

State of Arkansas
 Insurance Department
 1200 W Third Street
 Little Rock, Arkansas 72201

REQUEST FOR QUALIFICATION

RFQ Number: ID-12-0001	Buyer: Pam Looney
Commodity: Software and Services Agency: Arkansas Insurance Department	Opening Date: June 12, 2012
Date: May 25, 2012	Opening Time:

RFQ RESPONSES WILL BE ACCEPTED UNTIL THE TIME AND DATE SPECIFIED ABOVE. THE RFQ RESPONSE ENVELOPE, INCLUDING THE OUTSIDE OF OVERNIGHT PACKAGES **MUST** BE SEALED AND SHOULD BE PROPERLY MARKED WITH THE RFQ NUMBER, DATE AND HOUR OF RFQ OPENING AND VENDOR'S RETURN ADDRESS. IT IS NOT NECESSARY TO RETURN "NO BIDS" TO THE ARKANSAS INSURANCE DEPARTMENT.

Vendors are responsible for delivery of their RFQ documents to the Insurance Department prior to the scheduled time for opening of this RFQ. When appropriate, vendors should consult with delivery providers to determine whether the RFQ documents will be delivered to the AID office street address prior to the scheduled time for RFQ opening. Delivery providers, USPS, UPS, and FedEx deliver mail to our street address, 1200 W Third Street, Little Rock, AR 72201, on a schedule determined by each individual provider. These providers will deliver to our offices based solely on our street address.

MAILING ADDRESSES: Insurance Department 1200 W Third Street Little Rock, Arkansas 72201	RFQ OPENING LOCATION: Insurance Department 1200 W Third Street Little Rock, Arkansas 72201
TELEPHONE NUMBER: 501-371-2605	

Company Name: _____

Name (type or print): _____

Title: _____

Address: _____

Telephone Number: _____

Fax Number: _____

E-Mail Address: _____

Signature: _____

USE INK ONLY; UNSIGNED RFQS WILL NOT BE CONSIDERED

Identification: _____

*	*
Federal Employer ID Number	Social Security Number

FAILURE TO PROVIDE TAXPAYER IDENTIFICATION NUMBER MAY RESULT IN RFQ REJECTION

Business Designation (check one):	Individual *	Sole Proprietorship *	Public Service Corp *
	Partnership *	Corporation *	Government/ Nonprofit *

GENERAL DESCRIPTION:	Software and Services
TYPE OF CONTRACT:	Term
BUYER:	Pam Looney
AGENCY P.R. NUMBER	Offline

1. MINORITY BUSINESS POLICY: Minority participation is encouraged in this and in all other procurements by State agencies. "Minority" is defined by Arkansas Code Annotated § 1-2-503 as "black or African American, Hispanic American, American Indian or Native American, Asian, and Pacific Islander". The Arkansas Economic Development Commission conducts a certification process for minority businesses. Vendors unable to include minority-owned business as subcontractors "may explain the circumstances preventing minority inclusion".

Check minority type:

African American_____ Hispanic American_____ American Indian_____ Native American_____ Asian_____ Pacific Islander_____

AR Certification number_____

2. EQUAL EMPLOYMENT OPPORTUNITY POLICY: In compliance with Act 2157 of 2005, the Arkansas Insurance Department is required to have a copy of the vendor's Equal Opportunity Policy prior to issuing a contract award. EO Policies may be submitted in electronic format to the following email address: insurance.information.systems@arkansas.gov, or as a hard copy accompanying the solicitation response. The Arkansas Insurance Department will maintain a file of all vendor EO policies submitted in response to solicitations issued by this office. The submission is a one-time requirement, but vendors are responsible for providing updates or changes to their respective policies. Vendors that do not have an established EO policy will not be prohibited from receiving a contract award, but are required to submit a written statement to that effect.

3. ACT 157 of 2007 EMPLOYMENT OF ILLEGAL IMMIGRANTS: Pursuant to Arkansas Code Annotated § 19-11-105, all vendors must certify prior to award of the contract that they do not employ or contract with any illegal immigrants in its contract with the State. Vendors shall certify online at: <https://www.ark.org/dfa/immigrant/index.php/disclosure/submit/new>.

4. TECHNOLOGY ACCESS: The Vendor shall at all times comply with the provisions of Arkansas Code Annotated §§ 25-26-201, *et seq.*, which expresses the policy of the State of Arkansas to provide individuals who are blind or visually impaired with access to information technology purchased in whole or part with state funds. The Vendor expressly acknowledges that state funds may not be expended in connection with the purchase of information technology unless that system meets certain statutory requirements, in accordance with the State of Arkansas technology policy standards, relating to accessibility by persons with visual impairments.

Accordingly, the Vendor represents and warrants to the State of Arkansas that the technology provided to the state for purchase is capable, either by virtue of features included within the technology, or because it is readily adaptable by use with other technology, of:

- o Providing equivalent access for effective use by both visual and non-visual means;
- o Presenting information, including prompts used for interactive communications, in formats intended for non-visual use; and
- o After being made accessible, integrating into networks for obtaining, retrieving, and disseminating information used by individuals who are not blind or visually impaired.

For purposes of this section, the phrase "equivalent access" means a substantially similar ability to communicate with, or make use of, the technology, either directly, by features incorporated within the technology, or by other reasonable means such as assistive devices or services which would constitute reasonable accommodations under the Americans with Disabilities Act or similar state and federal laws. Examples of methods by which equivalent access may be provided include, but are not limited to, keyboard alternatives to mouse commands or other means of navigating graphical displays, and customizable display appearance.

These specifications do not prohibit the purchase or use of an information technology product that does not meet these standards if the information manipulated or presented by the product is inherently visual in nature, so that its meaning cannot be conveyed non-visually.

5. COMPLIANCE WITH THE STATE SHARED TECHNICAL ARCHITECTURE PROGRAM: The respondent's solution must comply with the state's shared Technical Architecture Program which is a set of policies and standards that can be viewed at: www.dis.arkansas.gov/poli_stan_bestpract/policies.htm. Only those standards which are fully promulgated or have been approved by the Governor's Office apply to this solution.

6. ALTERATION OF ORIGINAL RFQ DOCUMENTS: The original written or electronic language of the RFQ documents shall not be changed or altered except by approved written addendum issued by the Arkansas Insurance Department. This does not eliminate an Offeror from taking exception(s) to non-mandatory terms and conditions, but does clarify that the Offeror cannot change the original document's written or electronic language. If the Arkansas Insurance Department wishes to make exception(s) to any of the original language, it must be submitted by the Offeror in separate written or electronic language in a manner that clearly explains the exception(s). If Offeror's/Contractor's submittal is discovered to contain alterations/changes to the original written or electronic documents, the Offeror's response may be declared as "non-responsible" and the response shall not be considered.

7. REQUIREMENT OF AMENDMENT: THIS RFQ MAY BE MODIFIED ONLY BY ADDENDUMS WRITTEN AND AUTHORIZED BY THE ARKANSAS INSURANCE DEPARTMENT. Vendors are cautioned to ensure they have received or obtained and responded to any and all addendums to the bid prior to submission. There will be no addendums to a bid 72 hours prior to the bid opening. It is the responsibility of the vendor to check the AID website, <http://www.insurance.arkansas.gov/License/divpage.htm> for any and all addendums up to that time.

8. DELIVERY OF RESPONSE DOCUMENTS: In accordance with the Arkansas Procurement Law and Regulations, it is the responsibility of vendors to submit bids at the place, and on or before the date and time, set in the bid solicitation documents. RFQ documents received at the Insurance Department after the date and time designated for bid opening are considered late bids and shall not be considered. Bid documents arriving late, which are to be returned and are not clearly marked, may be opened to determine for which bid the submission is intended.

9. ADDITIONAL TERMS AND CONDITIONS: The Arkansas Insurance objects to, and shall not consider, any additional terms or conditions submitted by a vendor, including any appearing in documents attached as part of a vendor's response. In signing and submitting his bid, a vendor agrees that any additional terms or conditions, whether submitted intentionally or inadvertently, shall have no force or effect. Failure to comply with terms and conditions, including those specifying information that must be submitted with a bid, shall be grounds for rejecting a RFQ.

