

New York State Department of Financial Services Company Online Complaint Response System

Create Account & Application Sign-Up Instructions

To access the Online Complaint Response System your company must **first get the Trusted Source(s) authorized** so the Trusted Source can in turn give permission to staff who can respond.

1. Click on <https://myportal.dfs.ny.gov/home> to go to Portal Login.
2. Follow the instructions under "Secured Applications" to create a **Trusted Source** account.
3. Sign-up for the **Company Complaints Response** from the list of 'Available Applications'.
4. Your request to access the **Company Online Complaint Response System** will be forwarded to the Department of Financial Services Financial Frauds and Consumer Assistant Division for review. You will be notified by email of acceptance or reason(s) for rejection.

Once the Trusted Source is authorized, additional submitters should follow the instructions to create an account.

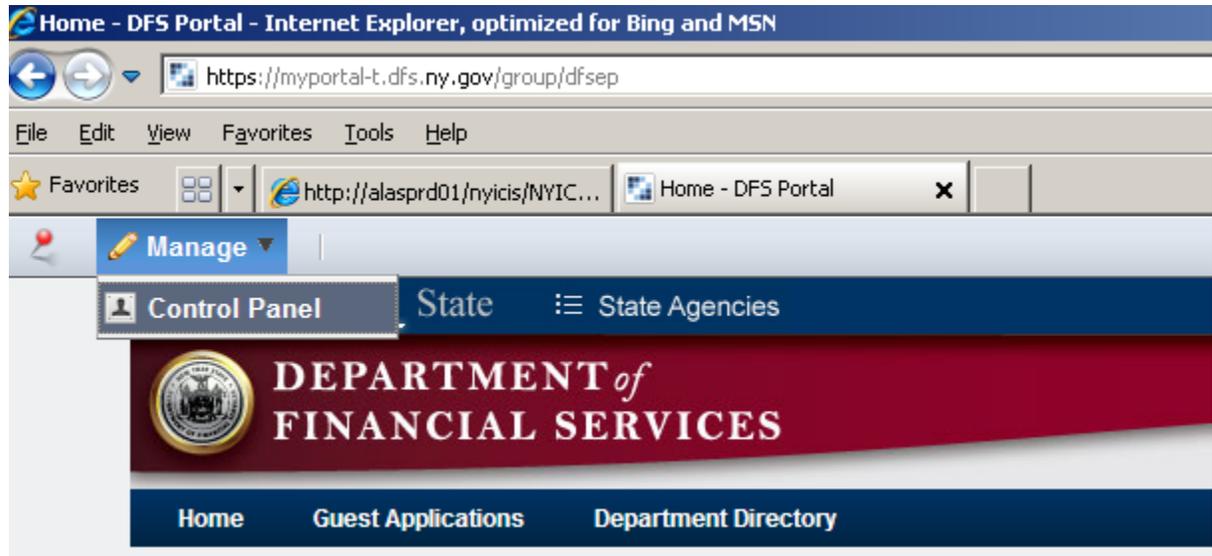
1. Click on <https://myportal.dfs.ny.gov/home> to go to Portal Login.
2. Follow the instructions under "Secured Applications" to create an **account**.
3. Sign-up for the **Company Complaints Response** from the list of 'Available Applications'.
4. Your request to access the **Company Online Complaint Response System** will be forwarded to the **Trusted Source** for review. You will be notified by email of acceptance or reason(s) for rejection.

Instructions for the Trusted Source to approve staff who can respond to complaints can be accessed at:

1. Click on <https://myportal.dfs.ny.gov/home> to go to Portal Login.
2. Follow the instructions under "Secured Applications" to approve your users.

Managing your account (includes screen shots):

1. To access this section of the DFS portal, select **Manage => Control Panel**



2. You can add or change your profile from the **Details** screen. Be sure to include your job title in this section.

My Account ⓘ

Details

Title

Screen Name
sanderson13

Email Address

First Name

Middle Name

Last Name

Suffix


[Change](#)

User ID
429154

Job Title

Sandy Anderson

User Information

Details (Modified)

[Password](#)

Identification

[Addresses](#)

[Phone Numbers](#)

3. You can insert or change the address in this section:

My Account 

Addresses

Street 1 Company Name	Type Business
Street 2 1 Commerce PLaza	Zip 12257
Street 3	City Albany
Country United States	<input checked="" type="checkbox"/> Primary <input type="checkbox"/> Mailing
Region New York	 

Sandra Anderson

User Information
[Details](#)
[Password](#)

Identification
Addresses
[Phone Numbers](#)

4. You can update or add telephone or fax numbers in the following section.

My Account 

Phone Numbers

Number 518-111-1111	Extension 111	Type Business	<input checked="" type="radio"/> Primary	 
Number 518-222-2222	Extension	Type Business Fax	<input type="radio"/> Primary	 

Sandra Anderson

User Information
[Details](#)
[Password](#)

Identification
[Addresses \(Modified\)](#)
Phone Numbers (Modified)

Responding to complaints (includes screen shots):

The response form will time-out after **one hour** of inactivity.

