



1 Add Entity

The Add Entity screen allows users to add a Company to their Company Complaint Dashboard.

- Under “Type:” select Company Complaint
- Select your jurisdiction and input your Company Complaint PIN (provided by the state) and a required identifier.
- Click “Add to Cart”

The screenshot shows the 'ADD ENTITY CART' form. At the top, there is a navigation bar with the NAIC logo and 'SBS for Organizations State Based Systems'. Below the navigation bar, there are two buttons: 'State Services' and 'Go To Dashboard'. The main content area is titled 'ADD ENTITY CART' and contains a 'Type:' dropdown menu set to 'Company Complaint'. Below this, there is a 'Company Complaint' section with several input fields: 'Jurisdiction:' (set to 'Demo'), 'Company Complaint PIN:' (set to '3333333'), 'FEIN:', 'NAIC CoCode:', and 'SBS Company Number:'. At the bottom of the form, there are two buttons: 'Add to Cart' and 'Reset'.

2 Review Added Entity

After adding an entity to the cart, the review screen is displayed. This allows the user to quickly verify the information one last time before adding the entity.

The screenshot shows the 'Review Added Entity' screen. At the top, there is a navigation bar with the NAIC logo and 'SBS for Organizations State Based Systems'. Below the navigation bar, there are two buttons: 'State Services' and 'Go To Dashboard'. The main content area is titled 'ADD ENTITY CART' and contains a 'Type:' dropdown menu set to 'Company Complaint'. Below this, there is a 'Company Complaint' section with several input fields: 'Jurisdiction:' (set to 'Demo'), 'Company Complaint PIN:' (set to '3333333'), 'FEIN:', 'NAIC CoCode:', and 'SBS Company Number:'. At the bottom of the form, there are two buttons: 'Add to Cart' and 'Reset'.

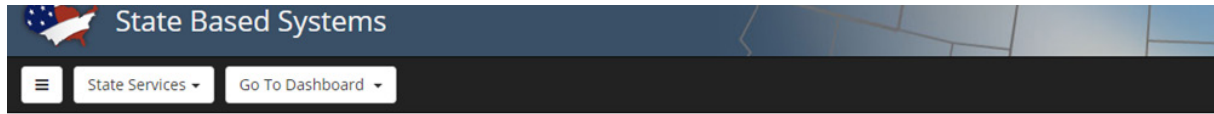
Please review the new entities you selected for addition to your Managed account, click "Next" to continue, click "Previous" to Edit or click "Cancel" to return to the home page.

Company Complaint					
Jurisdiction	SBS Company Number	NAIC CoCode	FEIN	Company Type	Company Name
Demo	4000021451		34-5365677	Premium Finance: Life	Roger Graves Insurance
					Grand Total: \$0.00

Previous Next Finish Cancel

3 View Confirmation

The view entity page provides the confirmation and displays a summary of the entity added. Clicking the "Go to Company Complaint Dashboard" link will take the user directly to the company's dashboard.



i You have successfully added one or more entities to your account! A confirmation email containing the summary information below is being sent to you.

Thank you for using NAIC's State Based Systems (SBS). For information about other services offered through SBS, visit: www.statebasedsystems.com.

Payment Information

Transaction Type: Add Entity **Transaction Date:** 04/22/2024 **Amount Paid:** \$0.00

[Go To Company Complaint Dashboard](#)

Note: All fees will appear as a charge from NAIC State Based Systems on your monthly credit card statement.


If you have questions regarding your transaction:


- Call the SBS Help Desk at 816-783-8990 between the hours 8:00 a.m. - 5:00 p.m. (CT) Monday-Friday (except holidays)
- Send an email anytime to sbshelp@naic.org. If the email message is sent to the Help Desk outside the time above, it will be answered the next business day.


4 Company Complaint Dashboard

On the dashboard, company staff will be able to view all companies added to their account and setup their User Settings for Notifications.




Add Entity


User Settings


Notifications

Company Complaint Matrix

Expand/Collapse All

License State	NAIC CoCode	Company Name	FEIN	NAIC Group Number	Mailing Address	Company External Complaint PIN
• Demo	11111	Alaska Test Company		5026	9998 Road Mlg Juneau, AK 99801	1111111111
• Demo	22222	Kellan Investments Test Company	01-5434624	468	17 Hickamore Paisley, ZZ 12341	2222222222
• Demo	33333	Opal Insurance	01-5464452	468	5478 West Sherman St #123 Marcelline, ZZ 64824	3333333333

5 Setup Notifications

Click "User Settings" to opt in to receive system and/or email notifications when new attachments and direct messages are added to cases. It is recommended to start with receiving both system and email notifications.

