

## Company Address Service Portal FAQs

- ❖ Upon finishing PIN contacts should we receive a confirmation email?
  - A confirmation email will not be sent. However, the Wyoming DOI can look in the Sircon database to confirm the change.
- ❖ What is the purpose of the Portal?
  - The purpose of the Portal is to allow companies the ability to confirm and update contacts and addresses the Wyoming DOI has on file, such as Appointment Renewal, Complaints, Mailing, and Premium Tax.
- ❖ The company received a letter, but other companies in the group did not. How do we get the other PIN numbers? Can another letter be sent?
  - Since you have received a letter for one company, please send an email with the names and NAIC numbers for the other companies to [kristi.almajose@wyo.gov](mailto:kristi.almajose@wyo.gov) and Kristi will send you the PIN numbers. Another letter is not necessary, and will not be sent.
- ❖ The PIN contact on the letter was our President (or other officer). Can we change the officer through the Portal?
  - No, the officers cannot be changed through the Portal. Please send changes of officers via mail on company letterhead to the Wyoming DOI or via company email to [kristi.almajose@wyo.gov](mailto:kristi.almajose@wyo.gov).
- ❖ When the Country field was filled, I received an error.
  - The only fields for the address that are necessary are the address, city, state, and zip code. If County, Province, or Country is added an error message will appear. Leave those fields blank.
- ❖ What do we do when access to the PIN contact closes if we need to change the PIN contact?
  - You have to click on the "Need PIN" link to find out who the current PIN contact is. Then, you have to contact the PIN contact to change the PIN data. The "Need PIN" link is on the login page for the Portal. If someone leaves who has the PIN number, we can have the new person send in a letter requesting to be the new PIN contact person. After we receive the letter, we can give them the PIN number so they can change the information themselves.
- ❖ Going to the Portal makes you leave the Wyoming DOI website. Is it necessary to update the information on the site?
  - The Sircon site that you end up at when leaving the Wyoming DOI website is a secure website. It is an encrypted database that is more secure than email. However, it is not necessary for the company to update the information on the site. The information may be updated through Form 14 of the UCAA found at [www.naic.org](http://www.naic.org).
- ❖ When will the Portal be open for other information?
  - The Portal will open for Appointment Renewal, Assessment, Complaints, Licensing, Mailing, and Premium Tax addresses on December 2, 2013.

- ❖ Is it okay to give the PIN number to other people in the company so they can change their contact information?
  - Since each PIN number is randomly generated by those who administer the Sircon database, the Wyoming DOI would have to put in a request for a new PIN number to be generated. This could take several weeks, depending on the number of all requests they already have. If sharing the PIN number is necessary, it is recommended that it is only given to somebody who has the company's best interest in mind.
- ❖ Previously we filed a "Company Information Form" each year. Since we did not receive the Company Information Form this year, will the Company Address Service Portal be a replacement for the paper form or is there still a requirement to submit the form?
  - The Company Address Service Portal does replace the Company Information Form. At first, the Portal was set up to allow only the PIN address and contact to be verified or updated. The Portal is scheduled to switch on December 2, 2013, from allowing only the PIN address and contact to be verified or updated to allowing the updating and verification of the same addresses our Company Information Form allowed.