NIPR Producer Database (PDB) User's Guide

We appreciate your business and would like to help you become acquainted with the available information. This guide will assist you through your first few times working with the Producer Database (PDB). If you should have any questions, please contact NIPR Marketing at (816) 783-8467 or marketing@nipr.com.

WHAT IS THE PDB?

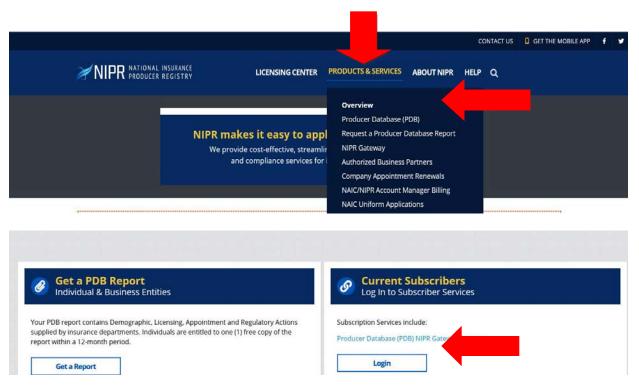
The Producer Database (PDB) is a centralized repository of credentialing information that facilitates industry's ability to track pertinent information regarding licensed insurance professionals. The PDB includes licensing information from all 50 states, as well as the District of Columbia, Guam, Puerto Rico and the US Virgin Islands. The PDB includes data from external databases such as the Regulatory Information Retrieval System (RIRS) to provide a more comprehensive producer profile.

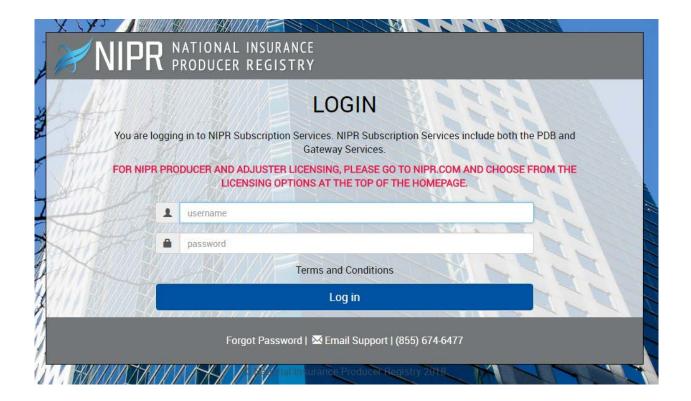
These are the products available that utilize the data in PDB:

- Detail Report
- Company Specialized Report (CSR)
- Batch Report
- Company Appointment Report (CAR)
- National Producer Number Report (NPN)
- Insurance Carrier Report (ICR)
- Company Appointment Renewals

ACCESSING THE PDB

To access the application go to http://nipr.com/, select the Products & Services dropdown. Choose Producer Database (PDB) and scroll to the bottom to Current Subscribers and click Login. Enter the User ID and password provided to you by your company administrator, click log in.





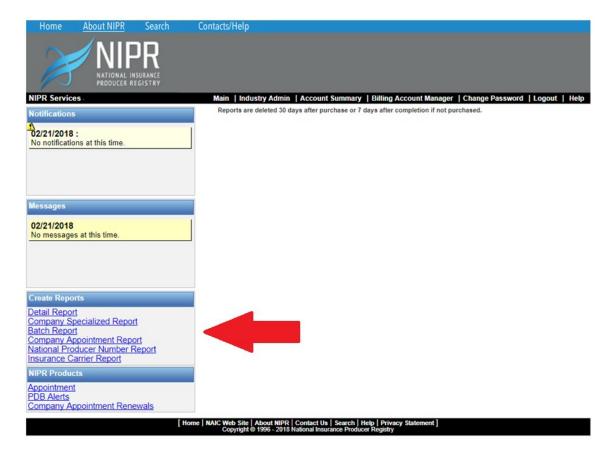
PRODUCER DATABASE LANDING PAGE (PDB)

This is your landing page for subscriber services. The reports/services options available to you are dictated by your company administrator. From the landing page you are able to select reports to request, view the status of previously requested reports, purchase your reports and view/download your reports. In addition to being a centralized place to view your activity within the PDB, NIPR Marketing can sendyou a personalized message that will display on your homepage. All notifications regarding the PDB data will be listed here as well.

You have five attempts to enter your ID and password successfully. After five failed attempts your ID will lock and need to be reset by your company administrator. We recommend using the "Forgot Password" link after your third failed attempt.

SELECTING A REPORT TO REQUEST

Select a report from the Create Reports menu on the left side of the screen.