10. PAST PERFORMANCE: In accordance with provisions of The State Procurement Law, R7: 19-11-229 Competitive Sealed Bidding - Bid Evaluation paragraph (E)(i) & (ii): a vendor's past performance with the state may be used in the evaluation of any offer made in response to this solicitation. The past performance should not be greater than three years old and must be supported by written documentation on file in the Arkansas Insurance Department at the time of the bid opening. Documentation may be in the form of either a written or electronic report, VPR, memo, file or any other appropriate authenticated notation of performance to the vendor files.

11. VISA ACCEPTANCE: Awarded contractors should have the capability of accepting the State's authorized VISA Procurement Card (p-card) as a method of payment. Price changes or additional fee(s) may not be assessed when accepting the p-card as a form of payment. The successful vendor may receive payment from the State by the p-card in the same manner as other VISA purchases. VISA acceptance is preferred but is not the exclusive method of payment.

12. OUTSTANDING TAX LIABILITY: Bidders must disclose the existence, as of the date of bid submission, of any unsatisfied lien, certificate of indebtedness, certificate of assessment, writ of execution, writ of garnishment, business closure order, civil action, or other indication of delinquency against Bidders for any outstanding tax liability owed by Bidders to any state taxing authority. Bidders acknowledge that a search of public records may be conducted to discover the existence of any unsatisfied tax assessments. Bidders further acknowledge that any unsatisfied liens, certificates of indebtedness, certificates of assessment, writs of execution, writs of garnishment, business closure orders, civil action, or other indication of delinquency for any outstanding tax liability owed by Bidders may result in Bidders being deemed non-responsible and their bids rejected.

13. EO-98-04 GOVERNOR'S EXECUTIVE ORDER: Vendors should complete the Disclosure Forms posted with this RFQ.

SECTION I GENERAL INFORMATION

1.0 INTRODUCTION

This Request for Qualification (RFQ) is issued by the Arkansas Insurance Department (AID or “the Department”) to qualify a vendor to provide an insurance regulatory software system. The system will be used to license insurance producers and providers as well as perform other regulatory functions.

1.1 ISSUING AGENCY

The issuing office is the sole point of contact the selection process. Vendor's questions will be answered as a courtesy and at vendor's own risk.

1.2 CAUTION TO VENDORS

1. **During the time between the RFQ opening and contract award, any contact concerning this RFQ will be initiated by the issuing office or requesting entity and not the vendor(s). Specifically, the person(s) named herein will initiate all contact.**
2. Vendor(s) **must** submit one (1) signed original RFQ response on or before the date specified on page one of this RFQ.
3. The vendor(s) should submit nine (9) complete copies (marked copy) of the signed **RFQ response, and ten (10) electronic versions of the response, preferably in MS Word/Excel format, on CD or flash drive.**
4. Failure to submit the required number of copies with the RFQ response may be cause for rejection.
5. If the Arkansas Insurance Department requests additional copies of the RFQ response, they **must** be delivered within twenty-four (24) hours of request.
6. For a RFQ response to be considered, an official authorized to bind the vendor(s) to a resultant contract, if one is issued as a result of this RFQ, **must** have signed the response.
7. All official documents and correspondence **shall** be included as part of the resultant contract, if a contract is issued as a result of this RFQ.
8. The Arkansas Insurance Department reserves the right to award a contract or reject a response for any or all line items of a response received as a result of this RFQ, if it is in the best interest of the State to do so. Responses will be rejected for one or more reasons not limited to the following:
 - a. Failure of the vendor(s) to submit his response(s) on or before the deadline established by the issuing office.
 - b. Failure of the vendor(s) to respond to a requirement for oral/written clarification, presentation, or demonstration.
 - c. Failure to sign an Official RFQ Document.
 - d. Any wording by the vendor(s) in their response to this RFQ, or in subsequent correspondence, which conflicts with or takes exception to a requirement in the RFQ.
 - e. Failure of any proposed system/services to meet or exceed the specifications.

1.3 RFQ FORMAT

Any statement in this document that contains the word “**must**” or “**shall**” or “**will**” means that compliance with the intent of the statement is mandatory, and failure by the bidder(s) to satisfy that intent will cause the proposal to be rejected. **It is recommended that bidder(s) respond to each item or paragraph of the RFQ in sequence.** Items not needing a specific vendor(s) statement may be responded to by concurrence or acknowledgement; no response will be interpreted as an affirmative response or agreement to the State conditions. Reference to handbooks or other technical materials as part of a response **must** not constitute the entire response and vendor(s) **must** identify the specific page and paragraph being referenced.

1.4 TYPE OF CONTRACT

In the event a contract is issued to the qualified vendor, the term of the contract shall be for one (1) year. The contract may be mutually renewed six (6) times in one (1) year increments or a portion thereof.

1.5 PROPRIETARY INFORMATION

Proprietary information submitted in response to this (RFQ) will be processed in accordance with applicable State of Arkansas procurement procedures. Bids and documents pertaining to the (RFQ) become the property of the State and shall be open to public inspection subsequent to bid opening. It is the responsibility of the vendor(s) to identify all proprietary information. **The vendor(s) must submit one complete copy of the RFQ proposal from which any proprietary information has been removed, i.e., a redacted copy.** The redacted copy should reflect the same pagination as the original, show the empty space from which information was redacted, and should be submitted on a CD or flash drive. Except for the redacted information, the redacted copy must be identical to the original hard copy. The vendor(s) is responsible for ensuring the redacted copy on CD/flash drive is protected against restoration of redacted

data. **The redacted copy will be open to public inspection under the Freedom of Information Act (FOIA) without further notice to the vendor(s). If you do not send a redacted copy your entire proposal will be open to public inspection with the exception of financial data (other than pricing).** If the State of Arkansas deems redacted information to be subject to the FOIA the vendor(s) will be contacted prior to sending out the information.

1.6 RESERVATION

This RFQ does not commit the Arkansas Insurance Department to award a contract, to pay costs incurred in the preparation of a response to this RFQ, or to procure or contract for a system.

1.7 CLARIFICATION OF RFQ AND QUESTIONS

If additional information is necessary to enable vendors to better interpret the information contained in the RFQ, written questions will be accepted until the close of business on **June 11, 2012**. Vendor questions submitted in writing will be consolidated and responded to by the State. The consolidated written State response is anticipated to be posted on the Insurance Department website on or before the close of business **on June 25, 2012**. Answers to verbal questions may be given as a matter of courtesy and must be evaluated at vendor’s risk. Questions should be sent to Britton Kerr at insurance.information.systems@arkansas.gov.

1.8 ORAL AND/OR WRITTEN PRESENTATIONS/DEMONSTRATIONS

Vendor may, at the discretion of the AID evaluation committee, make oral and/or written presentations to comply with the requirement.

The RFQ evaluation committee chairperson will schedule the time and location for each demonstration or presentation. All presentations are subject to be recorded.

All expenses associated with the initial demonstration except travel, meals, and lodging for State personnel, will be borne by the vendor.

1.9 DEFINITION OF TERMS

The Insurance Department has made every effort to use industry-accepted terminology in this RFQ and will attempt to further clarify any point of item in question as indicated in “Clarification of RFQ”. The words “bidder” and “vendor” are used as synonyms in this document. In this document the requested system is also referred to as “the licensing system” or simply “the system”.

