

Washington State
Office of the
Insurance Commissioner

**Company
Complaint Response System
(CRS)**

Insurance Company Training
June 18 and 24, 2013



CRS Overview

- In order to take advantage of savings made possible by technology and expedite the processing of consumer complaints, the Washington State Office of the Insurance Commissioner (OIC) developed an online company **Complaint Response System (CRS)**.
- This system will allow us to correspond with your company over the internet while protecting consumer's private information.

CRS Overview-continued

- CRS is a delivery system only. It replaces mailing, faxing or emailing documents.
- CRS is not designed to manage your company's internal processes for investigating and responding to consumer complaints received from our Office.



CRS Overview: Go-Live

- Go-live date: Monday July 1, 2013.
- You'll begin receiving consumer complaints through CRS on Monday July 1, 2013.
- We will no longer be mailing, faxing, or emailing correspondence to you.

Primary Complaint Contact

- The **Primary Complaint Contact** is the main person at your company who we communicate with regarding consumer complaints. This person is responsible for:
 - Coordinating all responses to consumer complaints.
 - Updating any changes to the Primary Complaint Contact information, including any changes in who the primary contact is for your company.
 - Maintaining the Secondary User list for your company, including answering any questions the Secondary User may have regarding CRS, their User ID, etc.

CRS Homepage - Primary Complaint Contact

Washington State
Office of the
Insurance Commissioner

OIC Online Services

Company Complaint Response System

Find your Company Complaint contact

WAOIC: OR NAIC:

Entity: XYZ Insurance Company
Primary Contact: Terry Test
Phone: 555-555-5555 **E-Mail:** JuliaH@oic.wa.gov

Need user credentials?
We can help if you email the following information to CAP@oic.wa.gov

- WAOIC or NAIC #
- Contact Name
- Mailing Address
- Telephone Number
- Email Address

Questions?

[Need help?](#)
[OIC Home](#)

To locate Primary Complaint Contact information, enter the company's WAOIC# or NAIC# and click "Find."

If you can't locate your company complaint contact information, email our Office.

CRS Homepage – Forgot Password?

Washington State
Office of the
Insurance Commissioner

OIC Online Services

Company Complaint Response System

USER LOGIN

User ID

Password

[Forgot Password?](#)

Find your Company Complaint contact

WAOIC: OR NAIC:

Need user credentials?
We can help if you email the following information to CAP@oic.wa.gov

- WAOIC or NAIC #
- Contact Name
- Mailing Address
- Telephone Number
- Email Address

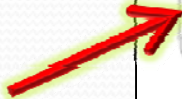
Questions?

[Need help?](#)

[OIC Home](#)

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Forgot Password?

Washington State
Office of the
Insurance Commissioner

OIC Online Services

Forgot Password

Fields marked with asterisk(*) are mandatory.

Forgot Password

User ID *

Email *

Submit Reset

Remember: Your User ID is "CRS" followed by your company's WAOIC# (a suffix will be added for Secondary Users).

You'll receive an email with a temporary password. Once you login, you will be required to change your password.

CRS Registration – general information

- **As the Primary Complaint Contact you will be registered automatically.**
 - This will take place on Friday June 28, 2013.
- **Once registered, you will receive an email that provides your User ID and temporary password, along with general information about using the system.**
 - Passwords are case sensitive.
 - Your Primary Complaint Contact User ID is the acronym “CRS,” along with your company’s WAOIC# (CRS500846).
 - Secondary User IDs will use the same format, with the addition of the number in which they were added to the system as a Secondary User (CRS500846-1, CRS500846-2, etc.).
 - Primary Complaint Contacts add and manage their Secondary User list.

Registration Confirmation Email

Message

WAOIC# 500846 State of Washington Complaint Response System Login User ID - Message (HTML)

From: CAPUAT@oic.wa.gov
To: Hinrichs, Julia (OIC)
Cc:
Subject: WAOIC# 500846 State of Washington Complaint Response System Login User ID

Sent: Mon 2/11/2013 1:47 PM

Dear Terry Test,

XYZ Insurance Company (WAOIC# 500846) is now registered to receive and respond to consumer complaints submitted to the Washington State Office of Insurance Commissioner through our Complaint Response System.