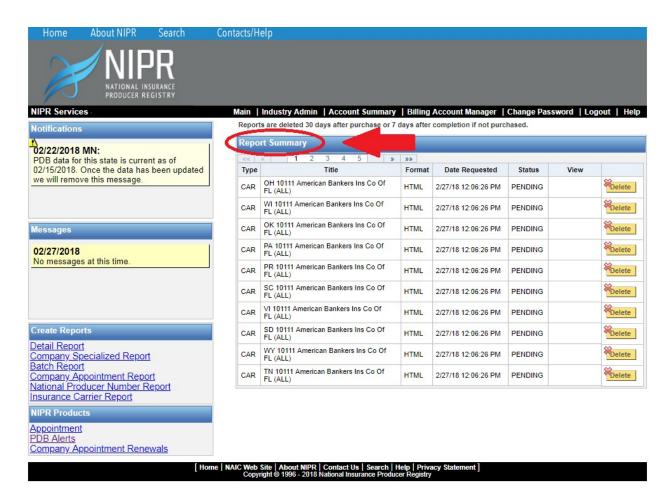
You will only be able to select from the reports that have been assigned to you by your administrator.

VIEWING THE STATUS OF REQUESTED REPORTS

Find your desired report on the report summary list. To browse your reports use the page forward and back buttons, or click on the specific page number. View the status in the status column.

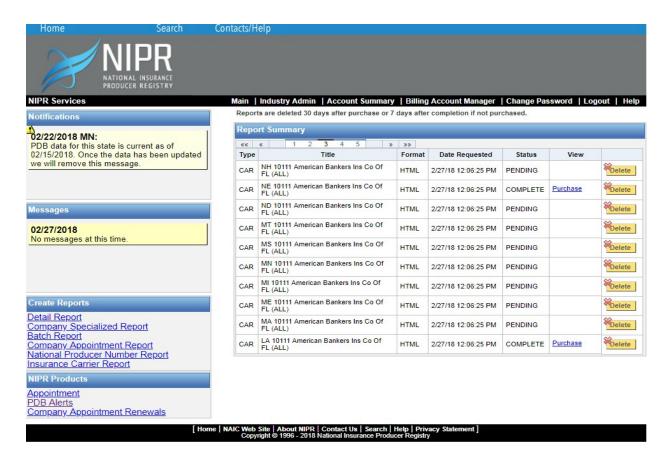
Statuses are:

- Pending: The request has not been completed yet.
- Complete: The request is complete and the report can be purchased.
- Failed: An error occurred during the processing of the report. Please submit your request again.
 Reasons for a Failure:
 - No data was found for the producers and states submitted.
 - A system error occurred during the processing of your request.

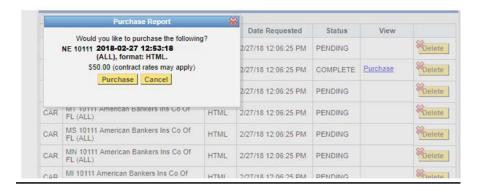


PURCHASING A COMPLETED REPORT

Find your desired report on the report summary list and verify the status in the status column is complete. Click the purchase link next to the completed status.



A window will pop up displaying the price for the report, contract rates may apply. Click the purchase button if you still wish to purchase the report, at this point you will be charged. Click the cancel button if you do not wish to purchase the report, no charge will be incurred.



You will have seven days to purchase your report. After seven days, if you have not purchased your report, it will be deleted and no charges will be incurred.

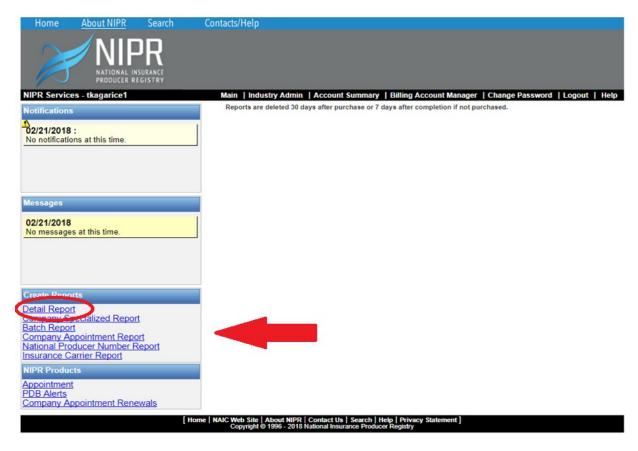
DELETING OR CANCELING A REPORT

Find your desired report on the report summary list. Click the delete button next to the report. The delete button will remove the report from your report list and therefore cancel the request if the report has not yet completed.

If you delete a report that has previously been purchased, the charge will not be reversed.

DETAIL REPORT

Select Detail Report from the Create Reports Menu. You will be directed to the PDB Detail Search page. On this page you will enter in search criteria to find your desired producer in the PDB that you wish to retrieve a report on.



INDIVIDUAL SEARCH

Select the Person tab from the far left side of the screen. The following fields will be available to search by: SSN, Last Name, First Name, Middle Name, and NPN.



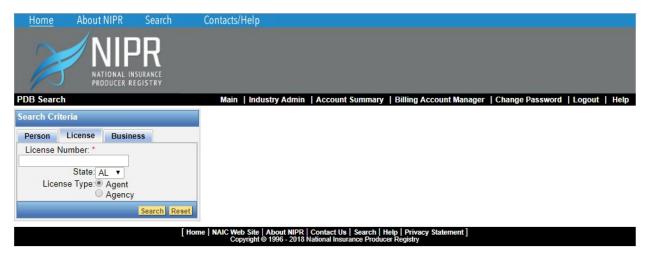
Individual Search Criteria Rules:

- When searching by SSN the last name is required. No wildcard is allowed on the SSN. The
 entire SSN must be entered.
- When searching by last name the SSN, NPN, or first name is required.
- When searching by first name or middle name the last name is required. Wildcard is only allowed on either the first name or last name but not both.
- When searching by last name at least two characters must be entered, including spaces, before the wildcard can be used.
- When searching by first name at least two characters must be entered, including spaces, before the wildcard can be used.
- When searching by middle name at least one character must be entered, including spaces, before the wildcard can be used.
- When searching by NPN no wildcard is allowed. The entire NPN must be entered.