Other terms include:

Term	Definition
Agency	A Corporation, Limited Liability Corporation, or a Partnership that is licensed by AID for the purpose of writing insurance policies for one or more insurance companies that are licensed to sell insurance in Arkansas.
Appointment	An insurance company’s formal registration with the Arkansas Insurance Department that an insurance agency (for a shared appointment) or an insurance agent (for a direct appointment) has been granted the right by that company to sell in Arkansas a specific type of insurance provided by that company.
Continuing Education	Courses which must be taken by an insurance producer to retain a license to sell insurance. CE is mandated by Arkansas law.
Line of Authority (LOA) or Qualification (“Qual”)	A state-granted right for an insurance entity (producer, agency, or company) to sell a specific line of insurance based on that entity having met specific prerequisites for selling that line of insurance.
Company	An insurance company that is licensed to sell insurance in the state of Arkansas.
Multiple Employer Trust (MET)	A trust set up by a group of employers to provide insurance to their employees.
Producer	A licensed insurance agent or insurance broker.
Producer License	A document issued by AID that verifies that a producer is authorized to sell insurance in Arkansas.
Third Party Administrator (TPA)	A person or business entity that administers insurance for a self-funded plan, MET or MEWA.

1.10 PUBLICITY

New release(s) by a vendor pertaining to this RFQ or any portion of the project **shall not** be made without prior written approval of the Arkansas Insurance Department. Failure to comply with this requirement is deemed to be a valid reason for disqualification of the vendor's RFQ response. The Arkansas Insurance Department will not initiate any publicity relating to this procurement action before the qualification process is completed and any resulting contract is issued.

1.11 RFQ EVALUATION

AID will evaluate all responses to ensure all mandatory requirements are met. The qualifying vendor shall be chosen on the basis of the response that receives the highest cumulative point total as defined in the criteria for selection.

1.12 PRICING

Pricing other than the fees set forth in Section 2.11 **shall not** be submitted with the RFQ response.

1.13 NEGOTIATIONS

As provided in this request for qualifications and under regulations, discussions may be conducted with the vendor who submits a RFQ proposal determined to be reasonably susceptible of being selected for award for the purpose of obtaining clarification of RFQ proposal response and negotiation for best and final offers.

IN THE EVENT A CONTRACT IS AWARDED BASED ON THIS RFQ, THE FOLLOWING SHALL APPLY (1.14 – 1.22):

1.14 TERMS AND CONDITIONS OF PROPOSAL

All invoices **shall** be forwarded in duplicate to: Arkansas Insurance Department, Attn: Accounts Payable, 1200 W. 3rd Street, Little Rock, AR 72201.

The Invoice, Invoice Remit, and Summary must be delivered via paper at no cost to the State.

Payment will be made in accordance with applicable State of Arkansas accounting procedures upon acceptance by the Agency. The State may not be invoiced in advance of delivery and acceptance of the system. Payment will be made only after the contractor has successfully satisfied the Arkansas Insurance Department as to the reliability and effectiveness of the system as a whole. Purchase Order Number and/or Contract Number should be referenced on each invoice.

The contractor **shall** be required to maintain all pertinent financial and accounting records and evidence pertaining to the contract in accordance with generally accepted principles of accounting and other procedures specified by the State of Arkansas. Access will be granted upon request, to State or Federal Government entities or any of their duly authorized representatives.

Financial and accounting records **shall** be made available, upon request, to the State of Arkansas' designee(s) at any time during the contract period and any extension thereof, and for five (5) years from expiration date and final payment on the contract or extension thereof.

1.15 PRIME CONTRACTOR RESPONSIBILITY

The qualifying vendor will be required to assume prime contractor responsibility and will be the sole point of contact for any resulting contracts.

If any part of the work must be subcontracted, vendor must include a list of subcontractors, including firm name and address, EIN (Employee Identification Number), contact person, complete description of work to be subcontracted, and descriptive information concerning subcontractor's organizational activities in their RFQ response. The State reserves the right to refuse the choice of any particular sub-contractor that may be proposed.

The qualifying vendor **shall** give AID immediate notice, in writing, by certified mail of any action which, in the opinion of the contractor, may result in litigation related in any way to the contract or the State.

1.16 CONTRACT INFORMATION

A. The State of Arkansas may not contract with another party:

1. To lease any equipment or software for a period of time which continues past the end of a fiscal year unless the contract allows cancellation by the Arkansas Insurance Department upon 30 days written notice whenever there are no funded appropriations for the equipment or software.
2. To indemnify and defend that party for any liability and damages. However, the Arkansas Insurance Department may agree to hold the other party harmless from any loss or claim resulting directly from and attributable to the State's use or possession of equipment or software and reimburse that party for the loss caused solely by the State's uses or possession.

3. Upon default, to pay all sums to become due under a contract.
 4. To pay damages, legal expenses or other costs and expenses of any party.
 5. To continue a contract once the equipment has been repossessed.
 6. To conduct litigation in a place other than Pulaski County, Arkansas
 7. To agree to any provision of a contract which violates the laws or constitution of the State of Arkansas.
- B. A party wishing to contract with the State of Arkansas should:
1. Remove any language from its contract which grants to it any remedies other than:
 - a. The right to possession.
 - b. The right to accrued payments.
 - c. The right to expenses of deinstallation.
 - d. The right to expenses of repair to return the equipment to normal working order, normal wear and tear excluded.
 - e. The right to recover only amounts due at the time of repossession and any unamortized nonrecurring cost as allowed by Arkansas Law.
 2. Include in its contract that the laws of the State of Arkansas govern the contract.
 3. Acknowledge that contracts become effective when awarded by the Arkansas Insurance Department.
- C. The State of Arkansas may contract with another party:
1. To accept the risk of loss of the equipment or software and pay for any destruction, loss or damage of the equipment or software while the State has such risk, when the extent of liability for such risk is based upon the purchase price of the equipment or software at the time of any loss and the contract has required the State to carry insurance for such risk.
 2. To lease any hardware or software for a period of time which continues past the end of a fiscal year provided that in the event funds are not appropriated for the equipment/software described in the contract, the Arkansas Insurance Department may, upon 30 days written notice to the vendor/lessor, cancel the contract regarding that equipment/software for which no appropriations were made, or, in the event that there are no funded appropriations from which payment can be made for the equipment/software described in the contract, the Arkansas Insurance Department may upon 30 days written notice to the vendor/lessor, cancel the contract as to that equipment/software for which there are no funded appropriations from which payment can be made for the equipment/software.

1.17 CONDITIONS OF CONTRACT

The qualifying vendor **shall** at all times observe and comply with federal and State laws, local laws, ordinances, orders, and regulations existing at the time of or enacted subsequent to the execution of this contract which in any manner affect the completion of the work. The qualified vendor **shall** indemnify and save harmless the agency and all its officers, representatives, agents, and employees against any claim or liability arising from or based upon the violation of any such law, ordinance, regulation, order or decree by an employee, representative, or subcontractor of the successful vendor.

1.18 STATEMENT OF LIABILITY

The State will demonstrate reasonable care but shall not be liable in the event of loss, destruction, or theft of contractor-owned equipment, software, or technical literature to be delivered or to be used in the installation of deliverables. The qualified vendor is required to retain total liability for equipment, software, and technical literature until the deliverables have been accepted by the "authorized agency official." At no time will the State be responsible for or accept liability for any vendor-owned items.

1.19 AWARD RESPONSIBILITY

The Arkansas Insurance Department will be responsible for award and administration of any resulting contract.

1.20 CONFIDENTIALITY

The qualified vendor **shall** be bound to confidentiality of any information that its employees may become aware of during the course of performance of contracted tasks in the event a contract is awarded. Consistent and/or uncorrected breaches of confidentiality may constitute grounds for cancellation of the contract.

1.21 CANCELLATION

In the event the State no longer needs the qualified vendor for the service or commodity specified in the contract or purchase order due to program changes, changes in laws, rules, or regulations, or relocation of offices, the State may cancel the contract or purchase order by giving the contractor written notice of such cancellation 30 days prior to the date of cancellation.

1.22 ADDITIONAL REQUIREMENTS (LICENSE AGREEMENTS/SLA'S)

The State **shall not** accept any license agreements or service level agreements that must be signed prior to award in the event the State issues a contract as a result of this RFQ.

SECTION 2 SPECIFIC REQUIREMENTS

2.0 INTRODUCTION TO REQUIREMENTS

This Request for Qualification (RFQ) is issued by the Arkansas Insurance Department (AID or “the Department”) to qualify a vendor to provide a comprehensive insurance regulatory software system. The system will be used to license insurance producers and providers as well as perform other regulatory functions.

