

# TDI PORTALS

## FREQUENTLY ASKED QUESTIONS

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TDI offers the following guidance to help answer some of the commonly asked questions we've been receiving since the Portals were launched in February 2015. Please also log on to the Portal for more information.

### 1. QUESTION: WHAT DOCUMENTS CAN BE SUBMITTED THROUGH THE PORTAL?

**Answer:** Currently documents that are listed in this table can be submitted through the portal. The portal can only take **one** attachment so several forms may need to be combined into one file for certain submissions. Scanning all the forms into one PDF or using Adobe Acrobat Pro to combine multiple forms is an option. Using black and white and low resolution will ensure they fit in the allotted 4MB upload size.

#### FINANCIAL FILING PORTAL:

COMPANY DOCUMENT FILINGS	Due Date
ACCREDITED AND TRUSTEED REINSURER ANNUAL FORMS (FIN 426, FIN 472, FIN 428, FIN 429, TRUSTEED ANNUAL STATEMENT)	3/1
FOREIGN RISK RETENTION GROUP ANNUAL FORMS (FIN 420, FIN 419, FIN 416, FIN 415)	3/1
PREMIUM FINANCE RENEWAL FORMS (FIN 163, FIN 164, FIN 166, PROOF OF ACTIVE FRANCHISE TAX ACCT FROM TX COMPTROLLER)	12/31
PURCHASING GROUP RENEWAL FORM (PG1R)	7/1
THIRD PARTY ADMINISTRATOR ANNUAL FORMS (FIN 486, FIN 487, FIN 488, FIN 306, FIN 484 OR NAIC 11, 25-102 COPY OF MAINTENANCE TAX)	6/30

FINANCIAL STATEMENT FILINGS	Due Date
CPA AUDITED FINANCIAL REPORT	6/1
CPA AWARENESS LETTER	12/31
CPA INTENT FORM	12/31
CPA INTERNAL CONTROL LETTER	8/1
CPA QUALIFICATION LETTER	6/1
TRUSTEED REINSURER QUARTER 1 STATEMENT	5/15
TRUSTEED REINSURER QUARTER 2 STATEMENT	8/15
TRUSTEED REINSURER QUARTER 3 STATEMENT	11/15

**2. QUESTION: HOW DO I SUBMIT THESE DOCUMENTS?**

*Answer: Once you have logged into the portal, you will find a table at the bottom of the page listing filings that are eligible for submission. Click the **submit** button and it will prompt you to search for a file saved on your computer. Upload the appropriate file.*

**3. QUESTION: HOW WILL I KNOW THAT THE DOCUMENTS WERE SUBMITTED AND RECEIVED BY TDI?**

*Answer: The document status will be changed and you will see a confirmation that the document was sent. TDI staff will be able to see that the status was changed and work the file.*

**4. QUESTION: WHAT ADDRESSES CAN BE CHANGED THROUGH THE PORTAL?**

*Answer: Currently only the PIN Contact name and address, the Form B Registration Contact, and the TPA Mailing Address can be updated. For companies other than TPA's, the main mailing address or other addresses cannot be changed at this time.*

**5. QUESTION: HOW DO I DETERMINE WHO TO DESIGNATE AS MY PIN CONTACT?**

*Answer: This is a business decision made by the company. Typically the person who is the regulatory liaison, compliance officer, or the person who will be responsible for the financial, annual or renewal filings.*

**6. QUESTION: CAN FILINGS BE MADE BY PERSONS OTHER THAN THE DESIGNATED PIN CONTACT?**

*Answer: Yes, the company may allow multiple people to share the PIN. However that is a business decision made by the company.*

**7. QUESTION: WHAT IF I LOSE MY PIN?**

*Answer: You will want to be sure that the PIN is saved somewhere centrally at the company so that you can access it if the PIN Contact designated person is no longer available to give you the PIN. The department does not have access to the PINs once distributed and it would take a reset to get a new one issued. You would have to contact the department to initiate a reset and then wait for the request to be completed.*

**8. QUESTION: WHY CAN'T I SEE THE DOCUMENTS NOW WHEN I LOG IN?**

***Answer:** During implementation it may take a week or so to get all the submission criteria loaded, so please check back through the portal to see if you are now able to submit. In the future, the submissions will typically be available 30 days in advance of the due date. If you wish to use the portal for a March 1 deadline, please allow yourself enough time to mail submissions if the **submit** button is still not available.*

**9. QUESTION: WHAT IF MY FILE IS TOO BIG?**

***Answer:** At this time the portal only allows file sizes 4MB and smaller to be submitted. For most filings this shouldn't be an issue. To reduce file size, scan in **black and white**, not grayscale, and set to a **lower resolution**. Adobe Acrobat Pro can also reduce resolution for items already saved.*

If you still have questions, please send an email to [CompanyLicense@tdi.texas.gov](mailto:CompanyLicense@tdi.texas.gov).