To access the Complaint Response System:

- Go to <http://simbaonlineuat/Login.aspx?module=CRS>
- To login, use the following User ID and temporary password (Note: password is case sensitive):

User ID: **CRS500846**
Temporary Password: **4BN2n7Tm**

Once you login, you will be required to change your password.

Through the Complaint Response System you can:

- View the consumer's complaint
- Upload your response and supporting documentation
- Update your company complaint contact information
- Change your account password

You will receive an email each time a new complaint is submitted by a consumer about your company, as well as when new activity has occurred on an existing complaint.

Click here to login to CRS.

To login successfully, enter the User ID and temporary password into CRS. **You will be required to change your password the first time you login.**

If you're not receiving emails from our Office, check your SPAM/Junk email folder.

CRS Homepage - Login

Washington State
Office of the
Insurance Commissioner

OIC Online Services

Company Complaint Response System

USER LOGIN

User ID

Password

[Forgot Password?](#)

Find your Company Complaint contact

WAOIC: OR NAIC:

Need user credentials?
We can help if you email the following information to CAP@oic.wa.gov

- WAOIC or NAIC #
- Contact Name
- Mailing Address
- Telephone Number
- Email Address

Questions?

[Need help?](#)

[OIC Home](#)

Login

Remember: Your UserID is "CRS" followed by your company's WAOIC# (add suffix, when applicable).

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Complaint Response System

XYZ Insurance Company

WAOIC#: 500846

NAIC#: 99999

Once you login, you'll notice at the top of each screen we've included a banner that provides, at minimum, the company name, WAOIC# and NAIC#.

- This was put in place to assist the Primary Complaint Contacts who are responsible for more than one company.

Menu Options

Located on the left-hand side of the screen are menu options that will help you navigate through the CRS:

Menu Options
Open Complaints
Closed Complaints
Change Password
Update Contact Information
Secondary User
Need help?
Questions? Contact Us

CRS – Open Complaints

When you first login, the system will automatically display your company's current open complaints. *(Tip: When you first receive a new complaint, make sure to verify the complaint was sent to the correct WAOIC#. If not correct, upload a response to the OIC with this information. Once corrected, the case will be removed from your company's Open Complaints.)*

Washington State Office of the Insurance Commissioner

Welcome XYZ Insurance Company [Home] | [Logout]

OIC Online Services

Menu Options

- Open Complaints
- Closed Complaints
- Change Password
- Update Contact Information
- Secondary User
- [Need help?](#)
- [Questions? Contact Us](#)

Complaint Response System

XYZ Insurance Company WAOIC#: 500846 NAIC#: 99999

Open Complaints

[Export to Excel](#)

Case Number	Complainant Name	Open Date	Response Due By
1098988	Cheery Complaint	02/27/2013	05/21/2013
1098991	John Doe Tester	02/27/2013	05/21/2013
1098992	Jane Tester	02/27/2013	05/21/2013

1 - 3 of 3 records

Reporting Option

Oldest case will be listed first

CRS – Open Complaints

Washington State
Office of the
Insurance Commissioner

Welcome XYZ Insurance Company [Home] [Logout]

OIC Online Services

Menu Options

- Open Complaints
- Closed Complaints
- Change Password
- Update Contact Information
- Secondary User
- Need help?
- Questions? Contact Us

Complaint Response System

XYZ Insurance Company WAOIC#: 500846

Open Complaints

Export to Excel

1 - 3 of 3 records

<u>Case Number</u>	<u>Complainant Name</u>	<u>Open Date</u>	<u>Response Due By</u>	<u>Last Response Date</u>
1098988	Cheery Complaint	02/27/2013	05/21/2013	
1098991	John Doe Tester	02/27/2013	05/21/2013	
1098992	Jane Tester	02/27/2013	05/21/2013	

1 - 3 of 3 records

★ You can sort columns by clicking on column header.