Wildcard is denoted by asterisk (*).

LICENSE SEARCH

Select the License tab from the left hand side of the screen. The following fields will be available to search by: License Number, State, and Agent/Agency.



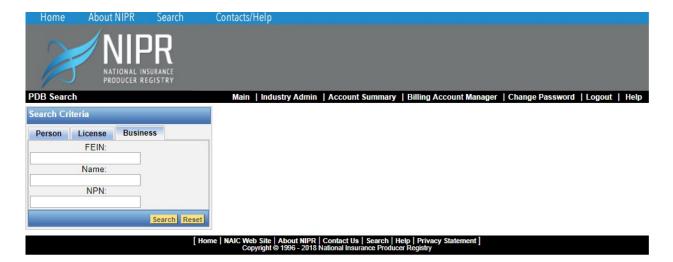
License Search Criteria Rules:

- When searching by License Number the License State is required.
- When searching by License Number the wildcard is not allowed. The entire License Number must be entered.
- Agent/Agency is required.

Wildcard is denoted by asterisk (*).

BUSINESS SEARCH

Select the Business tab from the left hand side of the screen. The following fields will be available to search by: FEIN, Agency Name, and NPN.



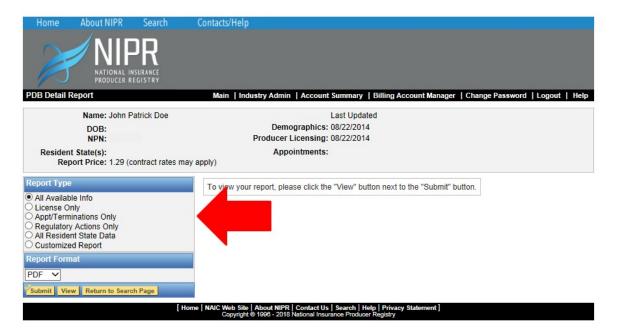
Business Search Criteria Rules:

- When searching by FEIN no wildcard is allowed. The entire FEIN must be entered.
- When searching by Agency Name at least four characters must be entered, including spaces, before the wildcard can be used.
- When searching by NPN no wildcard is allowed. The entire NPN must be entered.

Wildcard is denoted by asterisk (*).

DETAIL REPORT OPTIONS PAGE

After selecting your desired producer you will be directed to the PDB Detail Report Options Page. On this page you will have the opportunity to narrow down the set of data that is returned in the report. You will then be able to select one of the six available report types from the bottom left hand menu. The charge will be the same regardless of your selection.



Report Types

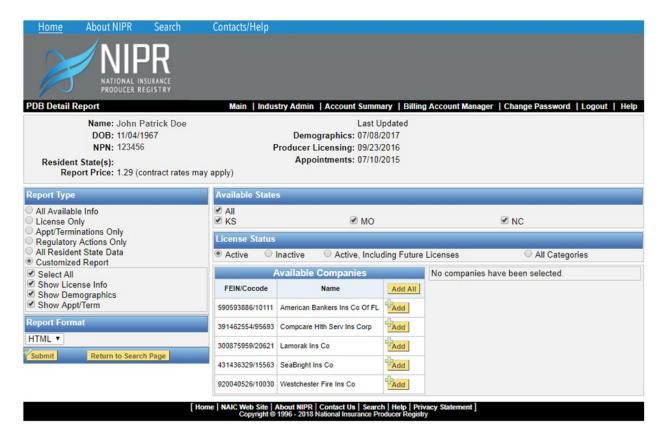
- All Available Info: Returns all information available in the database for the producer including Demographics, Licenses, Appointments, Regulatory Actions, etc.
- License Only: Returns all License information and Regulatory Action information available in the PDB.

- Appt/Terminations Only: Returns all of the Appointment and Termination information and Regulatory action information available on the PDB.
- Regulatory Actions Only: Will only return all of the Regulatory Actions available in the PDB.
- All Resident State Data: Returns all information related to the producers resident state(s) and all Regulatory Action information.
- Customized Report: Allows you to further narrow down the results of the report.

Additional options will display for you to choose from in the Customized Report tab.

Customized Report Options:

- Select All: Returns all information available in the database for the producer including Demographics, Licenses, Appointments, Regulatory Actions, etc.
- Show License Info: Returns all License information and Regulatory Action information available in the PDB.
- Show Demographics: Returns all Demographic information and Regulatory Action information available. Demographics include name, address, and date of birth.
- Show Appt/Term: Returns all of the Appointment and Termination information and Regulatory Action information available in the PDB.