2.1 CURRENT TECHNICAL ENVIRONMENT

1. **Network Core** - Enterasys N3 Chassis with 240 Gbps switching speed with Enterasys C2 stacking switches connected via Fiber to adjacent buildings which house the Criminal Investigation Division, Public Employee Claims Division and via 802.11N to our Liquidation division. This core is protected by a Palo Alto Networks PA2020 next generation application firewall. The connection to the state network backbone speed is 10Mbps.
2. **Server Core** – Four Dell R815 servers with 24 cores and 96GB RAM each running VMWare Vsphere 4.1. The department has over 50 VMs in production consisting of Windows 2003, Windows 2008 R2 and linux servers.
3. **Storage Core** – One IBM DS4700 SAN Redundant Array with over 16 TB of ESATA and Fiber Channel storage. Tape backups are to Dell TL2000 LTO4 drives.
4. **Application Stack** – Department databases consist of SQL server 2000, SQL server 2008 and SQL Server 2008R2 database servers which house the department licensing system and other divisional databases. The department’s web presence is maintained in house on and IIS 6 platform. Database front end applications are developed in MS Access 2003/2010 and Alpha Five.
5. **Client Hardware** – The department is deploying Wyse V10LE thin clients to replace Windows XP desktops. These thin clients connect via remote desktop to MS windows 2008R2 terminal servers. We have over 100 laptops/netbooks/tablets which connect both in house and via 3G data connections.

2.2 SYSTEM FUNCTIONALITY

The matrix below documents the desired functionality of proposed framework. Vendor(s) **must** indicate on the attached Excel spreadsheet how the product **will** address the functionality by using the following classifications:

Supported: Software/Solution supports the requirement.

Not Supported: Software/Solution does not support the requirement.

The Excel spreadsheet must be included as part of the vendor(s) RFQ response.

Vendors **must** provide in their RFQ response a detailed description of how their system can meet the functionality in this section.

If a vendor(s) system provides functionality beyond what is listed within this section, vendor(s) should thoroughly describe that functionality in their response.

#	Functionality
Accounting	
1	The system should produce the company Secretary of State report by date range, and should include the fields shown in the sample Secretary of State report in Appendix 2 .
2	The system should provide a menu for selecting electronic funds transfer (EFT) reports. Such reports should conform to the formats and conventions currently used for EFT by the Department, as presented in Appendix 5 .
Consumer Services	
1	The system should display consumer complaints against companies, agencies, and producers.
2	The system should display fines, pending fines, and other disciplinary actions for companies, agencies, and producers.
3	The system should display complaint totals for each company for the past 5 years.
4	The system should provide the capability to upload closed complaint data to the NAIC (National Association of Insurance Commissioners).
5	The system should provide the capability for the Department to add/modify complaint codes as desired.
Finance	

1	The system should provide the capability to generate deposit confirmations on pages with Department letterheads and system generated signatures. The system should also provide the capability to save a confirmation in pdf form and transmit the same by email.
2	The system should provide the capability for a user to add new bank information related to deposits including deposit types. Deposit types are listed in Appendix 6 .
3	The system should allow the user to select a calendar quarter (3/31,6/30,9/30,12/31) in a drop down box in order to print a single bank report for the selected quarter or a report for all banks for that quarter.
4	The system should be able to provide a quarterly bank report by bank and by deposit type. These reports should list every company and its deposits, with a domestic deposits group and with a foreign deposits group. Totals should be provided at the bottom of each group. Banks should be sorted alphabetically within groups.
5	The system should be able to run a single bank report with the bank specified by the user and with deposits in company alphabetical order or deposit type order as specified by the user.
6	When the state of domicile of a company is changed in the system, the change should automatically be reflected when viewing deposits or using the system to generate deposit-related correspondence to the company.
7	The system should be able to add multiple new deposits and withdraw multiple deposits (moving them to history) without having to exit the system or refresh the display in order to see the changes.
8	The system should be able to run query reports on deposit data, retrieving the data for any or all data fields.
9	The system should be able to generate a Bank Address Form Report that lists all companies that hold accounts with each bank along with the mailing address of each company.
10	The system should provide a Securities Transaction Log. The system should provide a capability to generate a Pending Securities Transaction Report from the Securities Transaction Log which should list all securities transactions that are in process. The Pending Securities Transaction Report should include the following for each transaction listed: company code, company name, the bank handling the transaction, comment, and pending transaction type. An example of the Pending Transactions report can be seen in Appendix 7 . The system should provide the capability to retrieve the company name based on the entry of the company code. All other fields of the Securities Transaction Log should be free form keyed entries. Designated users should be able to add, modify, or delete entries to the Securities Transaction Log.
11	For the addition of a new company security deposit the system should provide the option of selecting the legal code reference from a drop down box. The system should provide the capability for selected staff to modify legal code references. The system should be capable of displaying company deposit information including Company name, NAIC#, deposit requirement, deposit amount, and the AR Trust Deposit code reference. If the deposit is waived in Arkansas but required to be maintained in another state, the system should display "No deposit" along with the AR Trust Deposit Code reference (ex. 23-63-206(a)(1). Security deposit information should be viewable by designated staff. Legal code types are included in Appendix 8 .
12	The system should be able to display a company's general information and corporate history based on a user-selected NAIC company ID or State unique identifier. The system should provide the option of exporting that general information in rich text format. It should also provide the other options indicated by the Single Company Corporate History control panel. Appendix 9 provides a sample corporate history page as well as an image of the Single Company Corporate History control panel.
13	The system should provide a workspace screen that displays companies and links to their individual security deposit records. The system should provide a history of deposit transactions to allow for review by State of Arkansas Division of Legislative Audit teams.
14	The system should provide the capability for specified users to enter email addresses to go with all company address types.
15	The system should provide the capability to be able to enter and edit Company group numbers.
16	The system should provide the capability for the user to enter an unlimited number of DBA "Doing business as" names or other alternate company names, and should be able to perform company searches using such names.
17	The system should be capable of producing company reports including company name, mailing address, status, effective date, state of domicile and NAIC number. For such reports the system should provide the capability to select a company list of domestics, or foreign, or alien, or a combination of those, or all three.

18	The system should be capable of producing a report of all suspended companies in any combination of domestic, foreign, and/or alien.
Legal	
1	The system should provide the capability to generate interoffice memorandums and certificates of authority.
2	The system should allow for the entry of disciplinary actions and the associated orders. These actions and orders should be able to be displayed as part of the results of an agent or agency search.
3	The system should provide the capability for Legal Division investigators to create new case files, track cases, maintain case files, and report case file status.
License	
1	The system should process electronic producer/agency applications and license renewals without manual intervention when the license application or license renewal conforms to requirements for approval.
2	The system should be capable of displaying a single screen indicating whether there is a RIRS or SAD database entry or complaint for a producer or agency. The single screen should be scrollable vertically when necessary.
3	The system should process electronic filings of License Continuing Education hours, provider renewals, provider renewal payments, provider courses, and instructor submissions. The system should also be capable of generating notices that filings are due.
4	The system should process electronic appointments and electronic affiliation of producers to agencies.
5	The system should process electronic applications of all types represented by the fee types listed in Appendix 11 .
6	The system should process electronic applications, renewals and payments for agency licenses.
7	To specify the lines of authority that may be appointed to a license class, the system should provide the capability for a user to select the license class and then select all lines of authority that are valid for that license class. Appendix 12
8	The system should have the capability to reflect the results of criminal background check responses from the State Police and/or FBI, to include electronically processable database status and acceptance of scanned response documents.
9	The system should be capable of producing printable history records for agencies and producers in response to Legal and Freedom of Information requests. Non-releasable information should be automatically redacted in such responses.
10	The system should support the establishment of user roles which can be tailored to provide access to specific system functions and any or all areas of the database.
11	The system should provide one or more daily reports that provide detailed information regarding the success or failure of electronic transactions of all types handled by the system and the rationale for the failure of each transaction that failed. The system should retain a permanent history of all electronic transactions whether the transaction succeeded or failed, and the rationale for the failure of any transaction that failed. When such a transaction is for a producer or agency in the licensing database the history for that producer or agency should also be updated to reflect the transaction, and for a failed transaction the reason for failure should be included.
12	The system should provide a letter writing component for formal correspondence such as go-back letters. The system should provide direct access to the letter writing component from the main displays of producer and agency records, using the current producer or agency as the addressee for the correspondence, and drawing pertinent information for the correspondence from the records for the current producer or agency, such as using the appropriate type of record address for the correspondence address. Initial formats for the formal correspondence should be as agreed to by the Department. The letter writing component should automatically format address information for industry standard envelope types and for specific industry standard label types. It should also include the option of emailing the correspondence, generating hard copy, or both.
13	The system should provide a one page, formatted display (vertically scrollable when necessary) of a licensee's entire record. This display should include a 'go to' menu from which the user can select a specific section of the page to receive the focus of the view, such as scrolling that section to the top of the page or highlighting that section on the screen. However, the name and primary identification for the producer or agency should continue to be displayed as long as the user is viewing information for that producer or agency.
14	Inactive CE courses should appear in history, but not in provider active course lists.