Click on **Case Number** to view documents.

Complaint Documents

Washington State
Office of the
Insurance Commissioner

Welcome XYZ Insurance Company [Home] [Logout]

OIC Online Services

Response System

XYZ Insurance Company WAOIC#: 500846 NAIC#: 99999

Case #: 1098992 Complainant Name: Jane Tester Response Due By: 05/21/2013

Date Uploaded	Document Name (click to view)	Document Type
02/27/2013	02_27_2013.PDF	LETTER TO COMPANY
02/27/2013	02_27_2013.PDF	MEDICAL DOCUMENT
02/27/2013	ORIGINALCOMPLAINTDETAILS.PDF	COMPLAINT

[Upload New Document](#) [Return to Open Complaints Menu](#)

Click on the document link to open in Adobe Acrobat/Reader.

Documents uploaded by your company will show as the **Document Type**: "Company Response." It is possible, however, that the Document Type may be changed from "Company Response" to another Type by the OIC Analyst assigned to the consumer complaint after your company's response is uploaded.

Hint: If you have trouble opening a document, turn off your internet's Pop-Up Blocker.

Document Type definitions

- **Acknowledgement** – Company acknowledges receipt of complaint.
- **Additional Correspondence** – General correspondence received from consumer.
- **Agent Response** – Agent’s response to a consumer’s complaint.
- **Challenge** – Objection to NAIC coding listed on a closed case’s Closure Notice.
- **Challenge Response** – OIC’s response to Closure Notice challenge.
- **Closure Notice** – Closed case NAIC coding information for insurance company’s reference.
- **Company Response** – Insurance company’s response to a consumer’s complaint.
- **Complaint** – Original complaint received from consumer; either by form or letter.
- **Explanation of Benefits** – Copy of the consumer’s Explanation of Benefits.
- **Extension Request** – Request to extend the complaint response due date.
- **Financial Document** – Any financial document received from a consumer (i.e. provider bill).
- **Follow-up to Agent** – OIC’s follow-up to an agent’s response.
- **Follow-up to Company** – OIC’s follow-up letter to insurance company.
- **Informational** – Document received by consumer for FYI purposes.
- **Invoice/Receipt** – Copy of invoice or receipt (i.e. Auto repair invoice, DME receipt, etc.)
- **Legal Document** – A legal contract (i.e. Power of Attorney, Divorce Decree, etc.).
- **Letter to Company** – Inquiry letter sent to an insurance company with consumer’s initial complaint.
- **Loss Evaluation Document** – Value/ loss document received from consumer (i.e. appraisal, repair estimate, etc.)
- **Medical Document** – Provider documents received from consumer (i.e. chart notes, medical records, etc.).
- **Other** – Any document that doesn’t clearly fit in another Document Type category.
- **Policy Contract** – Full or partial copy of consumer’s contract (i.e. summary of benefits, life insurance contract, etc.)

Upload New Document

- To upload your response to OIC, click the “Upload New Document” button:

Washington State
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Insurance Commissioner

Welcome XYZ Insurance Company [Home] | [Logout]


OIC Online Services

Complaint Response System

XYZ Insurance Company **WAOIC#: 500846** **NAIC#: 99999**

Case #: 1098988 **Complainant Name: Cheery Complaint** **Response Due By: 05/21/2013**

Date Uploaded	Document Name (click to view)	Document Type
02/28/2013	02_28_2013.PDF	LETTER TO COMPANY
02/28/2013	02_28_2013.PDF	COMPLAINT

 [Upload New Document](#) [Return to Open Complaints Menu](#)

Upload Documents

The screenshot shows a web browser window titled "SimbaOnline -- Webpage Dialog" with a close button (X). The main content area is titled "Upload Documents" and contains the following elements:

- A text instruction: "Upload all documents before selecting Finished."
- A section titled "Upload PDF File" with a file input field and a "Browse..." button circled in red.
- A section titled "Upload the file" with an "Upload" button circled in purple.
- A section titled "Successfully Uploaded Documents" with a blue arrow pointing to the right.
- A "Finished" button at the bottom with a green arrow pointing up to it.

