

Common ETRANS Problems

It is recommended that the Web-based ETRANS be used as the ETRANS Software that was downloaded to the analyst's desktop, could be corrupt if their computer has received an upgrade. Please advise all Company Analysts filing in Illinois.

The UserID and Password are created by the submitting filer. Please write this down for future reference.

When completing the Web-based ETRANS it is necessary to utilize the drop down options where there is a drop down option available. Typing in the information, could result in the Department being unable to process your ETRANS.

***Section 6 – Company Tracking Number:** The first 14 characters in this field are used to create the Company Tracking Number. **Please ensure that the first 14 characters or less of the Company Tracking Number uniquely identifies the Company Tracking Number from any other tracking number previously used by the company.**

The Company Tracking Number cannot contain symbols other than hyphens or parenthesis.

Do not use spaces or underscores. These characters may prevent your filing from being processed.

The Section 6, Company Tracking Number must be unique to each transmittal submitted for your company. If the Company Tracking Number has been used in Section 6 by your company previously it **MUST NOT** be used again.

***Section 10 – Submitted Documents:** When filing an informational filing, do not check any of the Forms check boxes.

***Section 14: Filing Description** should be left blank or enter "See Attached." When data is entered in this field, it could cause the remaining portions of the ETRANS to be distorted and will not process.

***Section 15: Certification (If required):** Yes it is required.

Known issues are:

There is no signature provided. It is required.

The signature is too large (distorts the remaining ETRANS document and it will not process)

Here is some guidance on inserting the signature at the correct size:

The signature must be created in the following manner:

- 1) Save the electronic signature as a PDF
- 2) Open the PDF with the signature
- 3) Highlight the signature
- 4) Right click on the signature and save as bitmap file
- 5) Open the Bitmap file of the signature
- 6) Click on the artist paint brush on the bottom of the screen
- 7) Click on edit
- 8) Click on select all
- 9) Reduce the size of the signature box to the size of the signature
- 10) Click on Image at the top of the page click on stretch/skew
- 11) Reduce the size of the signature to 50% vertical and 50% horizontal
- 12) Save this file.

13) When you create the transmittal attach this signature to the etrans transmittal by using the browse button then apply signature.

****Section 16 or 17 must be completed. However, not both in the same submission.**

***Section 16: Form Filing Attachment:** There are several issues with the way Section 16 is to be completed, depending on the type of filing being submitted. There are examples Section 16 in the SERFF and CD-ROM Submissions Using Illinois ETRANS Transmittal Directions – February 2009. See the following link:

http://insurance.illinois.gov/Regulatory_Filings/ETrans/ETRANSDirectionsAndExamples.pdf

For Form Approval Filings: The form record numbers contain drop down options for the type of form being submitted (Policy Form Type or Attachment Form Type). A document name and description must be included for each form listed in Section 16. The document name could be the same as the form description (However, it should not be more than 30 characters or drop to the next line).

The form number must be added to the Form number Column.

The Initial box should be checked.

Nothing will be entered in the far right hand column, even if the forms being submitted in this filing are replacing a form in a previously approved filing.

For Informational Filings: The record numbers contain a drop down options for the type of filing being submitted (informational type). The document name could be the same as the description (remember the document name should not be more than 30 characters or drop to the next line).

The form number column is left blank.

The Initial box should be checked.

Nothing will be entered in the far right hand column, even if the forms being submitted in this filing are replacing a form in a previously approved filing.

*If you find that there are not any drop down options available in Section 16, please follow these directions:

- 1) Section 16 there is no information for the drop down when you click on the arrow to select a description of the form being submitted.
- 2) Go to page one/Section 8
- 3) Click on the box to the right of type of insurance
- 4) Select the type of insurance and sub type of insurance (you can select the original choice)
- 5) Page down to section 16
- 6) Click on the pencil
- 7) Enter the document name
- 8) Select the description of the form
- 9) Enter the form number
- 10) Select revised or initial
- 11) Go to page one export the text document of the transmittal and save to your computer
- 12) Generate a PDF file of the transmittal and save.

For Withdrawal Filings: Section 16 far right columns will be the columns to be completed. Please see page 42 of the ETRANS directions provided at the link above.

***Section 17: Rate Filing Attachment:** This Section is only completed if the filing submitted is a rate filing.

The far Left column for Document name and description: Please do not allow the document name to be longer than 30 characters, when this is too long, it distorts the remaining portions of the ETRANS and will not allow processing.