



Louisiana Department of Public Safety  
Office of Motor Vehicles  
**Policy 3.00 Investigation of Insurance Company / Agent**

**Section:** 3. Safety Responsibility Laws

**Effective Date:** 06/15/1992

**Revised Date:** 07/08/2005

**Authority:**

Administrative

**General:**

- Notification is received from the Commissioner of Insurance/Law Enforcement Agency indicating their investigation of an insurance company/agent for possible violation of insurance laws or fraud.
- **Commissioner of Insurance Investigation**
  - Notification from the Commissioner of Insurance that they are conducting an investigation will serve to **temporarily** place the individual in compliance for the cancellation date(s) and vehicle(s) until such time as the investigation is concluded.
  - Once the Commissioner of Insurance has completed the investigation and notified this agency of the findings, the record will be updated accordingly.
- **City Prosecutor, District Attorney, Law Enforcement Investigation**
  - If the individual files a formal complaint with the City Prosecutor, District Attorney, or law enforcement agency and submits the following items, the record will be cleared:
    - Copy of the signed formal complaint filed by the individual with the proper law enforcement agency
    - Copy of front and back of the cancelled check or receipt for money paid for the policy cancelled as well as a copy of the application or ID card issued on that policy
    - Current insurance information.