- You can browse your computer for the PDF document you would like to upload.
- Once you select a document, click “Upload.”
- A successfully uploaded document will appear at the bottom of the screen.
- Click “Finished” once you’ve uploaded all documents successfully .

Upload New Document

- Your uploaded document will show up on the case's documents grid.
- The OIC has now successfully received the document.

Washington State
Office of the
Insurance Commissioner

Welcome XYZ Insurance Company [Home] | [Logout]

OIC Online Services

XYZ Insurance Company WAOIC#: 500846 NAIC#: 99999

Case #: 1098988 Complainant Name: Cheery Complaint Response Due By: 05/21/2013

Date Uploaded	Document Name (click to view)	Document Type
03/06/2013	RESPONSETOWASHINGTONSTATEOIC.PDF	COMPANY RESPONSE
02/28/2013	02_28_2013.PDF	LETTER TO COMPANY
02/28/2013	02_28_2013.PDF	PLAINT

[Upload New Document](#) [Return to Open Complaints Menu](#)

Click here to return to your open complaints



Company Response

- If your company typically asks a Third-Party Administrator (TPA) to respond to our office directly regarding a consumer complaint, beginning July 1st you'll need to develop a process so that the TPA will send the response to your company for uploading to the CRS.

Upload Documents

- *Helpful hints:*
 - Whenever possible, upload your complete company response, including attachments, as one document.
 - Always make sure the file name for the documents you choose to upload show successfully uploaded before clicking “Finished.”
 - Only upload pictures if absolutely necessary. When in doubt, contact the OIC Analyst assigned to the case for further instructions.

Last Response Date

- The “Last Response Date” will show the last date a document was uploaded by your company on a specific case:

The screenshot displays the 'Complaint Response System' interface. At the top, it identifies 'XYZ Insurance Company' with 'WAOIC#: 500846' and 'NAIC#: 99999'. Below this, the 'Open Complaints' section is shown, including an 'Export to Excel' link and a record count of '1 - 3 of 3 records'. A table lists three complaints, with the 'Last Response Date' for the first complaint, 'Cheery Complaint', circled in red.

Case Number	Complainant Name	Open Date	Response Due By	Last Response Date
1098988	Cheery Complaint	02/27/2013	05/21/2013	03/06/2013
1098991	John Doe Tester	02/27/2013	05/21/2013	
1098992	Jane Tester	02/27/2013	05/21/2013	

Closed Complaints


- Cases will move to the “Closed Complaints” area of CRS only after the case is closed by the OIC.
- Cases will remain on CRS for *one year* from the most recent “Closed Date.”

Closed Complaints			
Export to Excel			
Case Number	Complainant Name	Closed Date	Last Response Date
1098988	Cheery Complaint	03/06/2013	03/06/2013

Closure Notice

If coding is reported to the NAIC, your company will receive a Closure Notice once the case is closed.

- You have 15 business days to send a written objection through CRS to the OIC.
- This is not a new process.
- You'll receive a "New Document" email.
- Since a Closure Notice will only be received on a closed case, the case will be located on the CRS "Closed Complaints" grid.

