

Common Book of Business (BOB) Errors

Error Code 260: Missing/Invalid Owner ID

The way the validation is set up for BOB files specifically, is that if the owner type is 1 (individual), we require the jurisdiction to be present, otherwise it's returned with error code 231.

If that jurisdiction is MD, we will require the customer ID (DLN or MDID), otherwise it will be returned with error code 260.

If the jurisdiction is *not* MD, we have no way to validate an out of state ID, so the owner ID field is ignored completely.

If the owner type is 2 (commercial), the jurisdiction field is optional. If it does state "MD" though, the customer ID (usually FEIN) will be required, otherwise it will not be required for anything other than "MD", including a blank value.

In summary, for commercial customers, if you leave the jurisdiction field blank, you can send all zeroes for the FEIN, however this will reduce the match rate on new policies.

Error Code 235: Missing Owner Last Name

The last name field is a required field. For commercial policies, this field should be populated with the business name.

Error Code 116: Invalid Policy Commence Date

We've noticed two main reasons for this error code.

- 1) The policy is future dated. We can only accept policies that have a commence date of today or in the past.
- 2) The policy commence date is after the policy expiration date. The expiration date must be after the commence date.

Error Code 125: Invalid/Missing Expiration Date

The most common reason for this error is the policy expiration date missing from the record. This is a required field, and it needs to be on or after the policy commence date to be considered valid.

Common OLV Onboarding Issues

Not utilizing the provided WSDL

Some companies are not utilizing one of the WSDL files provided by IICMVA when developing their web service. This is causing a multitude of issues when we attempt to parse the response. Please include the WSDL as a connected service in your project to keep the resulting XML consistent.

We can provide sample XML responses for both .NET and Java WSDLs upon request.

Certificates

Based on the IICMVA OLV User Guide, TLS 1.2 with client authentication is required. We will provide a client certificate unique to each endpoint. If you have a separate testing endpoint, you will receive two client certificates from us, one for test and one for production.

SOAP Action

The .NET version of our OLV web service is using the Microsoft default “http://tempuri.org/VerifyInsurance”. If this is not possible to accommodate, let us know, and we can switch to a copy of this webservice that uses “http://www.iicmva.com/VerifyInsurance” instead to reflect best practices.

We do not evaluate the SOAP action in the response.