



On the CUTTING EDGE

News about the Electronic Data Gathering Enterprise System.

North Carolina Reinsurance Facility

Circular Letter to All Member Companies

RF-12-9

August 8, 2012

Update on our move

The North Carolina Reinsurance Facility will be moving to 2910 Sumner Boulevard, Raleigh, NC 27616. This move is anticipated to take place on Friday, August 17, 2012 and continue over the weekend.

All online systems, including EDGE will be unavailable starting late Thursday afternoon, August 16, 2012 and may remain offline through Sunday, August 19, 2012. EDGE is expected to be available for online processing again on Monday, August 20, 2012. Specific outage notification and times will be posted in advance on the NCRB-NCRF-NCIGA web portal homepage at <https://webportal.ncrb.org/NCRBPortal/PortalLogon.aspx>.

During the move on Friday, EDGE online services and support staff will not be available, but FTP services will continue without interruption. In short, the system will be unavailable for online cession and accounting transaction entries, but these transactions will still be accepted via FTP reporting.

Please Note:

- Confirmation emails for FTP files will not be sent while EDGE is offline and may be delayed by several days. Your original receipt date will be preserved.
- If you are not able to login or access the EDGE online system on Monday, please continue to use FTP services until online access is fully restored. You may receive an error message while EDGE is offline.
- Check the web portal for changes or updates to the schedule or system availability. If the portal is unavailable, please check the public website for updates.
- Although systems are expected to be back online on Monday, please note there will be limited staff available for support. Please contact EDGEHelp@ncrb.org or our Information Center at 919-582-1056, if you need immediate assistance.
- Normal business operations are expected to resume on Thursday, August 23, 2012.

Account Activity Statement Due Date

The due date for payments for the June, 2012 Account Activity statements is Tuesday, August 21, 2012. Any questions concerning your statement or assistance needed to ensure payment is received by the due date should be addressed prior to August 16, 2012.

Cessions

If you are a company that enters cessions manually online, make sure you are ready to submit cessions through FTP during our move. Your options during the outage are:

1. Submit cessions via FTP to preserve the earlier receipt date; or
2. Wait until the EDGE online service is restored, which will result in a later receipt date. Refer to the NCRF Standard Practice Manual; Section 3, Paragraph E for cession receipt date rules on new and renewal business.

Cession Withdrawals

Any online cession withdrawals (to retain the business on a voluntary basis) should be entered before EDGE is taken offline or once EDGE is available again after the move. Based on the current volume of withdrawals and the short duration of the outage, we do not foresee any issues with companies being able to withdraw their cessions in a timely manner.

What you should have ALREADY done:

1. Passed this information along to your IT/Cession/Facility Reporting specialists.
2. Verified that you know your "User ID" and "Password" for your FTP Account. Contact our Information Center at 919-582-1056 or EDGEHelp@ncrb.org with any questions.
3. Worked with NCRF FTP Support to test cession files, if needed. (Refer to the FTP Instruction Guide on our website at www.ncrb.org/ncrf)
4. Coordinated a plan between your online cession producers and your IT Department, for submitting these cessions through FTP during our planned outage.

Watch our website and Member Services Portal for updates. Thank you for your continued cooperation and we apologize for any inconvenience.

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/>.