

March 26, 2020

CIRCULAR LETTER TO ALL MEMBER COMPANIES

Re: NC Rate Bureau Operations and COVID-19 - Important Updates

As previously announced, the North Carolina Rate Bureau (NCRB) has modified operations so that all staff may work remotely until further notice. As a result, several of our processes will change in order to maintain normal business operations.

1. **Temporary suspension of assessment of data fines** – Assessment of USR and policy data fines will be suspended for the month of March to allow member carriers time to adjust their operations. As a result, carriers will not receive a fine invoice in the month of April, 2020. The fining program will resume on April 1, 2020 and carriers with new fines or outstanding balances will be invoiced in May, 2020.
2. **Data fine invoices to be delivered electronically** – Starting in May, 2020, all invoices for USR and policy data fines will be delivered to carriers electronically. Invoices will be delivered by email to the same contact that currently receives the invoice by mail. Please note, this change will be permanent.
3. **Ownership rulings to be delivered electronically** – Starting April 1, 2020, ownership rulings will be delivered to the carrier of record electronically via email. NCRB has established a new contact role in our system that will be associated with delivery of these emails. **Please use the included contact change form to advise NCRB of the proper contact to receive ownership rulings.** Contact change forms should be emailed to updatecontactinfo@ncrb.org. Please note, this change will be permanent.
4. **Eligibility letters will be delivered electronically** – Starting April 1, 2020 all assigned risk eligibility letters will be delivered to the carrier of record electronically via email. Please note, this change will be permanent.

Please use the included contact change form to notify us of any contact changes to receive correspondence noted above.

NCRB will remain in communication with further updates as needed.

We are monitoring voicemails and emails, so please contact us at support@ncrb.org or (919) 582-1056 with any questions.

Sincerely,

Jarred Chappell

Director, Workers Comp Operations

JCC:ko
Attachment
C-20-8



North Carolina Rate Bureau Company Contact Form

Please complete the information below to assist us in distribution of circulars, reports, etc. to members of your company.

NAIC Group Code NAIC Group Name (If Company is in a group, please show the group information)

| | | |
|-----------|----------------------------|-----------|
| NAIC Code | Insurance Company Name (s) | NCCI Code |
|-----------|----------------------------|-----------|

If more room required please use additional forms

COMPANY CONTACT INFORMATION - Prior Contacts for single contact roles will be eliminated and replaced with any new information

Contact Name: _____
 Title: _____
 Mailing Address: _____
 City: _____
 State: _____ Zip Code: _____
 Phone Number: _____ Fax Number: _____
 Email address: _____
 Distribution Email: _____
 Remove / Replace: _____

No Longer w/Company (Retired - Left Company)
Still with Company - Different Position

NCRB

Qtrly Assessment Bill*△ Proxy Forms*

Workers Compensation Notifications

| | |
|----------------------|------------------------------|
| Billing Invoices*△ | Notice of Assignment* |
| Manage Policy Fines* | Manage Policy Email (Errors) |
| Unit Stat Fine* | Unit Stat Rejection |
| Rating Worksheet | Underwriting EXR |
| Compliance Emails | Ownership Rulings* |

Circulars

Member
 Automobile
 Property
 Work Comp

IDC Roles

Annual Statements
 Auto Expense Experience
 Property Expense Experience
 Installment Premium Charge(s)

Contact Name: _____
 Title: _____
 Mailing Address: _____
 City: _____
 State: _____ Zip Code: _____
 Phone Number: _____ Fax Number: _____
 Email address: _____
 Distribution Email: _____
 Remove / Replace: _____

No Longer w/Company (Retired - Left Company)
Still with Company - Different Position

NCRB

Qtrly Assessment Bill*△ Proxy Forms*

Workers Compensation Notifications

| | |
|----------------------|------------------------------|
| Billing Invoices*△ | Notice of Assignment* |
| Manage Policy Fines* | Manage Policy Email (Errors) |
| Unit Stat Fine* | Unit Stat Rejection |
| Rating Worksheet | Underwriting EXR |
| Compliance Emails | Ownership Rulings* |

Circulars

Member
 Automobile
 Property
 Work Comp

IDC Roles

Annual Statements
 Auto Expense Experience
 Property Expense Experience
 Installment Premium Charge(s)

Contact Legend: * Required role △ single contact roles will be eliminated and replaced

Requestor: _____ Title: _____
 Email: _____ Date: _____

Please return the completed form to: UpdateContactInfo@ncrb.org
 2910 Sumner Boulevard, Raleigh, NC 27616 Phone: 919-783-9790