

PROPERTY & CASUALTY MARKET INTELLIGENCE DATA CALL FREQUENTLY ASKED QUESTIONS AND ANSWERS

Updated April 15, 2024

PURPOSE AND SCOPE:

Assist state insurance regulators in better assessing their markets and insurer underwriting practices by developing property market data intelligence so regulators can better understand how markets are performing in their states, and identify potential new coverage gaps, including changes in deductibles and coverage types, and affordability and availability issues.

SURVEY—GENERAL QUESTIONS:

Which insurers must complete the survey?

- Insurers that received an email explaining which state data to provide.

Can I file one response for the group?

- Responses should be provided on an individual company basis.

What are the steps I need to take to prepare for survey data submission?

Step 1: Obtain a User ID and Password

You should request your User IDs and role assignments now, so you will be prepared to submit the data call by the deadline. Here's what you need to do:

If submitting data for your company, you should obtain a User ID and password by contacting the NAIC Helpdesk at help@naic.org. Indicate that you will need access to RDC for submission of the 2024 HOMEOWNERS data call and identify the role to be assigned, RDC_2024HOMEOWNERS_USER_PR.

Once the permission is assigned, the report must be submitted by logging into the NAIC reporting portal, selecting "PAC" as the "datacall group," and selecting "2024_HOMEOWNERS."

Please note users will be required to use Multi-Factor Authentication (MFA). MFA adds an extra layer of security for users, helping protect against unauthorized access by requiring an additional form of authentication beyond username and password. After logging in, users will be prompted to set an MFA type of their choice including Okta Verify, Google Authenticator, Voice Call Authentication, Email Authentication, and SMS Authentication. There are help documents for implementing specific MFA factors on the NAIC Help Page.

Once the permission is assigned, the report must be submitted by logging into the NAIC reporting portal, selecting "PAC" as the "datacall group," and selecting "2024_HOMEOWNERS."

Step 2: Read the documents on this website to familiarize yourself with the definitions needed to be understood to accurately complete the survey.

Step 3: Complete the Data Call Report

1. Read the Resource documents for common questions about the data call and data call process.
2. Review the "How to Upload the Homeowners Data Call" resource for technical details involved with the RDC uploading process.
3. In RDC, submit the survey.
 - See "RDC User Guide" resource for assistance.
 - See "Validations" resource to assist with any validation errors.

Are our answers confidential and is data safe?

- Individual company responses will be kept confidential per the authorizing state's examination authority.
- The NAIC maintains commercially reasonable security protocols consistent with industry standards. Security protocol documentation is available upon request. The NAIC undergoes annual external security audits and will provide a copy of any SOC 2 audit report upon request.

How can I get help?

- For questions about interpretation of the survey questions, please email propertydata@naic.org.
- For questions about the user ID or RDC, please contact the NAIC Help Desk at help@naic.org.

DEFINITIONS

How is ____ defined?

See Property Homeowners Definitions at this link:

<https://content.naic.org/sites/default/files/industry-data-call-property-ho-definitions.pdf>

RESPONDENT INFORMATION

Can I use the same report for multiple companies?

- No, one file should be completed for one company.

What if I cannot provide some of the required data?

- Please email propertydata@naic.org with any data issues. States will be contacted by the NAIC with any questions about data concerns.

VALIDATION INFORMATION

What data is required?

- NAIC company code, company name, contact name, contact email address are required under respondent information.
- For any record (row) reported: reporting year, state abbreviation, ZIP Code, policy form, new or renewed policy for reporting year are required.

Why am I receiving a “File Rejected System” status message?

- If you receive this message it is because the report has triggered a validation error. Please see the link under the Exceptions column to view the errors. For detailed information see page 8 of the RDC User Guide or Steps 10-14 of How to Upload the Homeowners Data Call file.

DATA ELEMENT INFORMATION

If we use a “blanket” limit across all coverages (B,C,D, etc.), should we apply the normal breakdown of 10%-B/70%-C/20%-D?

- Yes

If a policy cancels mid-year, should we report the full written 12 house months, or report a net amount of house months based on when the policy is cancelled? How should written premium be reported for cancelled policies. How should aggregate limits be reported for cancelled policies?

- This data call is asking for the full written amounts of house months and premiums. Report house months, premium, and limits based on the full amount when written.
- For example, if a policy had \$100,000 of Cov A, and was effective 1/1/2022 but cancelled on 7/1/2022, would we report COV A aggregate limit as \$100,000 or would we reduce it based on written exposures? Answer: \$100,000 and 12 written house months.

For “count of policies” data elements, should the policy be counted if it was written at some point in the reporting year?

- Yes, even if the policy was cancelled during the year.

If a policy is written in one year (2019) and cancelled in the next year (2020) in which year should the cancellation be reported?

- The cancellation should be reported in the year the policy was cancelled, even if the policy inception date was in the previous year.

If a claim is opened in one year (2019) and closed the following year (2020), in which year should the closed claim be reported? If a closed claim is reopened and closed again, should the claim be reported twice?

- Claim counts and losses should be reported in the year in which the claim was closed or loss was paid, regardless of what year the claim was opened. If a claim is closed and then reopened, it should be counted as two claims.

Should endorsement activity be reported? If a policy is reported as “new” should we report endorsement activity as “new”?

- Endorsement activity that pertains to the coverages included in the data call (i.e. directly related to coverages on the dwelling) should be reported with the policy premium. If the policy is reported as “new” and includes endorsement activity, that activity should be included with the “new” reported policy premium.

Should “Count of Policies” be reported as of the end of year or should we report any policy written in the year, including cancelled policies?

- All policies written throughout the reporting year, with the exception of flat cancellations, should be reported as a full policy.

For aggregate deductibles should the deductibles be added together?

- Yes, percentage deductibles should be converted to a dollar amount and added to dollar deductibles.

Is the Minimum and Maximum Deductible related to all perils/all other perils deductibles, or any deductible offered?

- Report the lowest and highest deductible written, including peril-specific deductibles.

For Count of Policies by deductibles, if there is a change to the deductible on a policy, how should it be handled? Should each deductible for the policy be counted separately, or select the highest?

- Choose the deductible that was effective for the majority of the policy.

If we do not offer peril-specific deductibles, should we report the AOP deductible in the peril specific column?

- If a peril specific deductible is not offered or written, leave columns related to those peril-specific deductibles blank.

If coverage limits or deductibles change during the policy year, how should those be reported?

- Report the coverage limits or deductible that was effective for the majority of the policy.

Are Umbrella Policies included if they are endorsed to a homeowner policy?

- No, umbrella policies/endorsements should not be included.

Should California Earthquake Authority data be included in our submission?

- No, CEA data should not be included.

How should companies handle seasonal or non-occupied dwelling policies? Should they be included in the data call?

- Seasonal and non-occupied dwellings should be included if they are written on the requested Homeowners policy forms.