

Arizona Consumer Complaint Portal

The Arizona Department of Insurance and Financial Institutions (DIFI) Complaint Portal has moved to the NAIC's State-Based System (SBS) External Company Complaint Portal to communicate with insurance companies about consumer complaints and provider grievances (complaints).

The new portal allows you to view all of your complaint cases from a dashboard and to exchange messages and attachments with the AZ DIFI from within a case. The new portal has replaced the use of ICM Viewcenter, previously used for consumer complaint responses and supporting documentation from insurance companies.

SBS for Organizations requires only one login to access all states that use SBS. Therefore, if you already use SBS for Organizations in other states and/or have an NAIC login, you do not need to create a new SBS for Organizations account. You will use your existing NAIC login. **ONLY new users need to create a new SBS for Organizations account.**

In either scenario, all users will need to associate their Arizona company with their accounts by using each company's "Company Number" and "Company Complaint PIN". Your company should have received a PIN letter (emailed to the designated Consumer Complaint Contact) providing the following information:

- **Company Name**
- **NAIC (CoCode) Number**
- **Company Number**
- **Company Complaint PIN**

The letter provided instructions of how to sign up for SBS for Organizations by following these simple steps:

Step 1: Go to www.statebasedsystems.com. Select **Arizona** from the jurisdiction drop-down and click Sign Up for SBS for Organizations.

Step 2: Follow the prompts to create your account and log into SBS for Organizations.

Step 3: Add your company to your account using the **Add Entity** function. For the "Type", select Company Complaint. Then select Arizona for your jurisdiction and **input your Company Complaint PIN above**. You will need to input one additional piece of information to verify your company – FEIN, NAIC Cocode or SBS Company Number (found above).

Step 4: Begin using the Company Complaint Dashboard to simplify your company complaint process and respond to complaints.

Be sure to sign up for notifications under "User Settings" so you receive system

and email notifications when a new case, attachment or message is available for review.

For additional security protections, please refrain from creating an account with a generic email. Each selected user within the organization should sign up with their own account.

When providing responsive documents in the portal, make sure to include all the documents requested in the Request For Information (RFI) notice you received, and select from the following for each attachment description:

- Insurer Response to Complaint
- RFI Form
- Insurer Claim File
- Other Medical/Confidential
- Other Non-confidential

There is a user guide available to walk you through adding your company to the portal, how to set up notifications, and how to add attachments and send direct messages via the portal to the DOI. Please review:

<https://www.statebasedsystems.com/solar/docs/CompanyComplaint.pdf>

Questions? Please contact the NAIC Service Desk with questions at sbshelp@naic.org.