



## ISO ClaimSearch Access Explanation Form

Law enforcement, criminal justice, and regulatory agency personnel may obtain online access to ISO's ClaimSearch, the insurance industry's "All Claims Database", which includes property and casualty claims data along with vehicle related information through the National Insurance Crime Bureau (NICB). In addition, ISO and the NICB collaborated to create CargoNet, a national information sharing system to combat cargo crime. The program focuses on aggregating and sharing information and intelligence from multiple sources, including investigative task forces, police agencies and the insurance industry. The program is accessible to law enforcement free of charge, via ISO's ClaimSearch. There are three levels of law enforcement access to ISO ClaimSearch, Qualified (Full Access) and Non-Qualified (Less than Full Access) and VINassist Only Access. Law enforcement agencies can access the ISO ClaimSearch System through an Internet connection. The URL for the ISO ClaimSearch is <https://claimsearch.iso.com>.

### **Access/Authorization Types:**

#### **Qualified (Full Access)**

"Qualified" agencies (Full Access) may access ISO's property and casualty claims data along with vehicle related information through the NICB if they meet the requirements of a "Qualified" agency. *As a condition of the NICB and ISO Privacy and Security Policy, law enforcement agencies are considered "qualified" only to the extent that (i) their agencies are legally established for the purpose of or have units with the primary function of investigating or prosecuting insurance-related crime, and (ii) the inquiry is for the purpose of investigating or prosecuting insurance-related crime, or developing background information about a specific individual or list of individuals who have been identified as persons of interest with regard to homeland security activity.* Access by these agencies will be authorized only to the extent that contributors to the ISO claims database permit such access to the data they contribute.

"Qualified" law enforcement agencies will be able to see all information the ISO ClaimSearch database contains pertaining to vehicles, casualty claims, and property claims, including individual names, addresses and the following numeric identifiers:

Driver License Number	Vehicle Identification Number (VIN)
Social Security Number	Tax Identification Number
Telephone Number	Vehicle License Plate Number
Policy/Claim Number	Law Enforcement Agency Case Number

#### **Non-Qualified (Less than Full Access)**

"Non-Qualified" agencies (Less than Full Access) are for those agencies that do not meet the requirements of a "Qualified Agency," but may still access vehicle related and vehicle claim information in ISO ClaimSearch through the NICB. Vehicle related and vehicle claim information includes theft and salvage claims, impounds, exports, automobile physical damage claims system, and vehicle shipping and assembly.

#### **CargoNet Access**

All law enforcement agencies will also have access to CargoNet. As a law enforcement agency you will be able to see all information; report cargo thefts individually; search for people, cargo, or vehicles; analyze cargo theft trends; carry out analysis to link common elements of multiple items, people or events; interact with other agencies and task forces; participate in online training; and receive theft alerts, bulletins and news items.

#### **VINassist Only Access**

VINassist aids in correcting or completing erroneous or partial Vehicle Identification Numbers (VIN). VINassist also decodes VINs to reveal vehicle information, such as model, type, year, manufacturer, engine size and restraint system type.

If you have any questions please contact NICB Technical Support at (847)544-7003 or by email at [technicalsupport@nicb.org](mailto:technicalsupport@nicb.org).

**National Insurance Crime Bureau**  
1111 E. Touhy Avenue, Suite 400, Des Plaines, Illinois 60018  
Phone: (847)544-7003 Fax: (847)544-7113



**ISO ClaimSearch Agency Administrator Form**

Please complete and e-mail to [technicalsupport@nicb.org](mailto:technicalsupport@nicb.org).  
or fax to (847) 544-7113

An individual in a senior management position within your agency who has the actual authority and responsibility to obligate the agency for the level of access requested for the individual user(s) listed on the ISO ClaimSearch User(s) Add/Removal Form must sign below and will be the contact person for the agency. **This management person will also be responsible for the timely addition and removal of users from the account.**

Authorized Name: \_\_\_\_\_ Title: \_\_\_\_\_

Agency Name: \_\_\_\_\_ NCIC ORI Code: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_

State: \_\_\_\_\_ Zip: \_\_\_\_\_ Phone #: \_\_\_\_\_ Fax #: \_\_\_\_\_

Email Address: \_\_\_\_\_

**Please select one of the following access types:**

\*See the ISO ClaimSearch Access Explanation Form for additional access details.

**Access/Authorization Types:**

Qualified (Full Access) – Law Enforcement/Criminal Justice Agencies Only

Qualified provides access to ISO’s property and casualty claims data along with vehicle related information through the NICB and the VINassist Program.

By selecting Qualified (Full Access) and signing this authorization form, I acknowledge that I am authorized by my agency to represent them and I am empowered to bind them to this agreement. The personnel requesting access to the ISO ClaimSearch database are actively employed by this Agency and routinely investigate or prosecute crimes, including vehicle theft or other insurance related crimes, or developing background information about a specific individual or list of individuals who have been identified as persons of interest with regard to homeland security activity. As a Qualified law enforcement agency, the information accessed from the ISO ClaimSearch database will be used for investigating and/or prosecuting vehicle theft and other insurance related crimes. I have read and understand what is required to be considered a “Qualified Agency” as to law enforcement access, and I assure that the agency I represent fulfills the above requirements.

Authorized Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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Non-Qualified (Less than Full Access) – Law Enforcement/Criminal Justice Agencies Only

Non-Qualified provides access to vehicle related and vehicle claim information in ISO through the NICB and the VINassist Program.

Authorized Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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VINassist Only Access

VINassist provides access to the web version of VINassist and the ability to download the VINassist program.

Authorized Signature: \_\_\_\_\_ Date: \_\_\_\_\_



**ISO ClaimSearch User(s) Add/Removal Form**

Add User     Remove User     Reactivate User    NCIC ORI Code: \_\_\_\_\_

Qualified     Non-Qualified     VINassist

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_

State: \_\_\_\_\_ Zip: \_\_\_\_\_ Phone #: \_\_\_\_\_ Email Address: \_\_\_\_\_

Add User     Remove User     Reactivate User    NCIC ORI Code: \_\_\_\_\_

Qualified     Non-Qualified     VINassist

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_

State: \_\_\_\_\_ Zip: \_\_\_\_\_ Phone #: \_\_\_\_\_ Email Address: \_\_\_\_\_

Add User     Remove User     Reactivate User    NCIC ORI Code: \_\_\_\_\_

Qualified     Non-Qualified     VINassist

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_

State: \_\_\_\_\_ Zip: \_\_\_\_\_ Phone #: \_\_\_\_\_ Email Address: \_\_\_\_\_

Add User     Remove User     Reactivate User    NCIC ORI Code: \_\_\_\_\_

Qualified     Non-Qualified     VINassist

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_

State: \_\_\_\_\_ Zip: \_\_\_\_\_ Phone #: \_\_\_\_\_ Email Address: \_\_\_\_\_

**ISO ClaimSearch Contact Person:**

Print Authorized Name: \_\_\_\_\_ Fax#: \_\_\_\_\_

Authorized Signature: \_\_\_\_\_

Date: \_\_\_\_\_ Email Address: \_\_\_\_\_