



GOVERNMENT OF PUERTO RICO
Office of the Commissioner of Insurance

February 5, 2021

CIRCULAR LETTER NUMBER: CC-2021-1981-D

TO ALL INSURERS THAT WRITE PROPERTY AND CASUALTY INSURANCE IN PUERTO RICO INCLUDING ALL ELIGIBLE SURPLUS LINES INSURERS.

IMPLEMENTATION OF THE “DATABASE INSURED INFORMATION FOR P&C IN FORCE POLICIES”

Dear Sirs and Madams:

As you know through Ruling Letters CN-2020-287-D and CN-2020-288-D, the Office of the Commissioner of Insurance implemented the “Database Insured Information for P&C In Force Policies.” These Ruling Letters required Insurers to file a monthly digital file called “Claims File Specifications for P&C In Force Policies” through the new Complaint Management System.

To facilitate submission of this file, there is enclosed a link for accessing the Complaint Management System, <https://querellas.ocs.pr.gov/>, that is available on our website.

To access the system, each insurer shall register for a user account using the form called “CMS Access Request Form,” enclosed with this letter. This form shall be completed and emailed to the following address: support@ocs.pr.gov. The “Claims File Instructions and Specifications” document is also enclosed for your reference.

If you need any assistance, you may contact Mrs. María Marín, Assistant Commissioner for Services at the following email address: maria.marin@ocs.pr.gov.

Very truly yours,

SIGNED

Mariano Mier-Romeu, Esq.
Commissioner of Insurance

Enclosures

