

How to fill out the OIC Service Contract Provider Annual Report (Page 1)

This training material will help guide you through the steps to make your Service Contract Provider Annual Report filing with the OIC. Here is what page 1 looks like. Your form may have different options, depending upon whether your company is registered for vehicle, non-vehicle, or both.

We created this training material on a test site. The actual site may look different.

The beige banner near the top shows:
Your company name; date of the Annual Report;
WAOIC number; and the Annual Report due date.

The screenshot shows the OIC Online Services interface. At the top, a blue banner displays 'Washington State Office of the Insurance Commissioner' and 'Welcome Your Company Name'. To the right are '[Home]' and '[Logout]' links. Below this is a beige banner containing 'Your Company Name', 'Filing for Year Ending (your fiscal year end)', 'WAOIC#:', and 'NAIC#:'. A red box highlights this area. To the right of the beige banner is a green box with 'Back to the main menu (home)'. Below the beige banner is a white banner with 'Main Menu' on the left and 'Annual Report Due Date 03/03/2014' on the right. The 'Main Menu' contains three items: '1 Annual Filing' (highlighted with a dark background), '2 Documents', and '3 Final Submission'. A green box with '1' points to 'Annual Filing' and contains the text 'The page you're on is marked by a dark background.'. A green box with '2' points to 'Documents' and a green box with '3' points to 'Final Submission', both containing the text 'These are links to navigate to the other pages.'. A green box with 'To log out' points to the '[Logout]' link. A green box with 'This link takes you back to the main menu (home).' points to the 'Main Menu' link. A 'Next' button is located below 'Final Submission'.

At the bottom of the page, notice the Save button.



You can save your work and return later to continue. In addition, the system times out after a period of inactivity. This would cause you to lose any unsaved work.

You can print your Annual Report to a PDF file using the *Print* button. Please note that it will only print what you have saved. So generally, you'll want to save before you print.

The *Validate Filing* button will check to ensure that every required item has a response. If you haven't been to pages 2 or 3 yet, you will get validation errors for things you haven't seen yet. We recommend clicking the *Validate Filing* button when you believe that you've responded to every item and attached all the required documents.

How to fill out the OIC Service Contract Provider Annual Report (Page 1)

This is a sample of what the Annual Report looks like:

<p>General Questions</p> <p>1. Since the previous annual report (or if this is your first annual report, since the initial registration) have there been any changes in:</p> <p>A. Your legal status?</p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No</p> <p>B. Capital structure or ownership?</p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No</p> <p>C. Management Control?</p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No</p> <p>D. The form of indemnification under RCW 48.110.050(2)?</p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No</p> <p>2. During the filing year, did any state or other regulatory body take disciplinary action against the Registrant, or an officer or director of the Registrant?</p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No</p> <p>3. Is more than 50% of the Registrant's gross revenue during the preceding year derived from the sale of service contracts?</p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No</p> <p>4. Do all of your service contracts reference your legal name, as required in RCW 48.110.080?</p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No</p> <p>Contract Requirements</p> <p>Did the Registrant issue non-vehicle service contracts?</p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No</p> <p>Solvency</p> <p>At any time during the filing year, did the liabilities exceed assets?</p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No</p> <p>Financial Responsibility</p> <p>How does the Registrant ensure its financial responsibility?</p> <p><input type="checkbox"/> Reimbursement Insurance Policy</p> <p><input type="checkbox"/> Funded Reserve Account and Financial Security Deposit</p> <p><input type="checkbox"/> \$100 million net worth or parent company guarantee</p> <p>Financial Statements</p> <p>Does (or will) the Registrant file a Form 10-K or Form 20-F with the U.S. Securities and Exchange Commission (SEC)?</p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No</p> <p><input type="button" value="Print"/> <input type="button" value="Validate Filing"/> <input type="button" value="Save"/></p>

How to fill out the OIC Service Contract Provider Annual Report (Page 1)

Flexible Format

Depending upon your responses, the Annual Report may ask for more information or documents.

