

Accessing the Washington OIC Service Contract Provider web portal

Welcome to the OIC online portal. These instructions will show you through the steps to make your Service Contract Provider Annual Report filing with the OIC.

The Annual Report is now an on-line form. Instead of sending the attachments as paper documents, you will upload the attachments as PDF files.

The questions on the Annual Report are pretty much the same, but the format has changed.

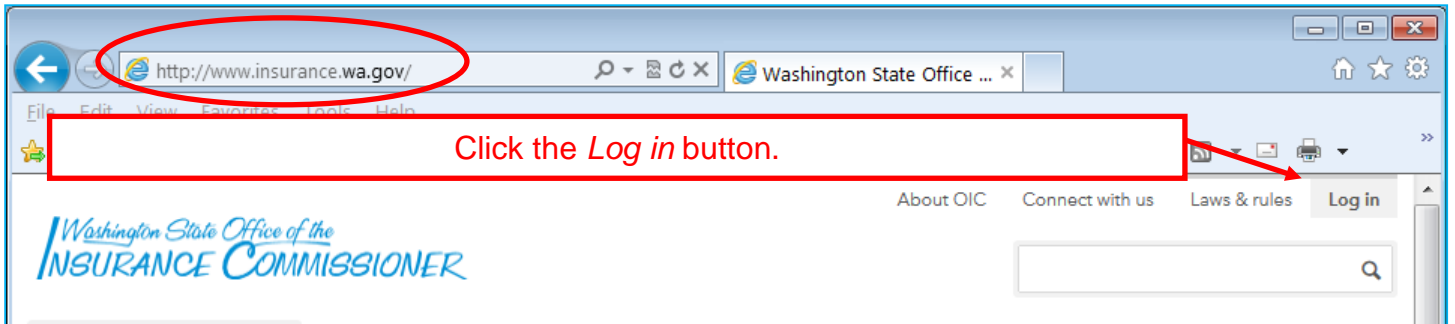
You won't be able to file your Annual Report until all required documents have been uploaded. To help you get ready, here is a list of documents that you may need to have ready to upload. (Note--some of these documents may not be applicable to your company.)

1. Biographical affidavits of any new officers during the year (if not already on file with the OIC).
2. A description of any regulatory action taken against the Registrant during the year.
3. A list of all directors and any person (or entity) holding 10% or more of the Registrant. This applies only if more than 50% of the Registrant's gross revenue during the year is from the sale of service contracts.
4. The name of the insurance company (or risk retention group) that issued your reimbursement insurance policy and the date of the policy. If you have more than one policy, you will need that information for each policy. If you haven't filed the reimbursement insurance policy with the OIC, you will need to include it with your Annual Report.
5. If the Registrant files with the SEC, the Registrant's Central Index Key (CIK) code.
6. If the parent guarantees the performance of the Registrant and the parent files with the SEC, the parent company's CIK code.
7. If the irrevocable parent guarantee is not on file with the OIC, you will need to include it with the Annual Report.
8. The Registrant's financial statements for the filing year. As in previous years, if the financial statements are not yet available, you can tell us the date that you will file them with the OIC.
9. The contact information for the Registrant's Compliance Officer (name, address, phone number, and email address).
10. Signatures from two officers attesting that the information in the Annual Report is correct. This document will be available on our website.

This training material was created on a test site. The actual site may be somewhat different.

Accessing the Washington OIC Service Contract Provider web portal

To get to the web portal, start at the commissioner's web site (www.insurance.wa.gov).
Click the *Log in* button.



Click the *Service Contract Providers* button.



Accessing the Washington OIC Service Contract Provider web portal

Here is what the main screen looks like:

Washington State
Office of the
Insurance Commissioner

OIC Online Services

Filing and Payment Center

USER LOGIN

User ID

Password

[Forgot Password?](#)

Find your Entity Contact

WAOIC: OR NAIC:

Need user credentials?
We can help if you email us the following information

- WAOIC # or NAIC #

Contact Person

To find out whom your Financial Statement contact person currently is, you can type in your WAOIC number and then click the *Find* button.

Company Filing Center

Find your Financial Statement Contact

WAOIC: OR NAIC:

Entity: Your Company Name

Administrator: Mary Richards

Phone: 303-555-1212 **E-Mail:** [redacted]@oic.wa.gov

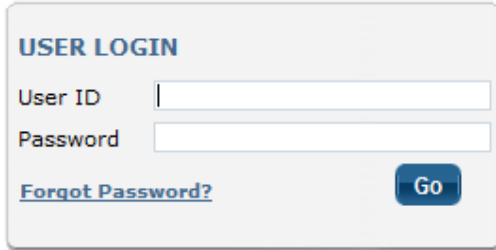
The contact person information is then shown here

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

Accessing the Washington OIC Service Contract Provider web portal

Logging In

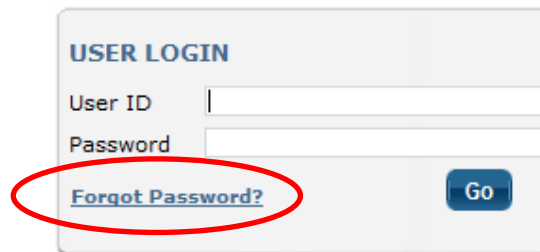
Enter your User ID and password, and then click the Go button.



The screenshot shows a login form titled "USER LOGIN". It contains two input fields: "User ID" and "Password". Below the "Password" field is a blue button labeled "Go". To the left of the "Go" button is a blue underlined link that says "Forgot Password?".

Passwords

If you forget the password, or if the contact person has left, but **you have access** to their email account, you can use the *Forgot Password* link to get a temporary password sent to the email address in our records.



This screenshot is identical to the one above, but the "Forgot Password?" link is circled in red to highlight it.

If you don't have access to their email account, you must contact us at CompanySupervisionFilings@oic.wa.gov with the new information. After we update the email address, you can then use the *Forgot Password* link to have a temporary password emailed to the new address.

Accessing the Washington OIC Service Contract Provider web portal

When you login with a temporary password, you must immediately change the password. Enter a new password that meets the criteria and click the *Submit* button.

Change Password

Company Name WAOIC#: N

Change Password

You logged in using a temporary password. Please create a new password to continue.
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 *

[Submit](#) [Reset](#)

After changing the password, click the *Home* button.

Change Password

Confirmation

Your password has been changed successfully.

[Home](#) [Logout](#)

Accessing the Washington OIC Service Contract Provider web portal

Home Screen

This is what the home screen looks like:

Washington State
Office of the
Insurance Commissioner

Welcome [Redacted] [Home] | [Logout]

OIC Online Services

Menu Options

- Submit Filing
- Add Document to Submitted Filing
- Make or View Payments
- View Submitted Filing
- Amend a Submitted Filing
- Change Password
- Update Contact Information
- Secondary User

Company Filing Center

[Redacted] WAOIC#: [Redacted] Service Contract Provider

Your filing contact is the Insurance Commissioner's only point of contact for the Company Filing Center. Please take the time to verify your information using the menu option on the left.

See our agency web page for more details and complete [Filing Instructions](#).

Click the *Submit Filing* link to work on your Annual Report.

Please see the separate instructions for each page of the Annual Report.