15	When processing the yearly renewal of the CE providers, the system should apply any newly keyed courses to the year keyed as well as the next year. For example, provider 1234 is renewed for the period of 9-1-2010 and this is entered on 8-1-2010. On 8-15 a new course (123456789) is keyed for provider 1234. The system will reflect that course 123456789 is valid for the period ending on 8-31-2010 as well as for the period that begins on 9-1-2010.
16	CE courses will be classified for specific license type. Some individuals will hold more than one license type. When displaying CE, the system should only show an individual's CE courses with the license type to which they apply, whether displaying active CE or CE history.
17	The system should provide the capability for specified users to modify CE records.
18	The system should provide the capability for specified users to modify CE requirements without software changes. This will allow the Department to respond to legislative changes in CE requirements without requiring system modifications.
19	When two companies merge the system should offer the option to merge their appointments. The system should also offer the option to duplicate appointment data from a non-surviving company to a surviving company.
20	The system should offer the option to duplicate appointments from one company to another. This will be used when there is common ownership.
21	The system should terminate all appointments for a selected company when requested to do so by a specified user. Such requests will be necessary only under certain circumstances, such as the cancellation of the company's Certificate of Authority.
22	The system should be able to generate an invoice for each mass appointment termination, each mass duplication of appointments, and each occasion of generating new appointments in case of a merger.
23	The system should be able to generate invoices for company appointment renewals and retain a record of the appointments being used to generate each invoice. The system should be able to reproduce invoices of any type at any time in the future, and to support record audit of such invoices.
24	The License Division will receive notices of non-resident producers and agencies no longer having active home state licenses. The system should provide a capability for a user to designate that a non-resident producer or agency no longer has an active home state license. The system should mark such records so that all staff users can easily see that the producer or agency is not in possession of an active home state license. The system should also generate a notice to the non-resident producer or agency that their Arkansas license will be terminated if proof of an active home state license is not received within 30 days.
25	The system should provide a capability for a user to designate that proof of home state license was received within 30 days. Upon such designation the system should remove the record mark, thereby indicating that the non-resident producer or agency is in possession of an active home state license. When such proof of license is not received within 30 days the system should notify the designated Department staff, who should be provided the option of terminating the Arkansas license.
26	The system should provide the capability for Agencies and Producers to print their insurance licenses at no charge via the Department web site.
27	The system should have the capability of automatically generating and uploading Common Architecture Files.
28	The system should have the capability of automatically downloading and processing National Producer Numbers.
29	The system should have the capability of automatically downloading and processing Non-Resident License files.
30	The system should have the capability of automatically downloading and processing PIN (Producer Information Network) appointment files.
31	The system should provide the capability of adding new company types, new producer license types, and new CE course types without changing software. The system should incorporate these new types into processing as appropriate.
32	The system should provide the capability for designated users to view producer CE data.
33	The system should provide the capability to view CE history, company appointment/termination history, and entity investigation and complaint records.

34	The system should be capable of producing the following types of history reports for Agents and Agencies (License, Qual, Affiliation, CE, and Company Appointments, direct and shared). Samples formats for these are provided in Appendix 14 .
Life and Health	
1	The system should provide the capability of searching for companies by old and new company names in order to view the complete company history. The system should provide the capability to view complaints and types of complaints against companies.
2	The system should provide the capability to view violations and penalties resulting from a market conduct exam.
Property and Casualty	
1	The system should be capable of displaying history for companies, agencies, producers and of controlling parties of companies and agencies.
2	The system should be capable of storing, modifying, displaying and printing information regarding professional employer organizations and their controlling entities.
Correspondence	
1	The system correspondence capability should include but not be limited to templates for the following types of Department documents: CE Provider Approval, CE Course Approval, CE Instructor Approval; Cert Letter; Company, Agency, and Producer Licenses; GoBack/SendBack Letter; Member Addition Letter; Member Deletion Letter; License Renewal Notice; Appointment Renewal Notice; Inactivation Letter; Clearance Letter; and Appointment Action Letter. Samples formats for these are provided in Appendix 13 .
2	The System should be capable of storing and retrieving all correspondence module documents including those that apply to individual producers, agencies and companies. When applicable to individual producers and agencies, the system should be capable of retrieving such documents directly from the display of producer and agency database records.
3	The system should be capable of emailing any document generated or stored by the system.
4	The system should provide the capability to correspond with companies in the form of system generated emails and letters.
Integration	
1	The system should have the capability of automatically processing electronic address change requests submitted via NIPR, including requests to change postal addresses and requests to change email addresses.
2	On a daily basis and an ad hoc basis, the system should be capable of sending a Closed Route Slip batch file to the Department. The Closed Route Slip file should contain records representing the contents of all Route Slips which have been closed since the last Closed Route Slip file was sent.
3	The system should provide the capability to search for route slips by Route Slip number and date, check number, partial payer information, or any combination thereof.
4	The system should provide the capability for users to scan producer, company, and agency documents into the licensing database.
5	The system should provide the capability for specified users of the Producer Licensing module to allocate funds (dollar and cent amounts) to Route Slip fund code fields based on types of fees being paid for the producer(s) and/or agency(s). The Route Slip number, date, and the allocated funds amount should be recorded in the record of each producer and agency for which funds are allocated from the Route Slip. [Note that Route Slip numbers are only unique within a specific year.] The system should provide the capability for a specified user to mark a Route Slip as closed once the sum of allocated fund amounts equals the total amount of the Route Slip. The system should accommodate changes in fund codes or the addition of fund codes appearing within the Route Slip batch files and Closed Route Slip batch files, and should incorporate such changed and added fund code processing in the support of funds allocation, Route Slip closure, Closed Route Slip batch file creation, and all other Route Slip functions supported prior to the changes or additions.
6	The computer system should give access to the NAIC attachment warehouse without leaving the licensing system for the selected record.
7	When viewing the records of a producer, company, or agency, the system should indicate whether or not scanned documents have been stored for that producer or agency.