Mike Kreidler State Insurance Commissioner	STATE OF WASHINGTON  Office of Insurance Commissioner	Phone: 360-725-7080
COMPLAINT CLOSURE NOTICE		
Run Date: 03/06/2013		
Name of the Insured: Cheery Complaint	OIC Case #: 1098988	
Contact Name: Cheery Complaint		
Name of the Insurer: XYZ Insurance Company		
Insurer NAIC #: 99999	Insurer WAOIC #: 500846	
Type of Coverage:		
0505 - Individual		
0530 - Health Only		
Reason for Complaint:		
"1015 - Claim Denial"		
<p>Per WAC 284-37-050(2)(a): "If the Insurer wishes to object to the coding to be reported to the NAIC, an objection must be filed with the commissioner within fifteen business days after the date that the complaint closure notice is sent to Insurer."</p>		
Signed: Julia Hinrichs Compliance Analyst		
Mailing Address: P.O.Box 40256 * Olympia, WA 98504-0256 Street Address: 5000 Capitol Blvd. * Tumwater, WA 98501		

Change Password

Washington State
Office of the
Insurance Commissioner

Welcome XYZ Insurance Company [Home] | [Logout]

OIC Online Services

Change Password

Fields marked with asterisk(*) are mandatory.

XYZ Insurance Company WAOIC#: 500846 NAIC#: 99999 Health Care Service Contractor

Change Password

Password must be between 8 and 16 characters, and must have at least two numbers and one letter.

Old Password *

New Password *

Confirm New Password *

Every CRS user (both Primary and Secondary) will have their own unique password.

Passwords must be between 8 and 16 characters, and must have a least two numbers and one letter.

Complaint Contact Address Change

This screen is for the Primary Complaint Contact only.

Washington State
Office of the
Insurance Commissioner

Welcome XYZ Insurance Company [\[Home\]](#) | [\[Logout\]](#)

OIC Online Services

Complaint Contact Address Change

Fields marked with asterisk(*) are mandatory.

XYZ Insurance Company	WAOIC#: 500846	NAIC#: 99999	Health Care Service Contractor
------------------------------	-----------------------	---------------------	---------------------------------------

Company Complaint Contact Address

Contact Person *	Terry Test	Street 2	
Street 1 *	PO Box 000	Country *	United States
City *	Olympia	Zip *	98501
State/Province *	Washington	Phone # - Ext *	555-555-5555 -
Email *	JuliaH@oic.wa.gov	Fax	
		Other Phone #	

Complete all mandatory fields.

Secondary User

- A **Secondary User** is any insurance company staff member who the **Primary Complaint Contact** chooses to allow access to CRS.
- Secondary Users will have their own distinct User ID and password.
- Secondary Users will receive automated emails whenever a new complaint, or a new document, is uploaded to CRS.
- Secondary Users will need to go through their company's Primary Complaint Contact with questions, or to make changes to their status or contact information.
- **The Primary Complaint Contact controls the company's Secondary User list.**

Secondary User

Washington State Office of the Insurance Commissioner

Welcome XYZ Insurance Company [Home] | [Logout]

OIC Online Services

Secondary User

XYZ Insurance Company WAOIC#: 500846 NAIC#: 99999

As the Primary Complaint Contact, it is your responsibility to maintain the secondary user information.

Complaint Response System Secondary Users

User ID	Name	Email	Status
CRS500846-1	Tester, Tobey J	example@example.com	Active

[Home](#) [Add Secondary User](#)

Add a Secondary User

Washington State
Office of the
Insurance Commissioner

Welcome XYZ Insurance Company [Home] | [Logout]

OIC Online Services

Secondary User Information

XYZ Insurance Company WAOIC#: 500846 NAIC#: 99999

Fields marked with asterisk(*) are mandatory

User Information

The Secondary User ID is system generated. An email will be sent to the secondary user with login credentials.

Last Name *	<input type="text" value="Analyst"/>	First Name *	<input type="text" value="John"/>	Middle Initial	<input type="text" value="D"/>
Email *	<input type="text" value="JohnD@example.com"/>				
Confirm Email *	<input type="text" value="JohnD@example.com"/>				

Complete all mandatory fields.

Secondary User List

Washington State
Office of the
Insurance Commissioner

Welcome XYZ Insurance Company [\[Home\]](#) [\[Logout\]](#)

OIC Online Services

Secondary User

XYZ Insurance Company **WAOIC#:** 500846 **NAIC#:** 99999

As the Primary Complaint Contact, it is your responsibility to maintain the secondary user information.