After logging into the portal, select **Company Complaints Response**

Application Access

My Applications Available Applications

Below is a list of applications you have been granted access to. Please click the application you would like to use. To request access to an application not listed, select the available applications tab.

Company Complaints Response Actions ▶

Provider Complaint Forms

After you log in you will see a listing of the files

Application

My Portal > Company Complaints Response > Application

Company

Open Cases	P/P	Other (Non P/P)	Total
New Cases	3	23	26
Partially Complete	0	0	0
Awaiting Assignment	0	8	8
In Review	0	12	12
Total Open Cases	3	43	46

Closed Cases	P/P	Other	Total
Total	0	3	3

Search Cases: **Find / Filter** **Refresh** **Switch to Closed**

Filter Cases By: Type NAIC

*Note that mousing over certain text labels reveals additional descriptions

Open Cases: Cases that are not closed or in process
Columns are sortable by clicking on the column heading

P	Case #	NAIC	Type	Rush	Examiner	Examiner Contact	Case Status	Case Status Date	Representative	Complainant
■	CSB-2011-779781	00000	I	Yes			Waiting	08/22/2011		
■	CSB-2011-779781	00000	I	Yes			Waiting	08/22/2011		
■	CSB-2011-779781	00000	I	Yes			Waiting	08/22/2011		
■	CSB-2011-779781	00000	I	Yes			Waiting	08/22/2011		
■	CSB-2011-779890	00000	A	No			Letter 1	09/20/2011		
■	CSB-2011-781682	00000	P/C	No			Waiting	11/15/2011		
■	CSB-2012-784053	00000	A	No			Post 3rd Letter	08/18/2012	123	jkjkl jkl;jkl;jkl;
■	CSB-2012-784383	00000	P/C	No			Letter 1	04/25/2012	Anderson Provider Group	fsdf asdff
■	CSB-2012-784385	00000	P/P	No			Post 3rd Letter	04/28/2012	Anderson Provider Group	fwefw erqwerwer
■	CSB-2012-784618	00000	O	No			Letter 1	08/15/2012	Business name	Testing Testing

Please select number of rows:

If you click on a particular case number, a new window will open that pertains to that complaint file.

Company

Examiner Assigned:

Contact:

Email:

Case Details

Case#	CSB-2012-787509	Case Status	Post 3rd Letter
NAIC	00000	Case Status Date	06/25/2012
Type	A	Complainant	Tester Tester
Representative	Tester	Back Refresh Respond Add Information	

Drafts

Date Created	Edit	Delete
	Edit Draft	Delete Draft

Document History

Id	Type	Mail Date	Click to View
6363782	Company Uploaded Document	11/07/2012	View
6363783		11/07/2012	View
6363784		11/07/2012	View
6363785	Company Response	11/07/2012	View
6362517	LETTER 1	06/22/2012	View
6362543	LETTER 2	06/23/2012	View
6362497	LETTER 1	06/21/2012	View
6362516	LETTER 1	06/22/2012	View
6362544	LETTER 3	06/24/2012	View

For a listing of cases that are closed, select

[Switch to Closed](#)

Company

Open Cases	P/P	Other (Non P/P)	Total
New Cases	3	23	26
Partially Complete	0	0	0
Awaiting Assignment	0	8	8
In Review	0	12	12
Total Open Cases	3	43	46

Closed Cases	P/P	Other	Total
Total	0	3	3

Search Cases: [Find / Filter](#) [Refresh](#) [Switch to Open](#)

Filter Cases By: Type NAIC

*Note that mousing over certain text labels reveals additional descriptions

Closed Cases: Cases that have been closed within the last six months

Columns are sortable by clicking on the column heading

Case #	NAIC	Type	Disposition	LOB	Case Closed Date	Representative	Complainant
CSB-2011-780600	00000	R	10		08/03/2012		test Cancellation
CSB-2012-783989	00000	R	10		09/20/2012	123	1Sergii12 123
CSB-2012-784049	00000	R	10		06/07/2012	123	1234 1234

Please select number of rows

This table can be resorted by clicking the headers

3 Cases found, displaying 3 Case(s), from 1 to 3. Page 1 / 1.