After selecting your desired customized options, select which states you wish to return on the report. You may select one to all states. If you selected Show License Info then you will also be able to select a specific license status to return on the report. These license statuses are: Active, Inactive, Active – Including Future Licenses (Licenses that have not yet taken effect), or All Categories.

If you selected Show Appt/Term then you will also be able to select specific company appointments to return on the report by selecting one to all of the companies listed under the Available Companies section. The list of companies you are allowed to choose from is based on your list of affiliations for your company.

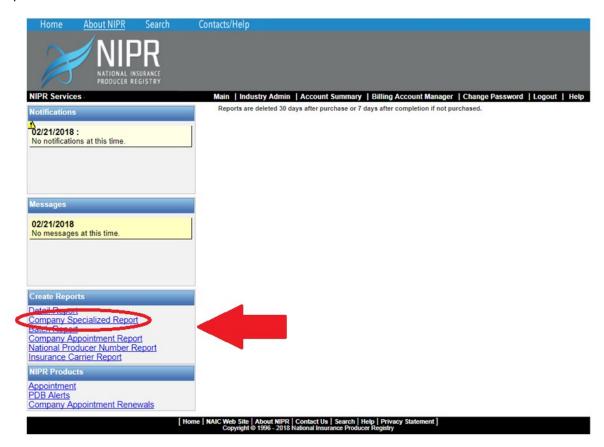
After selecting your report options click the Submit button and your report will return shortly. Once you have clicked Submit you have been charged. However, if you want to change the report options selected

after viewing the report you may do so without being charged again. Simply close the report that was returned, change your options, and click Submit again.

COMPANY SPECIALIZED REPORT (CSR)

The Company Specialized Report allows you to create a report specific to your needs by selecting from the various fields in the PDB. This customized report is useful when a full Detail Report is not needed. The user can select specific licensing information from the following PDB fields to create their own specialized report.

Select Company Specialized Report from the Create Reports menu on the left hand side of the screen. You will be directed to the Report Options page. On this page you may select up to four of the eleven options available.



LICENSE OPTIONS

- License Class
- License Expiration Date
- License Issue Date
- License Active Status
- Resident / Non-Resident

License Number is always returned when either License or LOA options are selected.

LINE OF AUTHORITY OPTIONS

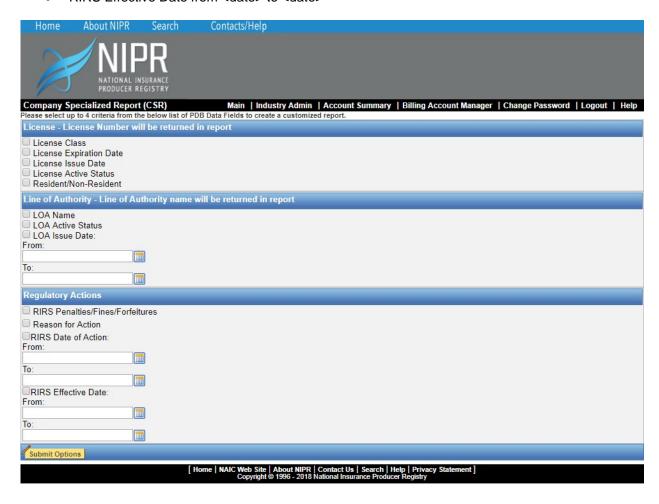
- LOA Active Status
- LOA Issue Date from <date> to <date>

If an LOA option is selected the LOA name will be returned as well.

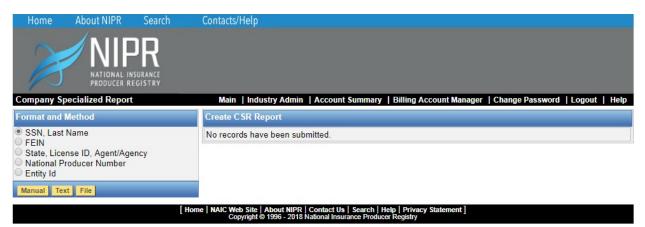
REGULATORY ACTION OPTIONS

• RIRS Penalties / Fines / Forfeitures

- · Reason for Action
- RIRS Date of Action from <date> to <date>
- RIRS Effective Date from <date> to <date>



After selecting your options, click Submit Options. You will be directed to the Format and Method screen.



Select the format and method you wish to enter for producers

Available Formats:

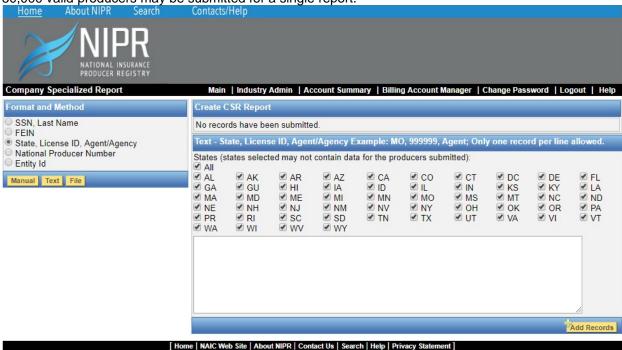
- SSN, Last Name
- FEIN
- State, License Number, Agent / Agency
- National Producer Number