Ensure "Yes" is selected and click Save.

User Settings

Notifications - Company Complaint

Select "Yes" to receive an email or system notification for changes to your account.

Yes/No to all System Notifications: Select All Yes/No to all Email Notifications: Select All

	System	Email		System	Email		System	Email
Direct Message Notification:	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> Yes	Attachment Notification:	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> Yes			

6 View Complaint Cases

Click the black arrow next to each company on the left side of the screen to view complaint cases. Notice cases can be filtered and also exported to excel.

Closed cases will display for 60 days from the closed date.

Click the case tracking id to view the case information

Company Complaint Matrix

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Show entries Filter:

Tracking ID	Complainant Name	Insured/Patient Name	Policy Number	Line of Insurance	Date of Loss/Service	Case Status	Date Opened
751	Callie Wilson	Michelle Wilson		Homeowners	04/10/2024	Open	04/22/2024
743	Kelsey Wilkinson	Brian Wilkinson		Miscellaneous	03/01/2024	Open	04/17/2024
740	Alexis Wilson	Henry Wilson		Auto		Working	04/10/2024
738	Sheena Waggner	Neil Waggner		Auto	03/01/2024	Working	03/20/2024

7 View Case Information

Users can view case general information, complainant/insured information, online complaint form (if submitted) direct messages, and attachments.

State Services ▾
Go To Dashboard ▾
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General Information

Tracking ID: 743	Company Name: Opal Insurance	Date Opened: 04/17/2024
Primary Investigator: Jacob Gibbs	Line of Insurance: Miscellaneous	Business Email: email@opal.com
Case Status: Open		

Complainant/Insured Information

Show 10 entries Filter:

Name	Insured/Patient Name	Type	Address	Policy Number	Claim Number	Date of Loss/Service
Kelsey Wilkinson	Brian Wilkinson	Beneficiary	999 Main St Louis, MO 33443 test@test.com 999-999-9999			03/01/2024

Showing 1 to 1 of 1 entries Previous **1** Next

Online Complaint Form

Complainant Name	Insured Name	Other Involved	Insurance Information	Insurance Type	Reason	Complaint Form
Kelsey Wilkinson	Brian Wilkinson		Opal Insurance	Dental	Claim Delay	View

Direct Messages

Show 10 entries Filter:

Created Date	Created By	Notes Group	Entity	Notes
04/17/2024 02:23 PM	Michelle Wilson			Thank you for the review, please check on this...
04/17/2024 02:19 PM	Michelle Wilson			I have reviewed and this what need to happenn....
04/17/2024 08:28 AM	Michelle Wilson			Please review this complaint and respond by 4/30/24

Showing 1 to 3 of 3 entries Previous **1** Next

Attachments

Show 10 entries Filter:

File Name	Attachment Description	Attached By	Attached Date
Sugar Swap Log2024.pdf	Pics from our appraiser	Michelle Wilson	04/17/2024
Michelle Wilson Photo.jpg	Pic example	Michelle Wilson	04/17/2024
Move-A-Mile-A-Day-Log.pdf	test	Michelle Wilson	04/17/2024

[Print PDFs](#)

Showing 1 to 3 of 3 entries Previous **1** Next

8 Add Direct Messages

By clicking the “plus” sign in the Direct Messages section, a message can be added and sent directly to the state department of insurance. Type a note/message and when submit is clicked, the message will display on the case and be sent to the state.

The screenshot shows a web interface with a table of direct messages and an 'Add Note' modal window. The table has columns for 'Created Date' and 'Created By'. The modal window has a text area for a note and 'Submit' and 'Cancel' buttons.

Created Date	Created By
04/17/2024 02:23 PM	Michelle Wilson
04/17/2024 02:19 PM	Michelle Wilson

Add Note

*Note:

I would like to check on the question of...

3957 characters remaining.