For example, if you answer Yes in General Question #1, a box will appear asking you to explain further. Click in that box to type your explanation.

General Questions

1. Since the previous annual report (or if this is your first annual report, since the initial registration) have there been any changes in:

A. Your legal status?

Yes

No

B. Capital structure or ownership?

Yes

No

C. Management Control?

Yes

No

D. The form of indemnification under RCW 48.110.050(2)?

Yes

No

Please Explain:

More

General Questions

General Question #1 — Changes

Please note that only one explanation box appears for question #1. Therefore, if you answer Yes more than once, you must type your responses for each Yes answer in the single *Please Explain* box.

General Question #1C is a little different. In addition to explaining the change in management control in the *Please Explain* box, Question #1C reminds you to upload a biographical affidavit for any new officer (you don't have to upload it if you've already filed it with the OIC).

If you haven't already filed the biographical affidavit, you can still file your Annual Report now and upload the biographical affidavit in the next 30 days. Here is a sample response:

C. Management Control?

Yes

No

Consistent with RCW 48.110.030(6) attach a completed Biographical Affidavit for any new executive officer within 30 days if not already provided. (See Annual Filing Instructions for the form)
[\(0\) Documents](#)

D. The form of indemnification under RCW 48.110.050(2)?

Yes

No

Please Explain:

The president retired and we hired Mary Richards on June 15, 2013. We filed Ms. Richards' biographical affidavit with the OIC on July 10, 2013.

More

General Question #2 — Regulatory Action

If any regulatory body took disciplinary action against the Registrant, an officer, or director, you will need to provide a detailed explanation in a separate PDF document that you upload with your Annual Report.

2. During the filing year, did any state or other regulatory body take disciplinary action against the Registrant, or an officer or director of the Registrant?

Yes

No

Attach a full and complete description.
[\(0\) Documents](#)

How to fill out the OIC Service Contract Provider Annual Report (Page 1)

General Question #3 — Director and owner list

If service contracts are your primary business (meaning more than 50% of your gross revenue comes from the sale of service contracts), you must include a list of all directors, plus any person or entity that holds an interest of 10% or more in the Registrant. In addition, similar to General Question #1C, we include a reminder to file biographical affidavits for any new officers.

3. Is more than 50% of the Registrant's gross revenue during the preceding year derived from the sale of service contracts?

- Yes
 No

Attach a current listing of all directors, and any person or entity holding a 10% (or greater) interest in the Registrant.
[\(0\) Documents](#)

If a director or other principal that the executive officers report has changed from the previous year consistent with RCW 48.110.030(6), attach a completed Biographical Affidavit within 30 days if not already provided.
[\(0\) Documents](#)

Contract Requirements

If you issued contracts in Washington during the year, you must answer a compliance question.

The question for non-vehicle contracts:

Did the Registrant issue non-vehicle service contracts?

- Yes
 No

Did all non-vehicle service contracts issued in Washington during the year meet the 13 required language content provisions of RCW 48.110.070?

- Yes
 No

The question for vehicle contracts:

Did the Registrant issue vehicle service contracts?

- Yes
 No

Have all vehicle service contract forms for contracts issued in Washington during the year been filed with the OIC Rates and Forms Division as are required under RCW 48.110.073?

- Yes
 No

How to fill out the OIC Service Contract Provider Annual Report (Page 1)

Solvency

If the company didn't meet the minimum net worth requirement or was unable to pay its debts when due at any time during the year, you will need to explain the circumstances.

Please consider your answer carefully; you are filing under the penalties of perjury.

Solvency

At any time during the filing year was the net worth or stockholder's equity calculated under RCW 48.110.078 below \$200,000 or the SCP unable to pay its debts when debts become due, or both?

Yes
 No

Please explain:

Financial Responsibility Options

The Vehicle line requires a Reimbursement Insurance Policy. A Non-Vehicle Registrant has three options that it can use to demonstrate financial responsibility. The options are:

- 1) A Reimbursement Insurance Policy;
- 2) The Funded Reserve Account and Financial Security Deposit; and
- 3) High Net Worth.