Entity ID

Available Methods:

- Manual Manually enter producers one at a time (up to ten per screen)
- Text Copy and paste a list of producers into a text box Format Examples:
 - o SSN, Last Name = 123456789, Doe
 - State, License Number, Agent / Agency = MO, 123456, Agent
 - Only one record per line may be entered
- File Upload a .CSV or .TXT file of producers Format Examples:
 - SSN, Last Name = 123456789, Doe
 - State, License Number, Agent / Agency = MO, 123456, Agent
 - Only one record per line may be entered

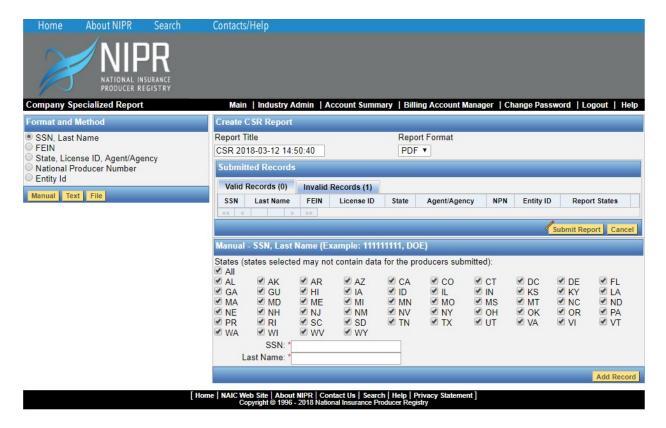
You may use multiple formats and methods to enter producers within a single session. A maximum of 50,000 valid producers may be submitted for a single report.



All producers will be noted as either Valid or Invalid. Click the Invalid Records tab to view invalid entries. If you have any invalid entries you may re-enter with corrections. You may also delete any producers from the list of submitted records.

After entering all producers you wish to return on the report you may select which states you wish to return on the report. You may select one to all states. Not all states will return data for the producers submitted.

You may also enter a report title of your choosing or use the pre-populated default title. Then select the format you wish to receive the report in. Available formats for the CSR are PDF, XML, and CSV. Finally, if desired, schedule the report to run at a later date and time. This is recommended for larger requests.



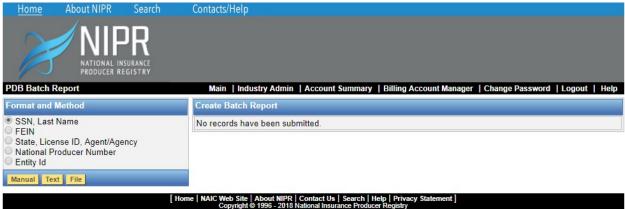
After completing all selections submit the report. You will be directed to the Landing Page. Your request will display in the Report Summary listing with a status of pending. Once the status is complete you may purchase the report.

BATCH REPORT

If you have a large number of producers to enter, you can enter them in a Batch Request. This Batch Request will return the same information as the Detail Report.

Select Batch Report from the Create Reports menu on the left hand side of the screen. You will be directed to the Format and Method screen. Select the format and method you wish to enter producers by.





Available Formats:

- SSN, Last Name
- FEIN
- State, License Number, Agent / Agency
- National Producer Number
- Entity ID

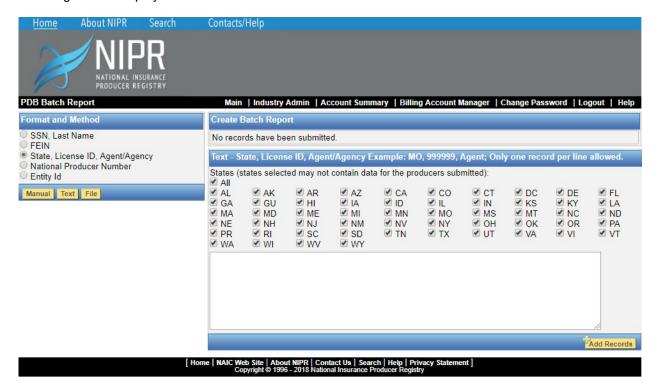
Available Methods:

- Manual Manually enter producers one at a time
- Text Copy and paste a list of producers into a text box Format Examples:
 - SSN, Last Name = 123456789, Doe
 - State, License Number, Agent / Agency = MO, 123456, Agent
 - Only one record per line may be entered
- File Upload a .CSV or .TXT file of producers Format Examples:

- SSN, Last Name = 123456789, Doe
- o State, License Number, Agent / Agency = MO, 123456, Agent
- Only one record per line may be entered

You may use multiple formats and methods to enter producers within a single session.

After selecting a method the appropriate entry box will display. Enter your producers accordingly. For example, if you select State, License ID, Agent / Agency as your format and Text as your method the following screen displays.



Enter the requested records and click Add Records. The submitted producers will be displayed in the Submitted Records table and will be noted as either Valid or Invalid. Click the Invalid Records tab to view invalid entries. If you have any invalid entries you may re-enter the producer with corrections. You may also delete any producers from the list of submitted records.

After entering all producers you wish to return on the report you may select which states you wish to return on the report. You may select one to all states. (Not all states will return data for the producers submitted.)

