your KEY.

At the time you place your call, you will be asked to provide:
- (1) your NYSDFS agent/broker license number
- (2) your social security number and
- (3) your date of birth
- (4) Last five digits of your KEY

When you have received the KEY and the PIN you may proceed to Step 3.

Step 3: From your Internet browser, go to http://www.dfs.ny.gov/insurance/dfs_insurance.htm .

- Click on *Insurers*. The 'Information for Insurers' page will appear.
- Select the *Insurance Information and Enforcement System (IIES)* bullet. The 'Insurance Information and Enforcement System (IIES)' page will appear.
- Select the *IIES Links* bullet.
- Click on *Download the IIES Software*. The 'DMV Software Download' page will appear.
- Click on *Download the IIES Software*. Follow the prompts to save the program to disk.

Step 4: In order to gain access to the application you (the licensee) must enter your NYSDFS agent/ broker license number and PIN that was assigned by NYSDFS in Step 2.

- To do so, click on the *Setup* button. Enter your NYSDFS agent/broker license number in the "Issuer License Number" box. (When entering the license number, you must enter all digits including letters, hyphen and numbers, i.e. PC-123456. Also, it is **extremely** important that you do **NOT** include any blank characters before or after the license number or KEY, as it will prevent the KEY from working properly.)

- **COPY AND PASTE** all 36-characters of the KEY from your e-mail, as referenced in Step 1B, to the "Issuer Key" box in the setup dialog. The easiest way is to highlight the KEY number.
- Select edit *Copy*.
- Switch back to the setup dialog and right click on the *Issuer Key* box and choose *Paste*.
- Click on the *Add Issuer* button.
- Press the *OK* button and proceed to login to the application using your Issuer license number (NYSDFS License Number) and PIN.
- Verify that the NYSDFS license number and KEY are entered correctly before clicking the *Add Issuer* button.

Now proceed to SECTION THREE of these instructions.

SECTION TWO
(Agencies, Businesses and Companies that maintain either a
NYSDFS license or ICC and wish to use the DMV software)

Step 1
A: From your Internet browser, go to http://www.dfs.ny.gov/insurance/dfs_insurance.htm.
- Click on *Insurers*. The 'Information for Insurers' page will appear.
- Select the *Insurance Information and Enforcement System (IIES)* bullet. The 'Insurance Information and Enforcement System (IIES)' page will appear.
- Select the *IIES Links* bullet.
- Click on the appropriate link under the heading *Insurance Information and Enforcement System (IIES) – Email Submission*. The 'Insurance Information and Enforcement System (IIES) – Email Submission' page will appear.
- You will be prompted to provide the following information (please verify the data for accuracy):

(When entering the license number/ICC, you must enter all digits that are present including letters, hyphen and numbers, i.e. BR-123456/123. Also, it is **extremely** important that you do **NOT** include any blank characters before or after the license number/ICC or KEY, as it will prevent the KEY from working properly.)

     1.   Click on the entity type and enter as applicable:
     - NYSDFS broker license number (businesses only, individuals who maintain a broker license should refer to Section 1 of this letter)
     - NYSDFS agency license number
     -DMV assigned ICC
     2.   The first 10 letters of the licensee name as it appears on the NYSDFS license

3. The e-mail address where you want the KEY sent**
4. A contact name and phone number (you will **NOT** be contacted unless problems are encountered during the KEY distribution process.)
5. Select the provider of your ID card software. To do so click on *Provided by the Department of Motor Vehicles*

- Submit the information to NYSDFS by clicking the *Submit Form* key.

**The KEY will be e-mailed to ONLY ONE LICENSEE REPRESENTATIVE for an agency, business or company. Additional inquiries for the KEY will be advised to contact the individual whose name is provided in this submission.

B:
On the following business day, NYSDFS will forward to the e-mail address provided:
- information on how to download the software from NYSDFS's website and
- the KEY

C:
NYSDFS will mail via the US Postal Service, to the address on file, the agency/business/company access code to be used to obtain your assigned Personal Identification Number (PIN).

Step 2: Once you have received the access code in the mail, call NYSDFS at 1-518-473-3207 to obtain the PIN that must be used to unlock the KEY. At the time you place your call, you will be asked to provide:
(1) your NYSDFS agency license number/ICC code/ NYSDFS broker license number and
(2) the agency/ business/company access code that was mailed to you as noted in Step 1C.
(3) The last five digits of your KEY

When you have received the KEY and the PIN you may now proceed to Step 3:

Step 3: From your Internet browser, go to http://www.dfs.ny.gov/insurance/dfs_insurance.htm.
- Click on *Insurers*. The 'Information for Insurers' page will appear.
- Select the *Insurance Information and Enforcement System (IIES)* bullet. The 'Insurance Information and Enforcement System (IIES)' page will appear.
- Select the *IIES Links* bullet.
- Click on *Download the IIES Software*. The 'DMV Software Download' page will appear.
- Click on *Download the IIES Software*. Follow the prompts to save the program to disk.