8	On a daily basis the Department will receive payments by check for certain regulatory fees such as a license renewal fee. Some checks will pay a single fee for a single producer or agency, and other checks will pay more than one fee, and often for more than one producer and/or agency. The Department will generate electronic Route Slips recording certain information from each check. On a daily basis and an ad hoc basis, the system should be capable of receiving a Route Slip batch file containing records representing the contents of one or more Route Slips. The system should store and retain the route slip data from all such route slip files. An example of a route slip is provided in Appendix 10 .
Security	
1	The system should provide the capability to change permissions of individual users. It should also provide the capability to change form letters and document formats, renewal notices, and renewal time periods, fees, license types, types of lines of authority, and continuing education types and hour requirements.
2	The system should provide the capability for individuals/groups with proper permissions to change the value specified fields.
3	The system should support the establishment of user roles which can be tailored to provide access to specific system functions and areas of the database.
4	The system should provide the capability for specified users to add, modify, and delete companies.
5	Only specified users should have access to modify the statutory deposit data
6	The system should support the establishment of user roles which can be tailored to provide access to specific system functions and areas of the database.
7	The system should provide the capability for specified users to modify or delete any data maintained by the system.
System Wide	
1	The system should be able to produce lists of companies and should be able to display, save, or print such lists. To populate the content of such lists, the system should provide the option for the user to select any combination of company fields in the database, specifying search and sort criteria for any combination of fields. The system should offer the option of saving particular sets of field selections to re-run in the future. The system should be able to print all companies in the list in a single report, and it should be capable of printing an individual report for each company in the list. See Appendix 1 for a list of company types and for a sample company list.
2	The system should display formatted history for companies and producers. The system should be able to sort each company and producer history by date.
3	The system should list company President and Vice President name and contact information.
4	The system should provide the capability to enter/change any Company data from a single screen or tab. For purposes of this requirement scrolling down will not be considered a change of screens.
5	The system should provide the capability to copy in whole or part, address, service of process information, phone number, email, NAIC company code, and comments to one or more companies, agencies, or producers. To facilitate this, the system should also provide the capability to generate a company, agency, or producer selection list based on unique entity id, group #, partial name search, entity type, line of business, license type and qualification type. The user should be able to use all or any combination of data presented in the list. The system should also allow the user to review the completed update list and changes prior to saving said change.
6	The system should be capable of displaying and printing a company's history in a compact but readable format devoid of large white spaces between lines and with the option to include or not include appointments.
7	The system should provide the capability to display or print an entity's complete appointment history or active appointments only
8	The system should be able to search and provide information for any entities by previous name(s) as well as current name(s)
9	The system should be able to search and provide information on agencies including periods before and after mergers.
10	The system should provide a query where the user is allowed to specify the producer fields to be displayed along with search criteria for fields.
11	The system should provide a comment section for each entity that is limited only by available disk space, and the ability to print comments in date order.

12	<p>The system should provide the following types of data locks and flags for entity (producers, agencies, and companies) records: System Lock – entity records should be viewable by any number of users at the same time. Only one user at a time should be able to modify the records of a particular entity. When the records of a particular entity are being modified, the system should provide other users viewing the records of that entity with an indication that the records are being modified and the system ID of the user modifying the records. Transaction Content Lock – The system should provide the capability for a designated user to place a Transaction Content Lock on the records of an entity. The presence of a Transaction Content Lock should be prominently viewable to other users accessing the records of the locked entity. A Transaction Content Lock should prevent any updates to the entity records by any user or electronic updates until such time as the lock is removed by authorized users. User lock – The system should provide the capability for a designated user to place a User Lock on the records of an entity. The presence of a User Lock should be prominently viewable to other users accessing the records of the locked entity. A User Lock should prevent any updates by other users until such time as the lock is removed by an authorized user. User Flag - The system should provide the capability for a designated user to place a User Flag on the records of an entity. The presence of a User Flag should be prominently viewable to other users accessing the records of the flagged entity. A User Flag should not lock a record.</p>
13	<p>The system should utilize a technique for readily recognizing the type of lock and the need for a flag such as color coding, shape of the indicator, alphabetic coding, and/or other techniques. The system should also provide the capability for users entering data locks and flags to enter a specific textual reason for the lock or flag, which should be readily viewable via mouse-over or left-click, or both.</p>
14	<p>The system should provide a lock reporting function. This report should display all entities with any and all combinations of defined locks above and all reasons and data associated with those locks. The system should also provide the options to save and print this report.</p>
15	<p>The system should provide a reminder feature that the Department staff can set to provide a notice after a set period of time so the staff can take action on a matter.</p>
16	<p>The system should provide a flag reporting function. This report should display all flagged entities along with the reason(s) associated with those locks. The system should also provide the options to save and print this report.</p>
17	<p>The system should provide the capability to search for companies by name in order to view company address, license types and/or company mergers or changes.</p>
18	<p>The system should provide the capability of viewing records of TPA's, MET's, Producers and Agencies.</p>
19	<p>The system should provide the capability to customize all reports and export reports to PDF, MS Word, and MS Excel formats.</p>
20	<p>The system should automatically assign unique ID numbers for non-NAIC- numbered entities including self procured reporting organizations, purchasing groups, professional employer organizations, service contract providers and any other organizations licensed by the Department. The system should provide the capability for users to designate new types of such entities for which the system should also provide unique ID numbers.</p>
21	<p>The system should be capable of automatically determining whether an entity has a unique ID issued by the NAIC or NIPR.</p>
22	<p>For new entries, required fields shall be clearly indicated.</p>
23	<p>The system should provide the capability to redact information prior to printing, whether the information being printed is generated 'on the fly' or is stored.</p>
24	<p>The system should have the ability to generate configurable reports based on line of insurance (as opposed to primary type on Certificate of Authority). An example is the capability to search by "property" and "casualty" and "property and casualty".</p>
25	<p>The system should be able to search by partial content of any field.</p>
26	<p>The system should provide the ability to import PDF, MS Office formatted files, and jpg files associated with any associated record.</p>
27	<p>The system should provide contextual help for each screen.</p>
28	<p>The system should maintain viewable transaction history for each company, agency, and producer.</p>
29	<p>The system should provide the capability for designated users to view complaint data.</p>
30	<p>The system should provide the ability to store PDF, MS office formatted files, and jpg files associated with any complaint.</p>

31	System should provide the capability to change fields and field formats in forms.
32	The system should be capable of supporting more than one entity type. For example, an entity may be a TPA and a non-resident Agency.
33	The system should provide the capability for a user to create a list of addressees that are emailed when a record changes.
34	When use of the system results in multiple screens being open at any single point in time, the closing of one screen should not result in the closing of one or more other screens without the prominent display of a warning indicating what other screens will be closed, and requiring confirmation that the user wishes to proceed with closure of the screen that would result in another screen or screens being closed.
35	The system should provide the capability to copy parts of addresses or complete addresses to other address fields.
36	The system should maintain a transaction history including the date/time of the change, the userid of the person making the change, and the before and after values of the changed data. The system should be able to roll back changes to pre-change values at a user-selected point in time using the transaction history.
37	The system should provide the capability to print any screen to a printer.
38	The system should provide the capability to save any screen to a file in PDF format, MS Word or MS Excel standard formats.
39	The System should be capable of storing and retrieving customized report formats.
40	Where the system offers the capability to tailor a screen to individual users the system should retain the settings for each user for subsequent use. This will prevent the user from having to change the setting each time the screen is used.
41	The system should provide the capability to associate a name with a group number and should be capable of retrieving the group number associated with the specified name. The system should provide the capability to retrieve the company NAIC numbers associated with specified group names or numbers, with the option of printing a report of the same.
42	Public ad hoc Producer/Agency Search and Report. The licensing system should provide a public ad hoc producer/agency search via the internet. The public ad hoc producer/agency search interface should allow a public user to identify for retrieval and display any combination of publicly releasable producer data fields stored in the database. At a minimum the public ad hoc producer/agency search should offer 4 options: (1) retrieve selected data for all producers or agencies; (2) retrieve selected data for individual producers or agencies based on License number; (3) retrieve selected data for one or more producers or agencies (as applicable) based on partial name; and (4) retrieve selected data for one or more producers or agencies (as applicable) based on zip code or city. The system should provide the option of printing a report from the information retrieved.
43	Staff Ad Hoc Company Search and Report. The licensing system should provide a staff ad hoc company search. The staff ad hoc company search interface should allow a user to identify for retrieval and display any combination of company data fields stored in the database. At a minimum the staff ad hoc company search should offer 3 options: (1) retrieve selected data for all Companies; (2) retrieve selected data for individual Companies based on NAIC ID; and (3) retrieve selected data for one or more Companies (as applicable) based on partial name or complete group number. The system should provide the option of printing a report from the information retrieved. With each staff ad hoc company search the user should have the option of saving the search for re-use.
Technical	
1	The insurance regulatory system shall be browser based.
2	The system should provide Database Views as specified in Appendix 3 .
3	The system should provide access to I-Site to view producer or agency information without exiting the licensing system.
4	The system should maintain a history of data changes including the date/time of the change, the userid of the person making the change, and the before and after values of the changed data. This should be viewable by any users selected by the Department.
5	The system should provide the capability for Department staff to manually process all types of transactions that can be submitted electronically, including those that are normally processed without human intervention.

