

Florida Catastrophe Reporting Form Hurricane Irma Claims

From the Florida Office of Insurance Regulation

Instructional Information - September 7, 2017

INSTRUCTIONS FOR FILING THE CATASTROPHE REPORTING FORM (CRF) DATA CALL:

OIR has developed a new system (IRFS) to replace the Data Collection and Analysis Modules (DCAM) for reporting your CRF data submissions.

Log into IRFS at the following location:

<https://irfs.fldfs.com/>

Your DCAM account can be used to log into IRFS, but if you have not used DCAM or IRFS you must first create a new account. Do this by clicking on "Create an Account" and completing the information provided. Once you have created and activated your account from your email box, you will be able to log in and see your IRFS Workbench.

From the Workbench look to the upper right and find the tools icon (wrench and screwdriver) and the gear icon. The tools icon will allow you to toggle between your Workbench and the screen that allows you to create filings. Using the gear icon you can update your username, password, and profile as well as maintain the list of companies for which you are eligible to file (this is the "Entity Management" option). Before you can create a filing you must select at least one company from Entity Management for which you can create your first filing.

Next you can create the filing for your company by clicking on the tools icon. You must click "Begin" then you will see four steps across the top of the screen. You only need to complete Steps One, Two and Four for this data call. For Step One select your company (then click "Next" below). For Step Two select the data call for Hurricane Irma. If you have claims to report select the DATA option; if you have no claims to report select the NO DATA option. You may skip Step Three, which is for group filings (not permitted with this data call). At Step Four confirm the filing and it will be on your Workbench when you "OK" the action. View and edit your filing on the Workbench by clicking the Filing ID, which is shown as an underlined number on the first column to the left. The detailed steps from this point are in the next section.

For this initial reporting period we are requesting that all companies report updated claims data on a daily basis for at least the first week. Further instructions will follow with future reporting dates.

It is not necessary to download a new template during this daily reporting phase – just update the data on your first template download in Excel and submit again each day after a new filing is created. If you do not have claims to report we request you file a NO DATA report immediately then begin filing the data template only after claims occur. In this way you do not need to file further reports if you receive no claims through the data collection period. If your claims reporting does not change from one day to the next it is not necessary to re-file.

DETAIL STEPS FOR COMPLETING COMPONENTS OF THIS DATA CALL:

Select components by clicking directly on the plus sign "+", which opens the component. Some components include additional instructions after they are opened.

REQUIRED COMPONENTS:

- Select the Contacts Component. This is a REQUIRED COMPONENT for all data calls. All subscribed email accounts to your company will be listed and any may be added as "cc:" contacts, meaning they will

also receive notice of your filing. (Contact us if an unknown account appears!) Here you may also designate another account as the primary filer for your filing (i.e., should you be doing this on behalf of someone else who is temporarily away). There is an open box below that allows you to include additional email addresses that are not subscribers of the company. Include all you need, separating each email account with a semicolon and space ("; "). When done click on the "Save" button.

- REQUIRED for a DATA filing: Select the Florida CRF Template Component and follow instructions to download the Excel template file to your local PC. Complete this file so that no "FALSE" values appear in any of the tabs. Be sure to verify that each data tab is complete before uploading. There is a NEW data field for Claims filed with an Assignment of Benefits (AOB). If that data is not collected or tracked, leave the column blank. If that data is tracked, fill in the proper number of claims filed with an AOB from zero on up (please update prior claims with each filing).
- REQUIRED for a NO DATA filing: Select the Survey Component and respond to the two questions. This is mandatory. This is a simple two-question survey that substitutes for an affidavit of no data.

OPTIONAL COMPONENTS:

- The "Other Information / Documents" component is available as an optional component for your use. Any supplemental or optional documents that support data provided elsewhere may also be uploaded there.
- There is an optional "Cover Letter" component if you choose to include a letter.
- You will find a "Trade Secret Affidavit" component. Note that certain template rows and certain components will allow you to mark the row or document(s) as trade secret. If selected, further instructions follow. It is necessary to provide the notarized trade secret affidavits whenever the trade secret option is selected.
- The "Response to Request for Clarification" is for future use in case additional information is needed. This component may be ignored during the original filing phase.
- The CRF filings do not require notarized affidavits at this time (these are not the same as trade secret affidavits).

When all mandatory components are marked "Complete" your filing may be submitted to OIR by clicking on the SUBMIT button above the listed components.

Your submission is considered filed only after you receive an email receipt showing your Filing ID. You will receive only one receipt under the IRFS system. If the receipt does not arrive after a few minutes refresh your Workbench and check the Submission Status. It will either read "Submitted" or "Received". If it continues to show "Submitted" then determine what was not completed and re-submit the filing or contact the Market Data Collections Section to notify us of a problem.

If you have any questions regarding this filing process, please email them to: DisasterReporting@flor.com.

Your prompt cooperation in this effort will be greatly appreciated.

Thank you.

Florida Office of Insurance Regulation
Market Data Collections Section
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