Submit Cancel

9 Add an attachment

By clicking on the “plus” sign in the Attachments section, an attachment can be uploaded and sent directly to the state department of insurance. Upload a file, add a description and effective date, and when Upload is clicked, the attachment will display on the case and be sent to the state.

The screenshot shows a web interface with a table of attachments and an 'Upload Attachment' modal window. The table has columns for 'File Name' and 'Attached Date'. The modal window has fields for 'Attachment', 'Attachment Description', and 'Effective Date', and 'Upload', 'Upload and Add Another', and 'Cancel' buttons.

File Name	Attached Date
Sugar Swap Log2024.pdf	04/17/2024
Michelle Wilson Photo.jpg	04/17/2024
Move-A-Mile-A-Day-Log.pdf	04/17/2024

Upload Attachment

*Attachment:

+ File Upload

*Attachment Description:

255 characters remaining.

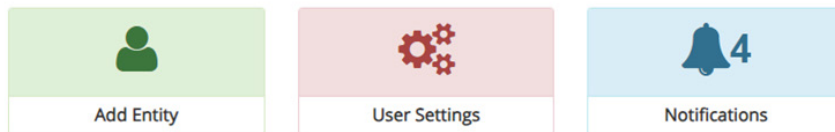
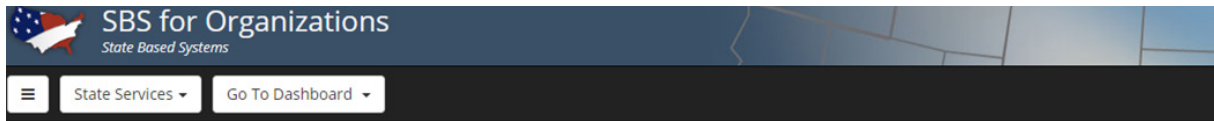
*Effective Date:

04/22/2024

Upload Upload and Add Another Cancel

10 View System Notifications

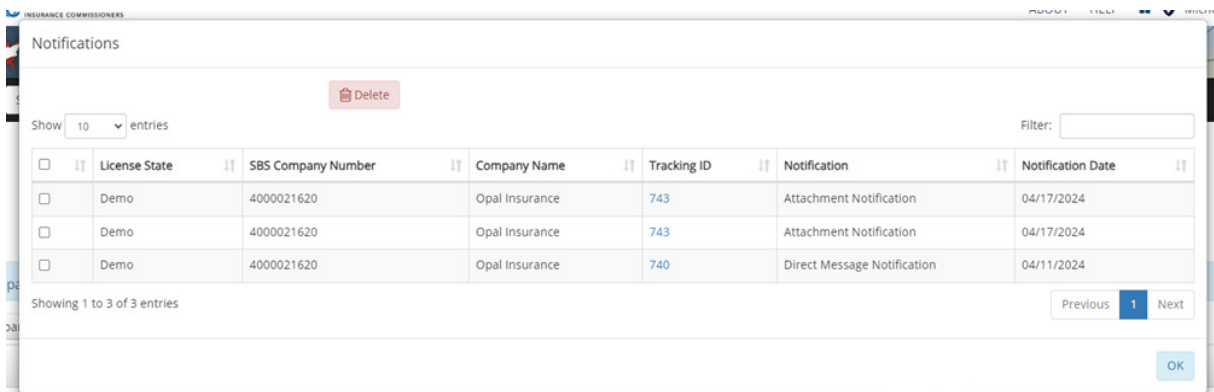
On the Company Complaint Dashboard, a number will appear in the Notifications box at the top of the dashboard if there are new notifications.



10.1 Click the bell icon to view system notifications.

A system notification will generate each time a new direct message or attachment has been added to the case. The tracking id is a clickable link to go to the case and view the new attachment or message.

Select the notifications and delete them once reviewed.



11 Closed Cases

Closed complaint cases will display for 60 days from the closed date and will be read only. The case information, messages, and attachments can be viewed, but no additional direct messages or attachments can be added. If more need to be added, please contact the state to reopen the case. Cases closed for more than 60 days will drop from the case dashboard and will not be viewable to companies in SBS for Organizations.

Show entries Filter:

Tracking ID	Complainant Name	Insured/Patient Name	Policy Number	Line of Insurance	Date of Loss/Service	Case Status	Date Opened
700	Don Bachman					Closed	11/21/2023