Financial Responsibility Option #1 — the Reimbursement Insurance Policy

If the Registrant has a reimbursement insurance policy, you will need to identify the company that issued the policy, the date of the policy, and some information about the policy.

Check the box next to *Reimbursement Insurance Policy*.
(If you're registered for Vehicle, you can't change the check.)

Click the *Add Policy* link.

Financial Responsibility

How does the Registrant ensure its financial responsibility?

- Reimbursement Insurance Policy
 Funded Reserve Account and Financial Security Deposit
 \$100 million net worth or parent company guarantee

Reimbursement Insurance Policy

Please add Reimbursement Insurance Policy information

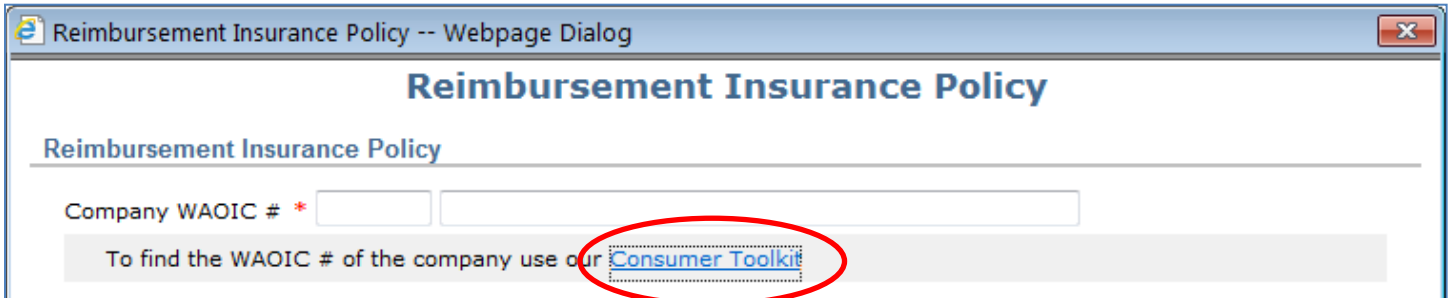
[Add Policy](#)

How to fill out the OIC Service Contract Provider Annual Report (Page 1)

A new window titled *Reimbursement Insurance Policy* will open.

Type in the WAOIC number of the **company that issued your policy**. Do NOT enter your own WAOIC number.

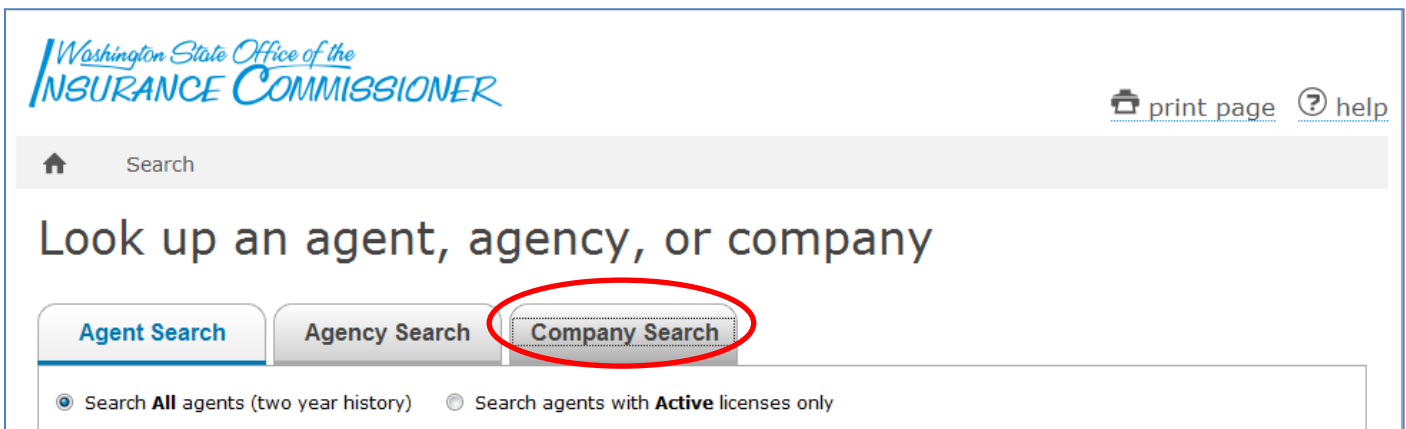
To search for the WAOIC number, click the **Consumer Toolkit** link.