Web	
1	Department web services should be available 24 x 7 throughout the year and the licensing system should target the same availability. Each proposal should describe the approach taken by the vendor to achieve this target availability including the routine maintenance approach.
2	The system should provide the capability for companies to view and print their appointment renewal information via the Department website.
3	Public ad hoc Company Search and Report. The licensing system should provide a public ad hoc company search via the internet. The public ad hoc company search interface should allow a public user to identify for retrieval and display any combination of publicly releasable company data fields stored in the database. At a minimum the public ad hoc company search should offer 3 options: (1) retrieve selected data for all Companies; (2) retrieve selected data for individual Companies based on NAIC ID; and (3) retrieve selected data for one or more Companies (as applicable) based on partial name. The system should provide the option of printing a report from the information retrieved.
4	The system should provide the capability for public website viewing of the licensee, agency, and company licensing information identified in Appendix 4.
5	The system should provide browser-based, public searches accessible via the Internet. These should include a search corresponding to each search output example included in Appendix 4 . Each search should include at a minimum all of the fields included in the search output to which it corresponds.
6	The system shall output web pages that display the information covered in the pages in Appendix 4 .
General	
1	The licensing system should allow a user to export any staff or public report into a comma delimited file and/or PDF file.
2	The licensing system should provide the capability to log and/or track data changes to all tables. The recorded data should include at minimum, the date of change, the change user, and the data that was modified. The system should also have the capability to record when a staff user views any data, except when viewed via a public website.
3	The licensing system should provide ad hoc producer, agency, and company letter generation. The ad hoc letter interface should allow a user to identify for retrieval, display and print in letter format any combination of data fields stored in the database. At a minimum the ad hoc letter report should offer 3 options:(1) All producers or companies; (2) Retrieve by NAIC or License number; (3) All by name. With each ad hoc letter created, the user should have the option of saving the template for re-use. The user should also have the option of printing the letter on various size and types of papers and in mass. The letters should also be able to be saved/exported to PDF.
4	The system should provide a facility for scanning and storing documents internally or through integration with existing department systems. Such stored documents should be accessible from the related entity's main screen in the licensing system. One example of such a capability is the concept developed by the Department for current use. This approach is to store scanned documents and other electronic documents in a separate database managed by Para-Docs, and link to those documents from the licensing system by button-activated Uniform Resource Locator (URL). For example, the main system page for displaying a particular producer's information contains a button that opens a URL link to a folder containing the scanned documents related to that producer. Main pages for other entities in the system have similar buttons. The Department is open to other approaches that support access to scanned documents for entities in the licensing system database provided that the documents can be scanned locally by Department staff.
5	The System should be fully compliant with both Internet Explorer versions 8/9 or later and Mozilla Firefox 3.x/4.x or later at the time system testing begins.
6	The System should not preclude Department-developed browser add-ins/toolbars capable of selecting field names and data on the browser screen which may be used to enable AID augmentation/integration with in house applications.
7	The licensing system database is the core data for the Department. As such it is essential that Programs developed by the Department have Standard Query Language (SQL) read access to the data via the database views defined in the Software Functionality and Appendices. This access should be available around the clock except for agreed-upon maintenance periods.
8	The System should include an administration tool that can be used to add and remove users and provide other system administrative and maintenance functions as required.

9	The system should maintain a history of data changes at the field/column level, capturing at a minimum the date and time of the change, the user ID making the change, and before and after images of the changed data.
10	The vendor shall utilize a versioning source code control system for software enhancements and modifications to the Arkansas to document what changes have been made when and by which person such changes were made.
11	Each renewal notice should include a barcode imprint that can be scanned to retrieve and display the record of the pertinent entity. For example, a license renewal notice for a particular producer should include a barcode that can be scanned to retrieve that producer's record.

2.3 **HOSTING**

The Department has many applications that tie into the Licensing system. AID has met that need in the past by utilizing state hosted systems. The Department will consider a remotely-hosted system if the system provider enables access to the main database for AID applications, or the provider may maintain a separate copy of the database view data for access by the Department provided that the data in the separate database is no more than one hour behind the content of the main database and the data access time experienced by Department programs (including browser-oriented programs and other programs such as report generators) is acceptable to the Department staff.

If vendor(s) want to propose a **remotely** hosted system they **must provide the following information in their RFQ response:**

1. Detailed information regarding data centers (i.e. location, security, type of equipment, etc.)
2. Detailed information regarding data backup and recovery procedures.
3. Detailed information regarding how department applications will access needed data.

If vendor(s) want to propose a **state** hosted system they **must provide the following information in their RFQ response:**

1. Detailed information regarding data center requirements (i.e. platforms, security, protocols used, etc.)
2. Detailed information regarding data backup and recovery procedures.
3. Detailed information regarding how department applications will access needed data.

2.4 **DATABASE CONVERSION**

All data contained in the Department's current licensing system **shall** be converted to the selected system. This **shall** include both the database of the current licensing system and the imaged documents accessed from the current system. The conversion **shall** support the transition from the current database structure with shared appointments to direct appointments only.

The database conversion **shall** be documented and performed in such a way as to allow an audit team to easily understand and duplicate selected conversion results, and **shall** conclude with a statistical report proving that all Department data in the old system at the time of conversion is also present in the new system. A copy of the audit trail and statistical report **shall** be retained by the vendor for audit purposes as long as the system is in use by the Department.

2.5 **ADDITIONAL HARDWARE/SOFTWARE**

Vendor(s) must provide the following information in their RFQ response:

1. Identify all software and hardware products needed by the Arkansas Insurance Department to install, operate, access, and maintain the proposed application (if a contract is issued as a result of this RFQ). The vendor(s) response should be broken down into two sections:
 - a. Vendor hosted
 - b. State hosted

2.6 **DOCUMENTATION**

A database diagram should be provided and this diagram should depict all database tables/rows, fields/columns, key fields/columns in each table/row, and table/row relationships with other tables/rows.

A Data Dictionary for the contents of the licensing system database **must** be submitted in draft form to the Department prior to the beginning of acceptance testing, and **will** be finalized prior to system acceptance.

The vendor **will** work with AID staff to identify the business rules for AID for the new system and prior to system acceptance **shall** provide an ordered listing of business rules correlating them to the system functions that depend upon them. Included with the business rule listing **must** be a detailed description of the process for modifying business rules.

Qualified vendor **must** provide an electronic user manual documenting the use of all user capabilities provided by the system, and **shall** provide that the user manual be implemented and accepted prior to acceptance of the system. The vendor **must** keep the electronic user manual current to reflect modifications to user capabilities provided by the system.

2.7 TRAINING

Prior to putting the new system into production, on-site training **shall** be provided for Department users of the licensing system. A training implementation plan **must** be submitted with the proposal for review by AID. Training materials should be provided along with a point of contact for training questions.

2.8 ACCEPTANCE TESTING

System acceptance testing **shall** be conducted by the review committee consisting of representatives from each Division of AID. System testing **shall** be completed in order to verify that all functionality as addressed in the qualifying vendor's proposal is satisfied.

If the system has not operated in conformance with the vendor's published specifications and the specifications in this RFQ, the Arkansas Insurance Department may:

1. Terminate the agreement in its entirety.
2. Accept the procurement (in the event of minor deviations).
3. Upon mutual agreement, perform acceptance tests until the system has operated with the vendor's published specifications and the specifications as stated in response to the RFQ for 30 consecutive days of Productive Time.

2.9 SOFTWARE CONTINUITY

The vendor contract must provide a mechanism that will allow the Department to continue functioning on the current version of software in the event that the vendor stops support and/or maintenance for any reason such as business failure.

2.10 SUPPORT AND SERVICE

AID desires to have the qualified vendor provide support and maintenance for the developed system after project completion.

