



Financial Services  
Commission  
of Ontario

Commission des  
services financiers  
de l'Ontario



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# ARCTICS

Automated Rates  
and Classifications  
Technical Information  
Communication System

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## **ARCTICS - Automated Rates and Classifications Technical Information Communication System**

### **Description**

ARCTICS was initiated in response to the government's increasing commitment to e-service delivery to its stakeholders. It provides insurance companies with an on-line system to electronically submit their automobile insurance filings as opposed to the traditional labour-intensive, hardcopy method. It is linked to FSCO's back-end case management system providing a faster, more effective and streamlined filing process.

ARCTICS is the first web-based solution of its kind to be offered in Canada. It exploits Lotus Notes Domino web technology, and uses the Internet as a data transport vehicle. It was first launched as a pilot in 2002, and has since undergone a number of enhancements to make it more efficient and more functional.

One of FSCO's core businesses is reviewing and approving automobile insurance filings, some 600 of which are received yearly. ARCTICS provides a replacement for a paper-based system and that improves customer service and enhances FSCO staff efficiency and productivity.

### **Benefits for the user**

- Efficiency through technology - reduces human error, duplication of data entry; ensures uniformity and consistency of submissions
- Improves speed of filing and approval process - accessible and up-to-date information 24/7
- Reduces paper use and record storage requirements
- Provides a historical on-line record of insurers' filing activity

### **Innovations for the user**

- Users can access the application using any conventional web browser
- Real-time calculations, data validation routines, and auto-fill features dramatically reduce the likelihood of filings containing invalid or incorrect data
- Filing activities are logged using an automated private messaging system
- Users can add attachments, such as spreadsheets or word-processing documents to their filings
- Users can save draft filings for future completion, or delete draft filings