

February 25, 2010

CIRCULAR LETTER TO ALL MEMBER COMPANIES

Re: Enhancements to the Personal Lines Section
Of the NCRB Website

The North Carolina Rate Bureau is pleased to announce a change to the Personal Lines section of the Bureau website. The website now includes all of the currently approved Personal Lines policy forms and rating manuals. These are available to Rate Bureau member companies only and can be accessed through the secured web portal by using a NCRB logon id.

If you do not have a NCRB logon id, you need to determine if your company has a NCRB Group Administrator by calling NCRB's Information Center at 919-582-1056. If your company has a NCRB Group Administrator, this individual has the ability to create a logon id for you and can give you access to the secured portal. If your company does not have a NCRB Group Administrator, your company should establish one by completing a Group Administrator Account Registration Form. The Group Administrator will be responsible for managing individual user accounts for your organization and will serve as the primary contact for web account administration. We realize member companies may have users in different divisions, departments and/or geographical locations. To simplify the administration process, it is recommended that you select a single Group Administrator for your company or group of companies who will have the option to delegate administrative rights to additional member users within your company as needed to most efficiently manage your user accounts.

You can obtain the Group Administrator Account Registration form on NCRB's website at www.ncrb.org. Click the NCRB button, then the Personal Lines Services button. On the Personal Lines Services page, under the Web Application Supporting Materials section, there is a link to Web Security New User Account Instructions.

If you have questions, you may contact the Information Center at 919-582-1056 or Help@ncrb.org.

Very truly yours,

F. Timothy Lucas

Personal Lines Manager

A-10-2