

Company Renewal Portal – Frequently Asked Questions

1. **Am I required to submit documents through the Company Renewal Portal?**
Yes, except for the following entities that must continue to file paper copies:
 - Group Self Insurance Associations
 - Reinsurers without an NAIC number
 - Municipal Liability Pools

2. **What type of files are accepted through the portal? Is there a size limitation for each document?** The portal accepts most standard file types including .doc, .docx, .xls, .xlsx, .pdf, .jpeg, .png, .tif. Document size is 100MB.

3. **What should I do if I submit the wrong document?** Email BOIFINFILING@scc.virginia.gov to have that renewal item reset.

4. **How do I know if my document was successfully uploaded?** Companies will receive the following message after a document has uploaded “Successfully uploaded the document”. Companies can also click on the “View” button next to the submitted document to confirm it has uploaded successfully.

Renewal documents that were successfully submitted through the portal should not be mailed to the Bureau.

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 as a paper copy. Only documents with the “Submit” button may be filed via the portal. **Do not send documents via secure emails with logins, etc.**

6. **Is there a fee to use the portal?** No