Complaint Response System Secondary Users [Add Secondary User](#)

User ID	Name	Email	Status
CRS500846-2	Analyst, Anna J	Anna@example.com	Active
CRS500846-3	Analyst, John D	JohnD@example.com	Active
CRS500846-1	Tester, Tobey J	example@example.com	Active

[Home](#)

- Secondary User IDs will include a suffix based on the order added.
- The system will list the Secondary Users in alphabetical order.
- Click on the “User ID” link to make changes.

Making a Secondary User Inactive

Secondary User Information

XYZ Insurance Company WAOIC#: 500846 NAIC#: 99999

Fields marked with asterisk(*) are mandatory

User Information

It is the responsibility of the primary Company Complaint Response contact to maintain the secondary user information.

User ID: Status: First Name: Middle Initial:
Last Name *: First Name *: Middle Initial:
Email *: First Name *: Middle Initial:

A Secondary User cannot be deleted from this list.

Secondary User

XYZ Insurance Company WAOIC#: 500846 NAIC#: 99999

As the Primary Complaint Contact, it is your responsibility to maintain the secondary user information.

Complaint Response System Secondary Users [Add Secondary User](#)

User ID	Name	Email	Status
CRS500846-2	Analyst, Anna J	Anna@example.com	Active
CRS500846-3	Analyst, John D	JohnD@example.com	Active
CRS500846-1	Tester, Tobey J	example@example.com	Inactive

Sample Email – Registration Confirmation

From: CAPUAT@oic.wa.gov	Sent: Mon 2/11/2013 1:47
To: Hinrichs, Julia (OIC)	
Cc:	
Subject: WAOIC# 500846 State of Washington Complaint Response System Login User ID	

Dear Terry Test,

XYZ Insurance Company (WAOIC# 500846) is now registered to receive and respond to consumer complaints submitted to the Washington State Office of Insurance Commissioner through our Complaint Response System.

To access the Complaint Response System:

- Go to <http://simbaonlineuat/Login.aspx?module=CRS>
- To login, use the following User ID and temporary password (Note: password is case sensitive):

User ID: **CRS500846**
Temporary Password: **4BN2n7Tm**

Once you login, you will be required to change your password.

Through the Complaint Response System you can:

- View the consumer's complaint
- Upload your response and supporting documentation
- Update your company complaint contact information
- Change your account password

You will receive an email each time a new complaint is submitted by a consumer about your company, as well as when new activity has occurred on an existing complaint.

If you have questions, please call us at 1-800-562-6900 or email us at CAPUAT@oic.wa.gov.

Sample Email – Added as a Secondary User

From: ○ CAPUAT@oic.wa.gov Sent: Mon 2/11/2013 2:19
To: Hinrichs, Julia (OIC)
Cc:
Subject: WAOIC # 500846 State of Washington Complaint Response System Login User ID

Dear Tobey Tester,

XYZ Insurance Company (WAOIC #500846) has added you as a Secondary User for the Washington State Complaint Response System. You are now registered to receive and respond to consumer complaints submitted to the Washington State Office of Insurance Commissioner.

To access the Complaint Response System:

- Go to <http://simbaonlineuat/Login.aspx?module=CRS>
- To login, use the following User ID and temporary password (Note: password is case sensitive):

User ID: **CRS500846-1**
Temporary Password: **Q54q38FP**

Through the Complaint Response System you can:

- View the Consumer's complaint
- Upload your response and supporting documentation
- Change your password

You will receive an email each time a new complaint is submitted by a consumer about your company, as well as when new activity has occurred on an existing complaint.

If you have questions, please contact your company's primary Complaint Contact, Terry Test at 555-555-5555 or JuliaH@oic.wa.gov.

Thank you,

Consumer Advocacy
Washington State Office of Insurance Commissioner

Sample Email – New Complaint

From:	○ CAPUAT@oic.wa.gov	Sent:	Wed 2/27/2013 10:25 AM
To:	Hinrichs, Julia (OIC)		
Subject:	XYZ Insurance Company (WAOIC #500846) Case #1098989 - State of Washington		

We have received a complaint against XYZ Insurance Company (WAOIC #500846).