Step 4: In order to gain access to the application you will need to enter the NYSDFS license number/ DMV ICC and the PIN that was given to you by NYSDFS in Step 2.

- To do so, click on the *Setup* button. Enter your NYSDFS license number/DMV ICC in the "Issuer License Number" box. (When entering the license number/ICC, you must enter all digits that are present including letters, hyphen and numbers, i.e. BR-123456/123. Also, it is **extremely** important that you do **NOT** include any blank characters before or after the license number/ICC or KEY, as it will prevent the KEY from working properly.)
- **COPY AND PASTE** all 36 characters of the KEY from your e-mail, as referenced in Step 1B, to the "Issuer Key" box in the setup dialog. The easiest way is to highlight the KEY number.
- Select edit *Copy*.
- Switch back to the setup dialog and right click on the *Issuer Key* box and choose *Paste*.
- Click on the *Add Issuer* button.
- Press the *OK* button and proceed to login to the application using your Issuer license number (NYSDFS license number) and PIN.
- Verify that the NYSDFS license number and KEY are entered correctly before hitting the *Add Issuer* button.

Now proceed to SECTION THREE of these instructions.

SECTION THREE

Once you are on the 'Insurance ID Card Generator' page, you may click on the *Help* key for instructions on issuing insurance ID cards. The enclosed attachment contains tips for issuing an insurance ID card.

All transactions are traceable back to the issuer. If a KEY is compromised or lost, <u>IT IS THE RESPONSIBILITY OF THE LICENSEE TO WHICH THE KEY HAS BEEN ASSIGNED</u> to notify NYSDFS immediately at <u>ins-iies@dfs.ny.gov</u>. To expedite processing, please label the subject of the e-mail: "IIES – Compromised KEY" and include your license number, licensee name, contact name and phone number.

NYS non-bar coded Insurance ID cards will not be accepted as proof of insurance at DMV.

Questions regarding the download of the software from the NYSDFS Website may be directed to NYSDFS at ins-iies@dfs.ny.gov and label the subject of the e-mail "IIES. Please refer to the NYSDFS Website for postings of frequently asked questions and answers at http://www.dfs.ny.gov/insurance/iies/html/iies1.htm.

TIPS FOR ISSUING INSURANCE ID CARDS
(keep near your computer for easy reference)

- After you have closed the program if you wish to log on again, you must enter your issuer license number and PIN. The KEY is only entered once, during initial setup.

- Keep a copy of your PIN and KEY in a safe place. If a KEY is compromised or lost, <u>IT IS THE RESPONSIBILITY OF THE LICENSEE TO WHICH THE KEY HAS BEEN ASSIGNED </u>to notify NYSDFS <u>IMMEDIATELY</u> at **ins-iies@dfs.ny.gov**. To expedite processing, please label the subject of the e-mail: "IIES – Compromised KEY" and include your license number, licensee name, contact name and phone number. To maximize security, do not keep your PIN with your computer.

- First-time users can get directions for logging on by clicking on the *HELP* button for the software before attempting to log on.

- Definition of 'Issuer License Number':
    - brokers/agents is your NYSDFS license number.
    - companies is your DMV issued Insurance Company Code (ICC).

- When entering the issuer license number, you must enter all digits that are present including letters, hyphen and numbers, i.e. BR-123456/123. Also, it is *extremely* important that you do **NOT** include any blank characters before or after the issuer license number or KEY, as it will prevent the KEY from working properly. Do not introduce extra spaces or characters.

- Once you have successfully logged onto the software, you can click on *HELP* and then choose *ID CARD GEN HELP* to familiarize yourself with the functions of the software and how to use each feature to generate individual or multiple cards for the same customer. If you wish to begin using the software immediately after logging on, you must first click on *OPTIONS* and enter your agency information to save it as a default. You may also set other defaults at this time if you wish.

- Under the Insurance tab you can find the insurance company that is providing coverage by entering the DMV issued Insurance Company Code (ICC) or by making a selection from the alphabetical listing of companies. Be sure to check the ICC and company name to ensure the correct information will be given to DMV. DMV will use this information later to match with electronic transmissions from the insurance companies to prove coverage is in effect.

- You can print the ID cards and scanable fax bar code and fax it to your customer, or you can e-mail the document to your customer. **For faxed documents, remind your customer that DMV will need to see the faxed card and the large scanable fax bar code.**

- If you use the e-mail function, to send a card to a customer, the recipient must have Adobe Acrobat (which they can obtain for free over the Internet) in order to open the file and print their document.

- After e-mailing, if the customer's printer produces a card that does not seem to fit on the paper, they should try the "Shrink to Fit" or "Fit to Page" command that is part of the Adobe print commands.

- Remember to sign-off the software if your computer will be unattended.

- The FS-75 is not an option. The New York Auto Insurance Plan (NYAIP) will establish policies and methods for issuing these compliant bar coded insurance ID cards by no later than July 1, 2001.