You may enter a report title of your choosing or use the pre-populated default title. Then select the format you wish to receive the report in. Available formats for the PDB Batch report are PDF and XML. Finally, if desired, schedule the report to run at a later date and time. This is recommended for larger requests.

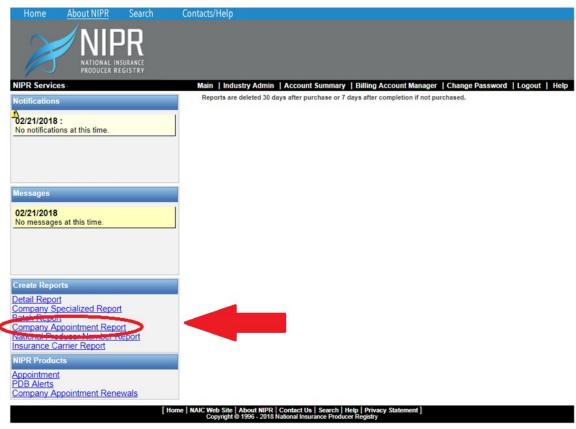
After completing all selections submit the report. You will be directed to the Landing Page. Your request will display in the Report Summary listing with a status of pending. Once the status is complete you may purchase the report. Depending on the amount of information gathered, the report could take a while to generate.

COMPANY APPOINTMENT REPORT (CAR)

The Company Appointment Report (CAR) provides a listing of active appointments, terminations, or appointment / termination history for a specific company in a specific state. The report will give you the National Producer Number, last four digits of the SSN for individuals or entire FEIN for business entities.

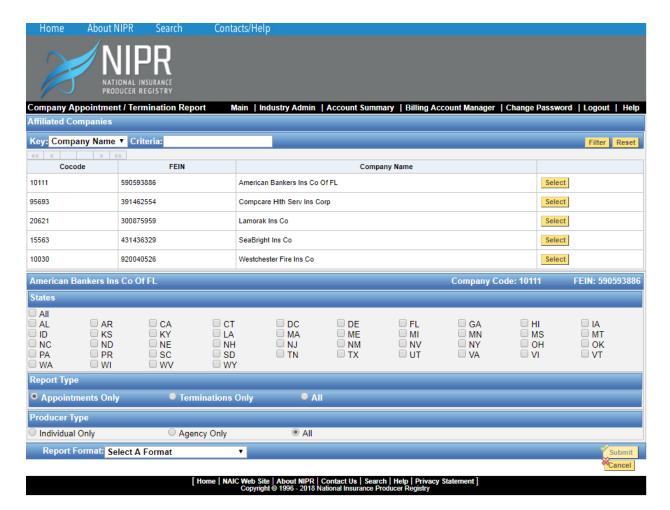
date of birth, line of authority (if reported), effective date of the appointment, renewal date and the active license number.

Select Company Appointment Report from the Create Reports menu on the left hand side of the screen. Then select a company from the list of affiliated companies presented. (Only companies affiliated with you will be displayed.) If you need a company added or deleted please contact marketing@nipr.com.





After selecting a company, a list of states in which the company has either appointments or terminations will display. Please select which state(s) you wish to receive reports. Each state will return and be billed as a separate report.



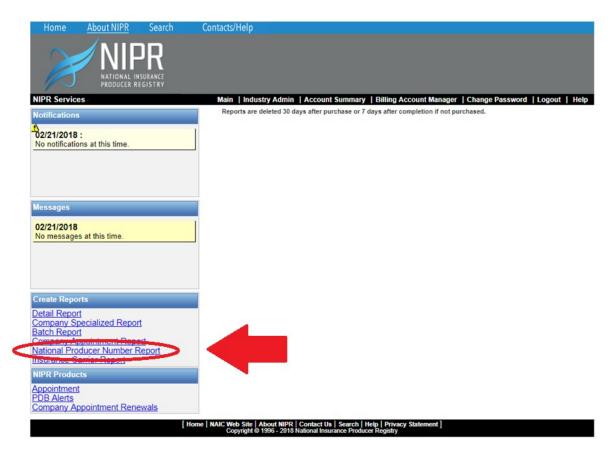
After selecting your desired state(s), select the type of appointments you wish to return for each state. You may select to have only appointments return, or only terminations, or both. Then select whether or not you only want Individual Producers, Agency Producers or both Individuals and Agencies to return.

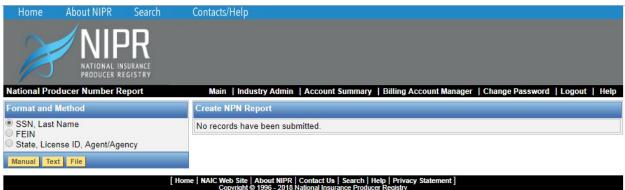
After selecting your appointment and producer types select what format you would like the report returned. Available formats for the CAR are HTML, XML, CVS, and Colon-separated values.

Upon submitting the report you will be directed back to the Landing Page. A request will display for each state you selected with a status of pending. Once the status is complete you may purchase the reports.

