

ARCTICS Newsletter



March 2009

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This Newsletter provides updates on the Automated Rates and Classifications Technical Information Communication System (ARCTICS). ARCTICS facilitates the electronic submission of rate and risk classification filings and other automobile insurance filings.

The ARCTICS Newsletter is produced and distributed by the Financial Services Commission of Ontario (FSCO).

Director's Message

One of FSCO's key priorities is "continuous improvement in the delivery of services." We recognize that efficiency in the regulatory filing process is important to insurers. One of the key strategies to achieve efficiency is through electronic filings using ARCTICS.

Since the launch of ARCTICS in 2005, we have seen a steady increase in the number of ARCTICS filing submissions. For example, in 2005 just 4% of rate filings were submitted electronically through ARCTICS. In 2008, close to 60% of rate filings were submitted using ARCTICS.

Our goal is to have all filings submitted through ARCTICS. If your company is not already registered, you should get registered as quickly as possible.

ARCTICS is a reliable and inexpensive means of submitting filings. For FSCO, electronic filing through ARCTICS is efficient and is consistent with the Ontario Government's "Go Green" strategy.

To find out more about how ARCTICS can help make your company's filing process more efficient, please contact your rate analyst.

Director
Automobile Insurance Services Branch
Financial Services Commission of Ontario



Financial Services
Commission
of Ontario

Why Use ARCTICS?

- It's easy to use.
- It facilitates electronic storage, analysis, accuracy and communication.
- It saves time in filing preparation by eliminating the need for copying and delivering.
- When you submit your filing to FSCO, you know that it has arrived - immediately.
- You can easily view previously submitted filings.
- You save paper.

"ARCTICS provides quicker turnaround on the approval process, better error checking - as in order to file, online data has to be entered correctly. And you can check on the status of your filings."

*Scott Kim
Echelon General Insurance
Company*

Enhancements to ARCTICS

While ARCTICS users are becoming more and more comfortable with the application, FSCO continues to seek comments and suggestions on ways to make it even more useful and user-friendly. Recent improvements include:

- Messaging area for receiving broadcast messages from FSCO, or private messages for your company alone.
- More detailed activity screen for the creation history, editing history and submission history of your filings.
- Validation tool pointing you to a missing or incorrect piece of information.
- Better formatted print-outs of draft and submitted filings.
- Faster refreshing of required fields and forms - entering information is quicker.
- Streamlined password process so you can get on-line faster.
- Function for submission of rate manual filings.
- Improved "look and feel."

FSCO welcomes feedback that would make ARCTICS more functional and accessible. If you have suggestions or comments about ARCTICS, feel free to contact your rate analyst or a member of the ARCTICS team:

- Jennifer Scott, Administrative Support Officer, 416-226-7868
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- Philip Adridge, Rate Analyst, 416-590-7153
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- Nick Polsoni, Senior Manager, 416-590-7019
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User Tips

- When submitting electronically through ARCTICS, a hard copy of your filing is not required to be sent to FSCO.
- Your company's main contact should advise FSCO promptly of a change in user(s). This will ensure continued security of your information.
- Do not hit the 'back' button on your browser. Use the specific navigation buttons to take you back to different parts of your filing.
- You must save your work by selecting 'save as draft,' or navigate to another screen within 25 minutes. This avoids getting 'timed-out' of ARCTICS. Hitting keystrokes does not save your work.
- When attaching a revised file, please give it a different name, otherwise it will not overwrite the original attachment.



*Access ARCTICS
through FSCO's
website
www.fSCO.gov.on.ca*

*Click on
"Auto Insurance"*

*See link to "ARCTICS"
along left-hand
navigation bar.*

Coming Soon

- ARCTICS is being updated to reflect the March 2009 guidelines for Rate & Risk Classification Filings, Underwriting Rules Filings, Endorsement Filings, Rate Manual Filings and Forms Filings.
- An updated User Manual will be posted in the Help Section of ARCTICS in April 2009.
- Access Request Forms will be sent to all Main Contacts to identify users who would like to have access to the new Rate Manual filing function.

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