The screenshot shows a web browser window titled "Reimbursement Insurance Policy -- Webpage Dialog". The main heading is "Reimbursement Insurance Policy". Below the heading is a sub-heading "Reimbursement Insurance Policy". There is a text input field labeled "Company WAOIC # *". Below the input field is a grey button labeled "Consumer Toolkit" which is circled in red. The text "To find the WAOIC # of the company use our" is positioned to the left of the button.

The OIC Consumer Toolkit opens a new window in your web browser. If for any reason the Consumer Toolkit doesn't open, go to <https://fortress.wa.gov/oic/consumertoolkit/Search.aspx>.

The default tab is for an Agent Search, so click the tab titled *Company Search*.



The screenshot shows the Washington State Office of the Insurance Commissioner search page. The logo "Washington State Office of the INSURANCE COMMISSIONER" is at the top left. At the top right are "print page" and "help" icons. Below the logo is a search bar with a home icon and the word "Search". The main heading is "Look up an agent, agency, or company". Below the heading are three tabs: "Agent Search", "Agency Search", and "Company Search". The "Company Search" tab is circled in red. Below the tabs are two radio buttons: "Search All agents (two year history)" (selected) and "Search agents with Active licenses only".

How to fill out the OIC Service Contract Provider Annual Report (Page 1)

Type in the name or the NAIC number of the **company that issued your policy**. Then click the Search button.

The screenshot shows the search interface of the Washington State Office of the Insurance Commissioner. At the top left is the logo for the Washington State Office of the Insurance Commissioner. At the top right are links for 'print page' and 'help'. Below the logo is a search bar with a home icon and the word 'Search'. The main heading reads 'Look up an agent, agency, or company'. There are three tabs: 'Agent Search', 'Agency Search', and 'Company Search', with 'Company Search' being the active tab. Below the tabs are two radio buttons: 'Search All companies' (selected) and 'Search companies with Active lines of business only'. A section titled 'Search for company by name, coverage, license number, or organization type' contains several input fields: 'Name' (text box), 'Washington State license number (WAOIC)' (text box), 'NAIC number' (text box), 'Coverage type' (dropdown menu), and 'Organization type' (dropdown menu). Each text box and dropdown menu has a 'What is this?' link next to it. At the bottom of the search area are two buttons: 'Search ->' and 'Clear all fields'. A link 'Need help searching?' is also present. Red annotations include a box around the text 'Type in the name or NAIC number' with arrows pointing to the 'Name' and 'NAIC number' input fields, and another box around the text 'Then click Search' with an arrow pointing to the 'Search ->' button.

Type in the name or NAIC number

Washington State Office of the
INSURANCE COMMISSIONER

print page help

Search

Look up an agent, agency, or company

Agent Search Agency Search **Company Search**

Search All companies Search companies with Active lines of business only

Search for company by name, coverage, license number, or organization type

Name Washington State license number (WAOIC) [What is this?](#)

Coverage type [What is this?](#)

NAIC number [What is this?](#)

Organization type [What is this?](#)

Search -> **Clear all fields** [Need help searching?](#)

Then click Search

How to fill out the OIC Service Contract Provider Annual Report (Page 1)

Depending upon what you input, you may get results for more than one company. Therefore, ensure that you get the WAOIC number for the correct company.

Showing 1-1 of 1 Results

Search Results - To sort, select a column heading.		
Name ▲	WAOIC	Status
OLD REPUBLIC GENERAL INSURANCE CORPORATION	654	ACTIVE

Now, go back to the Reimbursement Insurance Policy screen of the Annual Report. Enter the WAOIC number.