NATIONAL PRODUCER NUMBER REPORT (NPN)

Select National Producer Number Report from the Create Reports menu on the left hand side of the screen. You will be directed to the Format and Method page. Here, you will have to select the method you wish to enter producers by.





Available Formats:

- SSN. Last Name
- FEIN
- State, License Number, Agent / Agency

Available Methods:

- Manual Manually enter producers one at a time
- Text Copy and paste a list of producers into a text box Format Examples:
 - SSN, Last Name = 123456789, Doe
 - State, License Number, Agent / Agency = MO, 123456, Agent
 - Only one record per line may be entered
- File Upload a .CSV or .TXT file of producers Format Examples:
 - SSN, Last Name = 123456789, Doe
 - State, License Number, Agent / Agency = MO, 123456, Agent
 - Only one record per line may be entered

You may use multiple formats and methods to enter producers within a single session. A maximum of 50,000 valid producers may be submitted for a report.

After selecting a method the appropriate enter box will display. Enter your producers accordingly. The submitted producers will display in the Submitted Records table.

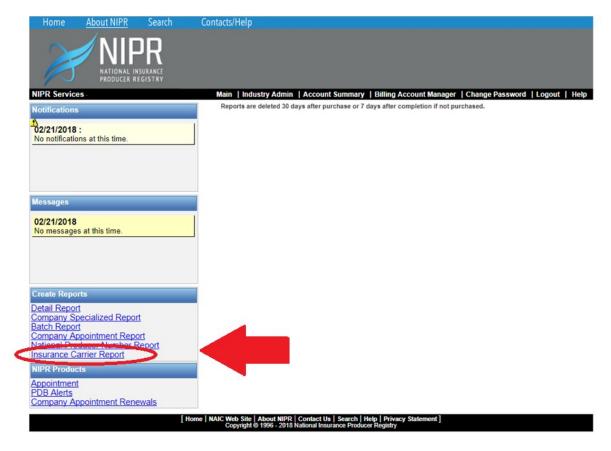
All producers will be noted as either Valid or Invalid. Click the Invalid Records tab to view invalid entries. If you have any invalid entries you may re-enter with corrections. You may also delete any producers from the list of submitted records.

After entering all producers you wish to return enter a report title of your choosing or use the prepopulated default title. Then select the format you wish to receive the report in. Available formats for the NPN are PDF, XML, and CVS. Finally, if desired, schedule the report to run at a later date and time. This is recommended for larger requests

Submit the report. You will be directed to the Landing Page. Your request will display in the Current Reports table with a status of pending. Once the status is complete you may purchase the report.

<u>INSURANCE CARRIER REPORT (ICR)</u>

Select Insurance Carrier Report from the Create Reports menu on the left hand side of the screen. You will be directed to the Insurance Carrier Search page. On this page you will enter in search criteria to find your desired insurance carrier in the PDB to retrieve a report on.





COMPANY SEARCH

Select the Company tab from the left hand side of the screen. The following fields will be available to search by: Cocode, Company Name, and FEIN.

Company Search Criteria:

- When searching by Cocode no wildcard is allowed. The entire Cocode must be entered.
- When searching by FEIN no wildcard is allowed. The entire FEIN must be entered.
- When searching by Company Name at least four characters must be entered before wildcard can be used.

Wildcard is denoted by asterisk (*).

LICENSE SEARCH

Select the License tab from the left hand side of the screen. The following fields will be available to search by: License Number and State.

License Search Criteria:

• License Number and State are required. No wildcard are allowed.

If more than one record is found to match your search criteria then all records will return in the Company Search Results hit list. If only one match is found then the hit list will be bypassed. The list will return the Company Name, Cocode, FEIN, and Domicile State.

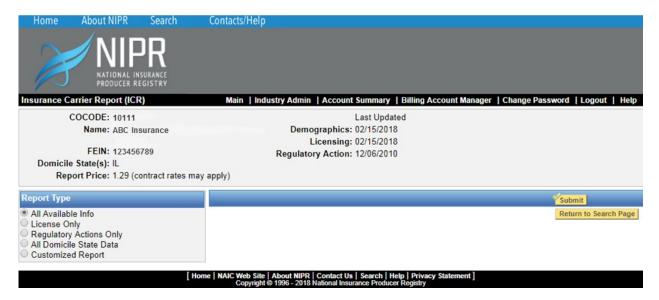
Locate your desired company on the list by either paging through the matches or filtering the matches. You may filter the list by Company Name, Cocode, FEIN, and State. After locating your desired carrier click the Select button. You will be directed to the Report Options page. At this point you have not been charged.

INSURANCE CARRIER DETAIL REPORT OPTIONS

After selecting your desired company you are directed to the Insurance Carrier Detail Report Options and Customization Page. On this page you will have the opportunity to narrow down the set of data that is returned in the report.