You can access the Company Complaint Response System (CRS) at <http://simbaonlineuat/Login.aspx?module=CRS>. WAC 284-30-360 and WAC 284-30-650 require you to provide a response within 15 business days.

If you have any questions or need assistance, please call us at 1-800-562-6900 or email CAPUAT@oic.wa.gov.

Thank you,

Consumer Advocacy
Washington State Office of Insurance Commissioner

Sample Email – New Document

From:  CAPUAT@oic.wa.gov
To: Hinrichs, Julia (OIC)
Cc:
Subject: XYZ Insurance Company (WAOIC # 500846) New Document for Case #1098988 - State of Washington

Sent: Wed 3/6/2013 4:43

A new document is available to review for this case.

You can access the Company Complaint Response System (CRS) at <http://simbaonlineuat/Login.aspx?module=CRS>.

If you have any questions or need assistance, please call us at 1-800-562-6900 or email CAPUAT@oic.wa.gov.

Thank you,

Consumer Advocacy
Washington State Office of Insurance Commissioner

Sample Email – Forgot Password

From: ○ CAPUAT@oic.wa.gov Sent: Thu 3/7/2013 11:04
To: Hinrichs, Julia (OIC)
Cc:
Subject: XYZ Insurance Company (WAOIC # 500846) New Password for the State of Washington Company Complaint Response System (CRS)

Dear Terry Test,

Your password has been reset. To access the Complaint Response System (CRS):

- Go to <http://simbaonlineuat/login.aspx?module=CRS>
- To login, use the following User ID and temporary password (Note: password is case sensitive):

User ID: **CRS500846**

Temporary Password: **D5ft9d63**

You will be required to change your password after you login.

If you have any questions or need assistance, please call us at 1-800-562-6900 or email CAPUAT@oic.wa.gov.

Thank you,

Consumer Advocacy
Washington State Office of Insurance Commissioner

Sample Email – Contact Information Updated

From: ○ CAPUAT@oic.wa.gov

Sent: Thu 3/7/2013 11:08

To: Hinrichs, Julia (OIC)

Cc:

Subject: XYZ Insurance Company (WAOIC# 500846) Contact Information Updated

Dear Terry Test

Your contact information has been updated in the Washington State Complaint Response System (CRS).

If you did not update your contact information, please contact our office immediately at 1-800-562-6900 or email us at CAPUAT@oic.wa.gov.

Thank you,

Consumer Advocacy
Washington State Office of Insurance Commissioner

Go-Live Information

- Your company will be registered in the CRS on Friday June 28, 2013.
- **Primary Complaint Contacts** will receive the *Registration Confirmation* email for each company they are listed as the Primary Complaint Contact. It will be sent to the primary contact email address provided by your company to the OIC (this may not be your personal email address).
 - If you would like to add Secondary Users, we would encourage you do so on Friday June 28th , so that when a new complaint (if any) is received for your company on Monday, July 1st , all designated CRS Users will receive the *New Complaint* email.

Be aware if you have any outstanding complaints that were opened prior to July 1st , you will need to handle them as you do now (either by mailing, faxing or emailing your company response). They will not be in the CRS.



CRS Rule

- Due to the implementation of the CRS, WAC 284-30-360 and WAC 284-30-650 have been updated.
 - Beginning January 1, 2014, every insurer must furnish the commissioner with an adequate response to a complaint inquiry within fifteen working days **using the commissioner's electronic company complaint system.**



Questions?



Questions about CRS?

- **Attend one of our available trainings:**
 - Tuesday, June 18: 9:00 a.m. – 11:00 a.m. (PST)
 - Monday, June 24: 1:30 p.m. – 3:30 p.m. (PST)
- We will email the WebEx invitations on June 10th to your company's Primary Complaint Contact.