

Frequently Asked Questions for Structured Securities

Where can I find additional information about using the application?

- Please review the user's guide available on our website at http://www.naic.org/structured_securities/structured_securities_faq.htm or on the dashboard of the application under Help > Online Tutorials.

When searching for my company/group information in the Structured Securities system, it shows that we have not paid the current year invoice and I can't see any modeled results.

- You will see your specific report once the initial invoice has been paid and once the modeled data has been made available.

When searching for my company/group information in the Structured Securities system, it shows that it has not been invoiced and I can't see any modeled results.

- Please see the NAIC website at www.naic.org/index_structured_securities.htm to see when initial invoices will be sent.
- Please note: We will not generate invoices for companies that did not own RMBS/CMBS securities as of June 30th annually. Please contact Customer Support at **816-783-8300** or securitiessupport@naic.org for assistance.

When searching for my company/group information in the Structured Securities system, it shows that the modeled results are not available.

- Please see the NAIC website at www.naic.org/index_structured_securities.htm to see when the modeled data will be available in the AVS application.

I do not see a company that I should be associated to for the Structured Securities system.

- Please contact Customer Support at **816-783-8300** or securitiessupport@naic.org for assistance.

How do I pay my invoice?

1. Log in to Account Manager at <https://exp.naic.org/psp/fnpexp/NAICCUST/?cmd=login&languageCd=ENG&>.
2. Click on eBill Payment > Customers
3. Select the appropriate company name
4. Click on eBill Payment > Bills
5. Select the Invoice in the list by clicking on the Invoice Number
6. Select Add to Payment Cart on the Invoice screen
7. Review and/or update your billing information and select Next
8. Select Credit Card as the payment method and select Make Payment
9. Select Pay This Amount
10. Enter the credit card information and select Pay Now
11. Select Next on the confirmation screen
12. You will receive a Credit Card Payment Process Results screen to show your payment has been processed. **Note:** A confirmation e-mail will be sent after payment has been made. Payments may take up to 24 hours to post to the invoice.

How do I see the detail that went into my initial invoice?

1. Log in to AVS+ and navigate to My Account > View My STS Invoices
2. Select the year in the Period box then select Search to see all of the invoices for that year.
3. Click the invoice number to download the detailed listing of securities for that invoice.

I just paid my invoice but do not see my RMBS/CMBS securities.

- Payments will be applied to the accounts twice a day. After the payment has been received, we will send you an e-mail notifying you that you are able to access the Structured Securities information.

I owned RMBS/CMBS securities as of June 30th of this year, but I did not receive an invoice.

- Please contact Customer Support at **816-783-8300** or securitiessupport@naic.org for assistance.

I own RMBS/CMBS securities that have been modeled, but are not showing in my portfolio.

- Your portfolio is based on all modeled Structured Securities filed on your company's most recent annual statement and the following two quarterly statements, Schedule D Part 1 less those filed as disposed prior to or at second quarter, June 30th annually. If you purchased securities after this date, you can add/purchase them for use in your portfolio as outlined below.

How do I add new RMBS/CMBS securities to my portfolio?

1. Log in to AVS+ and navigate to Searches > Search Modeled Securities
2. Enter the CUSIP and Search
3. Select the link to the CUSIP in the results screen
4. Select Add to Porfolio(s)
5. Select the Portfolio to add the CUSIP and Save.

I own an RMBS/CMBS security that has not been modeled. How can I get that completed?

1. Log in to AVS+ and navigate to Searches > Search Modeled Securities
2. Enter the CUSIP and Search
3. Select 'Add to Portfolio' button to the right of the screen. The act of adding this security to a portfolio will also submit it for consideration.

Please note: January 2 (tentative date) will be the last opportunity for you to submit CUSIPs to the modelers for consideration.

I am associated to several company portfolios. How can I download the modeled results for all companies at one time?

1. Log in to AVS+ and navigate to Portfolios > Multi-Company Portfolio Download
2. Select the file format for the download as CSV or Text.
3. Select All, or check the individual portfolios that you wish to download.
4. Select Submit For Download.
5. Requests are processed within 15 minutes and a link to the file will display in the Download Submissions

I am questioning if a security was appropriately evaluated. Who do I contact to have that reviewed?

1. Log in to AVS+ and navigate to Searches > Structured Securities>Challenge STS Security.
2. Complete all of the fields and select 'Submit'.
3. You will be contacted by an analyst in the Structured Securities group with a response.

When opening my downloaded file I am given two options to save the file. What is the difference?

- Comma separated value (.txt): This selection will give you access to save the file as a text-only file that can be opened in programs such as Notepad or Word.
- Comma separated value for import to Excel (.csv): This selection will give you access to save the file as a .csv file type that can be opened in programs such as Excel, Access or SlickEdit.

When opening my downloaded report in Microsoft® Excel, the information in the CUSIP Issuer column looks strange. How do I fix that?

1. Save the modeled data file to an easily accessible location (e.g., your desktop).
2. Open a new, blank Microsoft Excel workbook. Across the main menu, locate the Data > Import External Data > Import Data.
3. A Select Data Source dialogue box will display. Using the Look in field, identify the file you saved to your desktop. Highlight the file you want to import and select Open.
4. A Text Import Wizard box will display. Choose the Delimited radio button and select Next.
5. The next Text Import Wizard box will display. Select the Comma radio button and Next.
6. The final Text Import Wizard box will display. Select Text as the Column Data Format and click Finish.
7. The Import Data box will display. Click Ok
8. Your data should now properly display within the spreadsheet and the leading zeroes for the CUSIP Issuer column should be populated.