Reimbursement Insurance Policy -- Webpage Dialog

Reimbursement Insurance Policy

Reimbursement Insurance Policy

Company WAOIC # *

To get the system to update with the name, press the tab key on your keyboard or click somewhere else on the form. The system will add the name of the insurer. **Please ensure that the company name is the one that issued your reimbursement insurance policy.**

Reimbursement Insurance Policy

Company WAOIC # *

Now, respond to the rest of the questions.

If a Reimbursement Insurance Policy was not in effect at all times during the year, you will need to provide an explanation.

3. Was a Reimbursement Insurance Policy in effect at all times during the year? *

Yes

No

Please Explain: *

How to fill out the OIC Service Contract Provider Annual Report (Page 1)


Please note the requirement to identify the service lines that the Policy covers.

When you've provided a response for all the questions, click the Save button.

Reimbursement Insurance Policy

Company WAOIC # * OLD REPUBLIC GENERAL INSURANCE CORPORATION

To find the WAOIC # of the company use our [Consumer Toolkit](#)

1. Effective date of the policy. * 

2. Does the policy contain one or more Washington Endorsements? *

Yes

No

3. Was a Reimbursement Insurance Policy in effect at all times during the year? *

Yes

No

4. Did the policy change from the prior year? *

Yes

No

5. Is a copy of the policy on file with OIC? *

Yes

No

6. This policy covers the following service lines: *

Home Heating

Key Replacement

Non-Vehicle

Paintless Dent

Residential Utilities

Tire and Wheel

Vehicle - Regular

Windshield Repair

Your Annual Report will now show the information that you input about the policy.

How to fill out the OIC Service Contract Provider Annual Report (Page 1)

Reimbursement Insurance Policy [Add Policy](#)

WAOIC #	Company Name	Effective Date of Policy	Washington Endorsement	Policy in effect during entire year	Did policy change from prior year	Is policy on file with OIC
654	OLD REPUBLIC GENERAL INSURANCE CORPORATION	04/30/2013	Yes	Yes	Yes	No

Attach a copy of the Reimbursement Insurance policy that is not on file with OIC.
[\(0\) Documents](#)

In this example, the policy was not already on file with the OIC. When that happens, we require you to upload a copy of the policy.

If you need to make a change to any of your responses, click the WAOIC number link.

If you have more than one Reimbursement Insurance Policy for Washington, click the *Add Policy* button again and enter the data for the other policies.

Financial Responsibility Option #2 —Funded Reserve Account and Financial Security Deposit

If the Registrant has a deposit under RCW 48.110.050(2)(b), check the box next to *Funded Reserve Account and Financial Security Deposit* and then fill in your information.

Financial Responsibility

How does the Registrant ensure its financial responsibility?

Reimbursement Insurance Policy

Funded Reserve Account and Financial Security Deposit

\$100 million net worth or parent company guarantee

The amounts required for the Account and Deposit depend on the gross consideration received and claims paid. You enter those two figures and the form will calculate the difference.

Sales and Claims

1. Dollar amount of Non-Vehicle Service Contracts Gross Consideration Received (See the annual filing instructions)

2. Dollar amount of Non-Vehicle Service Contracts Claims Paid

3. Base Amount [Gross Consideration Received less Claims Paid]

Enter your figures

How to fill out the OIC Service Contract Provider Annual Report (Page 1)

The form will also calculate the requirement for the Funded Reserve Account and the Financial Security Deposit. You must enter the balance in each at year-end.