Report Types:

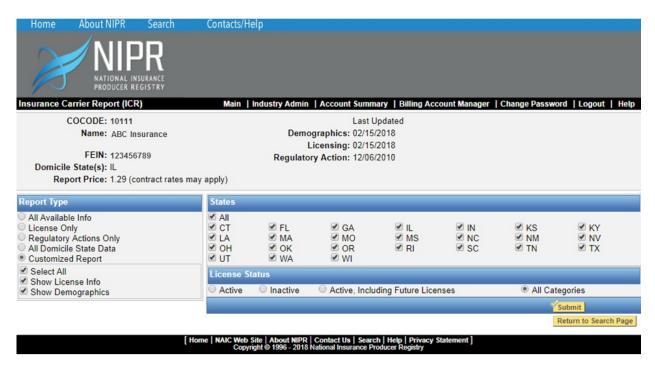
- All Available Info: Returns all information available in the database for the company including Demographics, Licenses, Regulatory Actions, etc.
- License Only: Returns all License information and Regulatory Action information available in the PDB.
- Regulatory Actions Only: Will only return all of the Regulatory Actions available in the PDB.
- All Domicile State Data: Returns all information related to the company's domicile state and all Regulatory Action information.
- Customized Report: Allows you to further narrow down the results of the report.



When choosing Customized Report from the Report Type additional options will display for you to choose from

Customized Report Options:

- Select All: Returns all information available in the database for the company including Demographics, Licenses, Regulatory Actions, etc.
- Show License Info: Returns all License Information and Regulatory Action information available in the PDB.
- Show Demographics: Returns all Demographic information and Regulatory Action information available. Demographics include names and addresses.



After selecting your desired options, select which states you wish to return on the report. You may select one to all states.

If you selected Show License Info only then you will also be able to select a specific license status to return on the report. These statuses are: Active, Inactive, Active Including Future Licenses (Licenses that

have not yet taken effect), or All Categories. After selecting your report options click the Submit button and your report will return shortly.

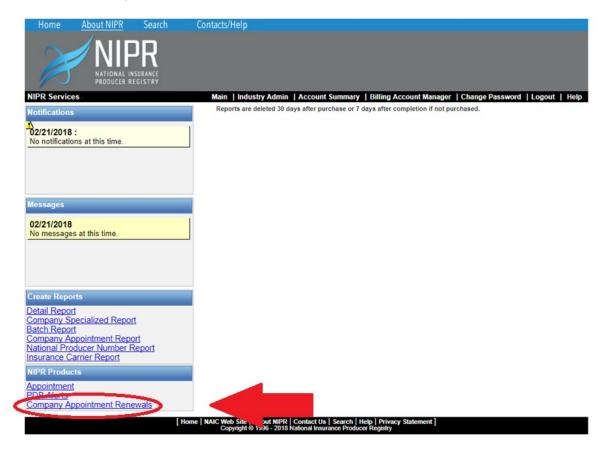
Once you have clicked Submit you have been charged for your report. However, if you want to change the report options selected after viewing the report you may do so without being charged again. Simply close the report that was returned; change your report options, and click Submit again.

If you decide you do not wish to run a report on the selected carrier click the yellow Return to Search Page button, no charge will be incurred.

COMPANY APPOINTMENT RENEWALS

NIPR collects payment on behalf of the states, and creates electronic renewal transactions that are sent to the state for processing. NIPR currently offers electronic company appointment renewal invoices for certain states, please visit https://pdb.nipr.com/html/renWelcome.htm for the most recent list.

Select Company Appointment Renewals from the NIPR Products menu on the left hand side of the screen. You will be directed to the Company Appointment Renewals invoice page. On this page you will find all affiliated companies with active renewals.



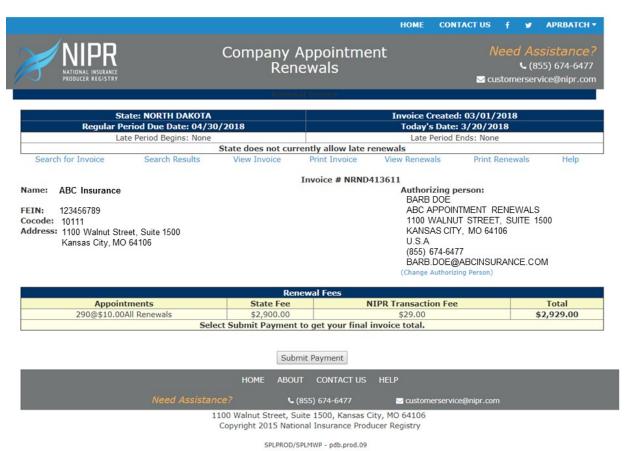
The Company Appointment Renewals invoice page will list all available invoices with the included information: State, number of renewals per invoice, company info, date generated, status (Paid or Due), and the date paid.

Invoice Options:

- View Invoice
- Print Invoice
- View Appointments
- Print Appointments

- Download as text
- Download as XML

Choose View Invoice for invoice total. Select Submit Payment at bottom of screen to be directed to the payment type screen. You will have the option to pay by Credit Card (PayPal, MasterCard, Visa, American Express, or Discover) or by eCheck. Once payment has been processed your receipt will be displayed for you to print.



ACCOUNT SUMMARY

The Account Summary allows you to retrieve a history of reports run by you up to two years in the past by report type.

Select the Account Summary option above your Report Summary. Select the account number, date range, and report you wish to view the history for. (Administrators can view any account under their associated customers. Regular customers can only view their own account.) Select View to view the HTML version, or Download (CSV) to receive the report in CSV format.



