



December 1, 2005

CIRCULAR LETTER TO ALL MEMBER COMPANIES

Re: Member Company Web Access -
Group Administrator Accounts

The North Carolina Rate Bureau (NCRB), North Carolina Reinsurance Facility (NCRF) and North Carolina Insurance Guaranty Association (NCIGA) recently launched a new shared Member Services website for member company access to secure information and online services. The available services that now require a logon account include miscellaneous Workers Compensation services and Personal Lines policy forms. Future services will include applications that allow member companies to manage Facility Automobile business as well as additional Workers Compensation and Personal Lines Automobile and Property services. As we continue to enhance and expand the services available to member companies through the secure site, the number of users that require access will continue to grow.

To improve security and more effectively manage the growing number of user accounts, we have adopted a self-service approach for member companies to manage user accounts via the website. The self-service account management policy allows member companies to better control user access to your company data and services made available through the shared NCRB, NCRF and NCIGA Member Services site. For companies with membership in all three organizations this provides the additional benefit of a single sign-on for access to secured information and for conducting business transactions with our organizations via the web.

Therefore, effective immediately, we need all member companies to establish a company Group Administrator to manage individual user accounts for your organization and to serve as our primary contact for web account administration. We realize member companies may have users in different divisions, departments and/or geographic locations. To simplify the administration process, we recommend that you select **a single Group Administrator for your company or group of companies** who will then have the option to delegate administrative rights to

additional member users within your company as needed to most efficiently manage your user accounts.

Please note that for company personnel with existing web accounts to access the site, these accounts will not change. Users may continue to logon to the site with their same logon account. Once the company Group Administrator account has been setup, this administrator will be able to view all existing user accounts for the company or group of companies that they are authorized to administer. Group Administrators should review any existing web accounts to ensure the accounts are both accurate and current before adding any new users.

For an application and instructions on setting up your company Group Administrator, please access the Group Administrator application and instructions form available on our website at <https://www.ncrb.org/Portal/PortalLogon.aspx>.

Because of the need for associates within your company to access secured information from our website on a timely basis it is necessary for this process to be completed as soon as possible but in no event later than January 6, 2006.

Please see to it that this Circular Letter is brought to the attention of all interested personnel within your company.

Sincerely,

Raymond F. Evans, CPCU

General Manager

RFE:lm

G-05-2