Funded Reserve Account	
Attach a copy of the document that shows the amount in the Funded Reserve Account at year end. (0) Documents	
1. Funded Reserve Requirement [Base Amount times 40%]	\$0
2. Amount in the Funded Reserve Account at year end	
3. Amount in the Funded Reserve Account at year end less the Funded Reserve Requirement	\$0
Sufficient	
Financial Security Deposit	
Attach a copy of the document that shows the amount in the Financial Security Deposit at year end. (0) Documents	
1. Calculated Financial Security Deposit [Base Amount times 5%]	\$0
2. Minimum Financial Security Deposit	\$25,000
3. Financial Security Deposit Requirement [the greater of amount of Financial Security Deposit line #1 or line #2]	\$25,000
4. Amount in the Financial Security Deposit at year end	\$0
5. Amount in the Financial Security Deposit at year end less the Financial Security Deposit Requirement	-\$25,000

Enter your figures

Please note that the Annual Report recalculates after you make an entry, so the form may indicate a deficiency until you enter all of your figures.

You must attach a copy of the document that shows that amount in both the Funded Reserve Account and Financial Security Deposit at year-end. If you use a surety bond, you need to include the document that shows you paid for the bond renewal.

How to fill out the OIC Service Contract Provider Annual Report (Page 1)

Financial Responsibility Option #3 — High Net Worth or Parent Company Guarantee

For those companies with a net worth greater than \$100 million or with an irrevocable guarantee from a parent company with a net worth greater than \$100 million, the Annual Report will guide you through questions about your situation. Click the checkbox for this option.

Financial Responsibility

How does the Registrant ensure its financial responsibility?

Reimbursement Insurance Policy

Funded Reserve Account and Financial Security Deposit

\$100 million net worth or parent company guarantee

In this example, the Registrant's parent: (1) has net worth greater than \$100 million; (2) has guaranteed the Registrant; (3) doesn't file its financial statements with the SEC, so, the Registrant must file the parent company's financial statements (when they become available).

High Net Worth or Parent Company Guarantee

Does the Registrant have net worth or stockholder's equity of \$100 million or more at year end?

Yes

No

Does the Registrant's parent company have a net worth or stockholder's equity of \$100 million or more?

Yes

No

Does the parent guarantee the obligations of the Registrant?

Yes

No

Provide the full legal name of the PARENT company:

Has the Registrant filed with the OIC a copy of the parent company's irrevocable agreement to guarantee the obligations of the Registrant?

Yes

No

Does (or will) the PARENT file a Form 10-K or Form 20-F with the U.S. Securities and Exchange Commission (SEC)?


Yes

No

At the time of the Final Submission of the Annual Report, will you attach a copy of the PARENT's financial statements for the year that have been signed by an independent CPA or other approved financial statements?

Yes

No

Provide the estimated date the Registrant will file the PARENT's financial statements by 

If your estimated financial statement filing date changes later, you should amend your Annual Report to update the estimated filing date.

How to fill out the OIC Service Contract Provider Annual Report (Page 1)

Financial Statements (for the Registrant)

If the Registrant files with the SEC, then you only need to provide the CIK code.

Financial Statements

Does (or will) the Registrant file a Form 10-K or Form 20-F with the U.S. Securities and Exchange Commission (SEC)?

Yes
 No

Provide the Registrant's current Central Index Key (CIK) code that identifies its filings with the SEC.

There is no need to send SEC Form 10-K or Form 20-F because the OIC will review them online.

Otherwise, the Registrant must file its financial statements with the OIC. Often, the financial statements for the filing year aren't available to file with the Annual Report. In that case, you enter the date that you expect to file them with the OIC.

Financial Statements

Does (or will) the Registrant file a Form 10-K or Form 20-F with the U.S. Securities and Exchange Commission (SEC)?

Yes
 No

At the time of the Final Submission of the Annual Report, will you attach a copy of your financial statements for the year that have been signed by an independent CPA or other approved financial statements?

Yes
 No

Provide the estimated date the Registrant will file the financial statements by

The record has been saved on 1/30/2014 7:38:05 AM

If your estimated date changes, you should amend your Annual Report to update the estimated date of filing.

If your estimated due date passes and you haven't filed, our system will automatically start emailing you reminders until you file.

That concludes the question-and-answer portion of the Annual Report. Now would be a good time to save your work.

Next up: Attaching your supplements (Page 2).