

HELPFUL SUGGESTIONS FOR ELECTRONIC FILING PROBLEMS

IF YOU HAD NO BUSINESS DURING 2008, YOU NEED NOT FILE.

- 1.) If you get a **negative error code (-9)** and the system won't accept a filing, you have too much information in one of the fields, most probably the Insured Name & Address. The field sizes are limited (see *FYI below). When typing into a field with several lines, such as "Insured Name and Address" (this field is limited to 100 spaces), use commas instead of hitting "Enter" after each line, or, if you have a lot of information, use no punctuation at all. Please use Abbreviations whenever possible!
- 2.) **Files are NOT transferred automatically on the 11th.** Instead, this is done manually and sometimes takes a few days. So, please be patient and give it a week or so before calling to find out where your records are.
- 4.) The thing that does happen automatically is that you are still unable to enter data into the previous month after the 10th of the month. But, as I've told many of you, just enter any missed entries into the next month. Please be aware that **a filing cannot be erased, but you can enter another file in its place or you may use a \$0 premium amount to adjust an error.**
- 5.) We continue to have a misunderstanding with **"Prior Month" and "Previous Month"**. The only time these two fields are visible at the same time is **between the 1st and the 10th of the month**. So, just be careful when you are entering during this time that you are entering into the right month. **Hint: If you do not see "Send Statement," you are entering into the next month.**
- 6.) Which brings me to the next issue, **the "Send Statement" button does not work!!!!** However, your files will be imported into the database on or shortly after the 11th of the month, so, please be patient and wait a few days before calling and asking where your files are.
- 7.) Be sure to contact **the Help Desk** via e-mail at HelpDesk@nh.gov or call 603-271-7555. This **should be your first point of contact if you need computer help**, as they can determine if technical database support is needed. They will refer you to me if they cannot help you. I am always willing to help whenever I can.

You will find the following on the Department's Website:

- a. A copy of the most current "White List" of Insurance Companies. The Website has been updated to add new companies.
- b. A 2008 Annual Statement to be filed with payment on or before January 31, 2009-- checks should be made payable to: **NH Insurance Dept.** A letter regarding Surplus Lines Producer obligations. This letter was sent out a few years ago, but the contents are important and should be reviewed.
- d. Surplus Lines Information Sheet.

Remember to give the name of the Producer with the New Hampshire Surplus Lines license number for whom the filings are being made whenever you contact the Help Desk or me, Janet Colby at 603-271-7973 X9212 or Janet.Colby@ins.nh.gov, for any reason. While I may recognize your voice and remember our last conversation, I do not always remember the producer's name and number with whom you are affiliated. We've run into problems when a new employee calls or e-mails and leaves the name of the agency, when in actuality the business is being filed under an individual producer.

*FYI: Field Limits:

Policy#-30 Spaces
Insured Name & Address-100 Spaces
Property/Risk Description-50 Spaces
Reason for Placement-50 Spaces
Property/Risk Location-100 Spaces
Zip Code-10 Spaces
Surplus Lines Company-5 Spaces
Courtesy Filing-100 Spaces
Transaction Type-3 Spaces
Policy Term-23 Spaces