

2007 Market Conduct Annual Statement Helpful Hints

- When you have questions, check to see if the question has been addressed in any of the following documents:

1. Data Call & Definitions
2. Participation Requirements & General Information

If your question has not been addressed in any of these documents, submit your question via email to mcas@naic.org.

- Treat the submission of the market conduct annual statement as a project with the inclusion of individuals knowledgeable about financial data reporting, information systems and business representatives.

- Assign a contact person for this project that is knowledgeable about insurance compliance and business issues. It would be helpful to have the same contact person for this submission that was the contact person last year.

- Download the database from the NAIC website and save it on your company's system, prior to entering any information. You will need one copy of the database for each company required to file. Completing the database online will result in the loss of all of your data.

- If after downloading the database you receive a message indicating that the database is "read-only" when you open it, you must change the access rights of the database before entering any data. To change the access rights of the database:

1. Open Microsoft Windows Explorer
2. Navigate to the folder in which the database has been saved
3. Single click on the database to highlight it
4. Right click on the database
5. Click on Properties
6. Uncheck the "Read-only" box towards the bottom of the dialogue box
7. Click Apply
8. Click Close
9. Close Microsoft Windows Explorer
10. Reopen your database

If you still have a problem, call your IT division or submit a description of the problem you are encountering via email to mcas@naic.org.

- Retain the completed database(s) and data in case there are questions after the data is received and reviewed by the states. It would also be wise to maintain printed reports for each state and a backup copy of the completed database(s).

- Submit only one copy of your filing. If you file electronically, do not submit diskettes or hard copies of the filing.

- If filing electronically, send a separate e-mail message for each company. Do not e-mail filings for multiple companies in a single e-mail message. Note: Homeowners

and Private Passenger Automobile filings for a single company may be combined in a single e-mail message.

- Add the NAIC company code and company name on all correspondence related to this request, including the e-mail containing the filing itself.
- Conduct a review of the data before it is submitted. Individuals knowledgeable about insurance principles and compliance requirements should complete the review.
- If your company has nothing to report for one or more coverage/product identifiers and/or one or more schedules in one or more participating states, you do not need to enter anything for that coverage/product identifier or in that schedule. Do not enter zero, N/A, or 0.
- If you have no information to report for any of the schedules (i.e. your data would be all zeros) or you believe your company may be exempt from filing, submit a letter signed by an officer of the company to the contact name of the state(s) that sent the call letter and advise them there are no values to report and why. Do not submit a database completed with all zeros.
- The database contains built in data integrity checks. Review areas where you receive an error or warning notification because there may be a data discrepancy. All errors issued will need to be corrected before you can submit your data. Warnings should be reviewed but do not need to be eliminated. If warnings are issued and you feel your data is correct as entered, please provide a brief explanation as to the warnings issued.
- Do not make changes to the database or the file names created by the database.
- Error messages received while trying to create a filing diskette are usually the result of no diskette or an unformatted or otherwise unusable diskette being in the drive. It is recommended that you use new diskettes, not recycled ones. This should minimize media errors and also ensure that no "left over" data is contained on the diskette (formatting does not necessarily erase all old data from a diskette).
- Do not submit data for a company if they are not licensed in the state.
- If you detect a data error in the information supplied to one state, double-check to see if the same data error exists for the other states.
- If you need to submit corrected data after the original filing, notify the state(s) immediately that you believe the filed information is incorrect and you will need to re-file. Make the necessary changes to the data in the database, create and submit a revised filing to the affected state(s). Be sure to indicate that this is a corrected submission. All data will need to be resubmitted for the affected state (not just corrected data) and it will completely replace previously filed data.