

National Motor Vehicle Title Information System (NMVTIS) Quick Reference Guide

Which vehicles should I report?

- All automobiles, defined as a vehicle with four wheels and under 10,000 lbs. for road use, including:
 - Passenger Car
 - Multipurpose Vehicle (i.e. SUVs, minivans)
 - Light Truck
 - Truck
- Current model year and four previous model years

What are the required fields so ISO ClaimSearch® can properly send my claim?

- Policy Type
- Parties to Loss (i.e. insured, claimant owner)
- VIN (must pass VIN edit)
- Date of Loss
- Coverage & Loss Types
- Disposition = "Total Loss"

Important Note: This is the trigger that initiates reporting

- **For web users:** On the General Vehicle Information screen, change the "Vehicle Disposition" field to "Totaled"
- **For system-to-system users:** Enter "T" for the "Disposition" field (347 on the UV01)

When will ISO ClaimSearch report my claim?

- The system will report claims to AAMVA 30 days from the date that the user updates the "Disposition" field to "Total Loss."
 - If the user changes the "Disposition" field before the close of that window of time, ISO ClaimSearch will **not** send that claim.

What do I do if the vehicle was submitted as a Total Loss in error?

- If a vehicle was transmitted to ISO as a total loss and sent to NMVTIS incorrectly, please submit an amend request to claimsearchnmvtis@iso.com. Include the reason for the amend, reporting office code, claim number, date of loss and VIN or reason for amend, ISO File Number and VIN.

What if I have questions?

- For general questions:
 - E-mail: claimsearchnmvtis@iso.com
 - Phone: **1-800-888-4476** Monday – Friday 7 a.m. to 9 p.m., ET
- For training (available to all users)
 - Send e-mail requests to info.claimsearch@iso.com
- Additional resources are available on the ISO ClaimSearch website under User Manuals and Guides.