



On the CUTTING EDGE

News about the Electronic Data Gathering Enterprise System.

North Carolina Reinsurance Facility

Circular Letter to All Member Companies

RF-13-6

August 12, 2013

The NCRF is always looking for ways to enhance our customer's experience. We have made some recent improvements designed to make it easier for member companies to do business with us.

Checklist for Companies Starting to Write Auto Liability Insurance in NC

This checklist was designed to facilitate companies with their planning and preparation to begin to cede business to the NCRF and can be found under the **Recent News** on our website Homepage at www.ncrb.org/ncrf. This document guides you through all the steps you need to take from joining the NCRF through reporting data.

NCRF Company Code Issues

Per the General Rules (Section 3, subsection M) in the Facility's Standard Practice Manual:

"Groups of companies under the same ownership and, or management may elect to be treated either separately or as a single company under these provisions."

Our Membership Packet now includes a form (NCRF-44) "NCRF Company Code Issues" to assist a new company joining the NCRF in its election for either group or single company treatment.

Updated Request for Member Company Address Information

A new role called **Error Lists** has been added to this form. This would be our contact person concerning the Error List, Warning List and Charge List. A description of these lists can be found in the NCRF Standard Practice Manual in Section 4, Chapter 7. We encourage companies who have these lists to visit our website at www.ncrb.org/ncrf and click on the Forms, Manuals & Exhibits tab and then Miscellaneous Forms. Click on the Request for Member Company Address Information form and fill in a contact for this role. Follow the instructions in the form.

How you can help us serve you better:

It is important that we have up to date contacts for your Company. The Request for Member Company Address Information form lists various roles where we need a contact. This form is located on our website, as outlined above. Make sure this form gets updated when people move to different job responsibilities or leave your company. If you need assistance please contact us at (919) 582-1056 or edgehelp@ncrb.org.

Updated NCRF FTP Instruction Guide V.3.9

Revisions have been made to the NCRF FTP Instruction Guide to update the testing process for Accounting and Recoupment files. A "File Testing Tips" section has been added. Below are some do's and don'ts when testing FTP files:

Do:

- Email ftpsupport@ncrb.org when you are ready to start testing and each time you submit a test file for review.
- Make sure that you are allowed to do external ftp from your location and that you can log into the test ftp site prior to trying to send a file.
- Make sure that your firewall is not blocking ftp traffic.
- Send only file types .txt and .pgp. (.xls & .pdf files cannot be processed.)
- Include both positive and negative amounts in your Accounting and Recoupment Detail test files.
- Verify that all dollar amounts are correctly formatted for the file type you are sending.
- Carefully check for any extra spacing or characters not expected per the defined file layout, using a file editor or tool. This may not always be visible if viewing the file in a standard Notepad view.
- Make sure the accounting month and year in the file are the same as in the file name.
- Remember to rename the files uniquely each time you send a new test file.
- Format date/time stamps as MMDDYYHHMMSS — Month, Day, Year, Hours, Minutes, Seconds — all 2 digits.
- Note that test files will be processed only during standard business hours of 8:30 a.m.–5:00 p.m. Eastern Standard Time.
- Business questions can be addressed to EDGEHelp@ncrb.org or (919) 582-1056.

Don't:

- Do not include Recoupment Detail records in your monthly Accounting Detail File. There is a separate Recoupment Detail File and layout for testing the detail. (See File Layouts.)
- Do not use any extra spacing or characters not expected per the defined file layout.
- Do not ask the NCRF FTP Support to make changes to any of your files, as they are prohibited from doing this. Any corrections to the file will need to be made by the company & retested to verify the changes.
- Do not send files to our Production site until you have received an email from FTP Support, confirming your production date.

Questions or comments concerning the new enhancements can be directed to Valerie Pearson at vap@ncrb.org or (919) 582-1008.

Please direct questions or correspondence regarding EDGE or contact list updates to our Information Center at 919-582-1056 or EDGEHelp@ncrb.org. Visit the EDGE FAQs on our website at <http://www.ncrb.org/ncrf/>.