



Department of Motor Vehicles

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January 16, 2020

Stephen Goss
Audit Director
Office of the State Comptroller
Division of State Government Accountability
110 State Street- 11th Floor
Albany, NY 12236

Re: Response to 2019-S-5 Final Audit Report

Dear Mr. Goss:

This letter is in reference to the New York State Comptroller's final audit findings which address the Allocation, Billing, and Collection of Expenses of Administering the Motor Vehicle Financial Security Act and Motor Vehicle Safety Responsibility Act.

Please note the following concerning the audit recommendations:

1. Enhance the accuracy and reliability of reported premium data by analyzing premium data and taking follow-up action where appropriate.

Response: After a review of DMV procedures, it was determined that DMV could take steps to assist DFS in the review process of premium data provided by carriers. For the FY 2018-19 assessment forward, DMV will compare the annual insurance carrier files to identify any unusual reporting patterns from previous submissions. DMV is currently analyzing FY 2018-19 data and will present any anomalies to DFS and follow up with Insurance carriers, when appropriate.

2. Take steps to bill insurance carriers for, and collect, all assessable expenses under the Acts.

Response: The Department has amended procedures in relation to the quarterly billing process to list any outstanding balance on subsequent bills issued. At the end of the year, a final outstanding balance due statement will be sent to any insurance company who is still carrying an unpaid balance. DMV has implemented this process.

We will continue to look for improvement opportunities such as these and always welcome a chance to better serve the citizens of New York. If you have any questions concerning this matter, please contact me at (518) 474-0881.

Sincerely,

A handwritten signature in black ink that reads "Tom Earl".

Tom Earl
DMV Audit Services