

## FREQUENTLY ASKED QUESTIONS


### Annual License Renewal and Financial Filing Submission Portal

1. **Am I required to submit documents via the portal?** All alien and foreign companies, community-based continuing care providers (CBCCs), continuing care retirement communities (CCRCs), multiple employer welfare arrangements (MEWAs), premium finance companies (PFs), purchasing groups (PGs), risk retention groups (RRGs), surplus lines insurers (SLs), and viatical settlement providers (VPs) MUST submit eligible documents electronically through the Annual License Renewal and Financial Filing Submission Portal.

A “Submit” button is presented if the document is eligible for portal filing. If there is no “Submit” button presented, then documents should be sent by mail to this Office or to where specified in the portal or on the related form or document.

2. **Is it still necessary to send hard copies of annual or quarterly statements if I submit documents via the portal?** Hard copies of renewal documents that were successfully submitted via the portal should not be mailed to the Bureau. See Item #4 for successful document upload(s). All accredited reinsurers, alien and foreign companies that file their NAIC annual statement blank and related supplements with the NAIC are exempt from filing a hard copy of these documents with the Bureau of Insurance (Bureau). These filings should be submitted to the NAIC via electronic media in accordance with due dates established by the NAIC.

Insurers, health maintenance organizations (HMOs) and dental plan organizations (DPOs) that are domiciled in Virginia must continue to submit a hard copy of their annual and quarterly statements.

3. **What should I do if I submit the wrong document?** The Bureau will reset the “Submit” button for you. Please contact us by e-mailing [BOIFINFILING@scc.virginia.gov](mailto:BOIFINFILING@scc.virginia.gov).
4. **After submitting a document via the portal, I did not receive a confirmation.** The Bureau does not mail or e-mail confirmations upon receipt of a document. Companies will receive a  Successfully uploaded the document message. Companies may also click on the “View” button to confirm the document uploaded successfully.
5. **The portal shows documents are due, but there is no “Submit” button. How can I submit these documents through the portal?** Not all documents can be filed through the portal. Certain documents must continue to be submitted in hard copy. Only documents with the

“Submit” button may be filed via the portal.

6. **Why am I not receiving the company’s PIN when I click on the “Need PIN” button?** Please note that an e-mail is not automatically sent to the Bureau requesting the PIN. The “Need PIN” button gives you the PIN contact information for the company. If the company does not have an established PIN contact or that person has left the company, then you will need to complete a PIN Contact Request Form and e-mail it to [BOIPIN@scc.virginia.gov](mailto:BOIPIN@scc.virginia.gov) or fax it to (804)371-9821.
7. **Is there a fee to use the portal?** No, there is no fee to use the portal.
8. **Can insurance agencies use the portal?** Only insurance companies may use the “Annual License Renewal and Financial Filing Submission Portal”.
9. **How has the COVID-19 pandemic affected the annual renewal letters?** Annual renewal letters will no longer be mailed. Instead, annual renewal notifications will be emailed to all companies via the Company Renewal Contact in December each year prior to renewal filing deadlines. To obtain a list of your company’s renewal filings, please visit our portal logon page titled “Annual License Renewal and Financial Filing Submission Portal”.  
  
Multiple employer welfare arrangements and purchasing groups will need to visit the “Annual License Renewal and Financial Filings” page located on our website to access the PG [Annual Renewal](#) or the MEWA [Annual Renewal](#).
10. **What happened to the renewal fee for fraternal, PFs, and VPs in the portal?** The renewal fee in the portal will not be displayed. Please refer to the printed invoice included with the company’s renewal notification email or contact Darien Carter at [darien.carter@scc.virginia.gov](mailto:darien.carter@scc.virginia.gov) or (804) 371-9333.