



GOVERNMENT OF PUERTO RICO
Office of the Commissioner of Insurance

March 29, 2023

RULING LETTER: CN-2023-334-D

TO ALL INSURERS WHO TRANSACT PROPERTY AND CAUSALTY INSURANCE IN PUERTO RICO, INCLUDING ALL SURPLUS LINES INSURERS

RE: AMENDMENT OF RULING LETTER 2022-324-D USE OF THE “COMPLAINT MANAGEMENT SYSTEM” SYSTEM TO FILE THE “P.R. INSURANCE DATA COLLECTION REPORT FOR HURRICAN FIONA”

Dear Sirs and Madams:

On October 26, 2022, the Office of the Commissioner of Insurance of Puerto Rico (hereinafter, the OCI) issued Ruling Letter 2022-324-D to implement the “P.R. Insurance Data Collection Report for Hurricane Fiona”. The purpose of this report is together statistical data on claims filed by the insured with domestic property and casualty insurers in reference to Hurricane Fiona.

In that Ruling Letter, it was required that the form be filed with the OCI on or before the 15th of every month, in Excel format by email.

With a view to maximizing the efficiency of the filing of this information you must use the “Complaint Management System” to submit it in a digital file on or before April 15, 2023.¹ This system is available on our webpage <http://ocs.pr.gov>. The use of this system for this purpose is compulsory. If you are a registered user of the system you may use the link: <http://querellas.ocs.pr.gov>. If you need to be granted access, you must select the Complaint Management System tab on our webpage and complete the form “Access Request Form”.

The digital file must be filed in CSV format, following the specifications in the document enclosed in this letter, titled “Claim File Specification for Hurricane Fiona” identified as Enclosure I. The date for filing this, as established in the Ruling Letter, will continue to be the 15th day of each month.

The file must contain updated data for each claim at the time of filing, which means that the information will be cumulative. The system will identify whether the claim number already exists, so that the most recent information submitted for each claim will be shown.

¹ When the deadline falls on a weekend or holiday, it Will be extended to the following business day.



If you should need any assistance to access our system you may write to support@ocs.pr.gov, and to clarify any question related to the information requested in the file and/or the format, you may contact us by email at: estadisticasfiona@ocs.pr.gov

Strict compliance with the guidelines of this letter is hereby required.

Very truly yours,

SIGNED

Alexander S. Adams-Vega, Esq.
Commissioner of Insurance

Enclosure