At a minimum the following support **shall** be provided by the qualifying vendor:

1. Help desk service to provide assistance to persons using the system.
2. Help desk service **shall** be accessible by phone.
3. Help desk service shall be available at a minimum Monday through Friday from 8 a.m. to 5 p.m. CST (excluding holidays). AID would prefer help desk service that is available 24X7.
4. Help desk staff **shall** be fluent in U.S. English, absent of a foreign accent sufficiently strong as to degrade verbal communications with the general U.S. citizenry.
5. The help desk staff **must** be physically located within the geographic boundaries of the United States.

At a minimum the following services **shall** be provided by the qualifying vendor:

1. Provide at least two maintenance updates per year for the correction of anomalies at no additional cost to the Department.
2. Warrant the user of all software/services and any other item provided by the vendor in conjunction with this RFQ to function in accordance with all vendors proposed features and functions. Vendor **shall**, at their expense, remedy all such defects.
3. Notify regulators on solutions used in feature improvements, correction of system problems, and system updates
4. Provide system modifications or enhancements made due to license processing changes or uniformity rulings agreed upon by the NAIC, or requested by a regulator licensing system steering group for the system, or required by law at no additional cost to the State.

Vendor(s) must provide the following information in their RFQ response:

1. Outline support processes to include at a minimum: length of support, support included in initial contract, and support extensions.

2. Detailed information regarding their experience on handling maintenance of software systems of similar complexity and size.

2.11 FEES

Vendor(s) must provide the following information in their RFQ response:

1. All fees and the amounts thereof which the vendor proposes to charge to the public, industry, or any other entity **shall** be included. Any fees to be paid by the State **shall not** be included in the vendor(s) RFQ response.

Qualifying vendor **shall** provide that any fee changes or additions **must** be submitted to AID for review and approval not later than 45 days prior to the requested implementation date.

2.12 TIMELINE

The Department will work with the successful vendor to establish an implementation schedule that is agreeable to both parties.

Vendor(s) must provide the following information in their RFQ response:

1. Proposed implementation schedule.

2.13 ADDITIONAL VENDOR QUALIFICATIONS

Vendor(s) must provide the following information in their RFQ response:

1. A complete list of projects performed in the last five years that are similar to the AID project.
 - a. Vendor **must** provide in the response a description of the software/services provided for each of the projects listed.
2. Business profile information:
 - a. Primary contact name
 - b. Primary contact title
 - c. Primary contact telephone
 - d. Primary contact fax
 - e. Primary contact e-mail address
 - f. How many years the organization has been in this type of business.
 - g. Respondent's financial statements for the last two (2) calendar years and/or the Respondent's financial ability to carry out the objective.
3. Identify key personnel who will have actual responsibility for this project.
 - a. Describe their experience relative to this type of project.
 - b. Describe their primary duties and responsibilities as they would relate to the project.
 - c. Attach resumes to their RFQ response.
 - d. Describe how AID can be assured that key personnel would be committed to the project through completion.
4. AID desires innovative solutions for the LSRG. The vendor should name the three greatest innovations that set them apart from the competition.
5. Describe the process that will be followed when working with AID to plan, test, and implement the system.
6. Provide verifiable proof that the vendor has successfully completed similar projects and has the qualifications necessary to undertake this project, that the vendor is committed to continued support of insurance regulatory systems, that the vendor is fiscally sound, and that the vendor possesses sufficient staffing in areas of key expertise to prevent business failure due to loss of key personnel.
7. Depth and breadth of Staff. At a minimum the candidate firm has the required staff resources or access to the necessary resources to provide the deliverables in a timely manner.

2.14 SYSTEM EVALUATION

The Department **must** be provided with browser access to an evaluation copy of the proposed system and telephone support for its use during the proposal evaluation period.

Evaluation systems **will** be remotely hosted and should include at least the minimum of test data necessary to support hands-on evaluation of the system.

Within Hands on evaluation the committee will look at:

1. Ease of Use – How intuitive the interface is to use and navigate among the various screens and modules.

2. Interoperability – How well the application works with and supports the different in-house and internet platforms and/or applications which the department uses and/or any entities that the department would communicate with. It will also be evaluated based on how well it supports commonly available applications and file formats in use by customers and citizens which the department will interface with.
3. Application Workflow - How closely the application is able to tie to the Department's existing business processes and how easily the workflow can be customized by the end user when those processes need to change.

SECTION 3 CRITERIA FOR SELECTION

The vendor should address each item listed in this RFQ to be guaranteed a complete evaluation. After initial qualification of responses, selection of the qualified vendor will be determined in Committee by evaluation of several factors.

Submission of a response implies vendor acceptance of the evaluation technique and vendor recognition that subjective judgments must be made by the Arkansas Insurance Department Evaluation Team during the assignment of rating points.

RFQ responses shall be evaluated by the Arkansas Insurance Department Evaluation Team. Other agencies and consultants of AID may also examine documents.

Vendor Response To:	Points:
Functionality (Section 2.2)	350
Hands on evaluation (Section 2.14)	200
Ease of use	
Interoperability	
Application workflow	
Support (Section 2.10)	150
Maintenance methodology	
State specific enhancement process	
Staff, licensee, and public support	
Fee Schedule (Section 2.11)	100
Training (Section 2.7)	100
Training Methodology	
Training Materials	
Vendor Qualifications	100
Total Possible Points	1000

STANDARD TERMS & CONDITIONS

1. **GENERAL:** Any special terms and conditions included in the invitation for bid override these standard terms and conditions. The standard terms and conditions and any special terms and conditions become part of any contract entered into if any or all parts of the bid are accepted by the State of Arkansas.
2. **ACCEPTANCE AND REJECTION:** The state reserves the right to accept or reject all or any part of a bid or any and all bids, to waive minor technicalities, and to award the bid to best serve the interest of the state.
3. **BID SUBMISSION:** Bids must be submitted to the Arkansas Insurance Department on this form, with attachments when appropriate, on or before the date and time specified for bid opening. If this form is not used, the bid may be rejected. The bid must be typed or printed in ink. The signature must be in ink. Unsigned bids will be disqualified. The person signing the bid should show title or authority to bind his firm in a contract. Each bid should be placed in a separate envelope completely and properly identified. Late bids will not be considered under any circumstances.
4. **PRICES:** Quote F.O.B. destination. Bid the unit price. In case of errors in extension, unit prices shall govern. Prices are firm and not subject to escalation unless otherwise specified in the bid invitation. Unless otherwise specified, the bid must be firm for acceptance for thirty days from the bid opening date. "Discount from list" bids are not acceptable unless requested in the bid invitation.
5. **QUANTITIES:** Quantities stated in term contracts are estimates only, and are not guaranteed. Bid unit price on the estimated quantity and unit of measure specified. The state may order more or less than the estimated quantity on term contracts. Quantities stated on firm contracts are actual requirements of the ordering agency.
6. **BRAND NAME REFERENCES:** Any catalog brand name or manufacturer's reference used in the bid invitation is descriptive only, not restrictive, and used to indicate the type and quality desired. Bids on brands of like nature and quality will be considered. If bidding on other than referenced specifications, the bid must show the manufacturer, brand or trade name, and other descriptions, and should include the manufacturer's illustrations and complete descriptions of the product offered. The state reserves the right to determine whether a substitute offered is equivalent to and meets the standards of the item specified, and the state may require the bidder to supply additional descriptive material. The bidder guarantees that the product offered will meet or exceed specifications identified in this bid invitation. If the bidder takes no exception to specifications or reference data in this bid he will be required to furnish the product according to brand names, numbers, etc., as specified in the invitation.
7. **GUARANTY:** All items bid shall be newly manufactured, in first-class condition, latest model and design, including, where applicable, containers suitable for shipment and storage, unless otherwise indicated in the bid invitation. The bidder hereby guarantees that everything furnished hereunder will be free from defects in design, workmanship and material, that if sold by drawing, sample or specification, it will conform thereto and will serve the function for which it was furnished. The bidder further guarantees that if the items furnished hereunder are to be installed by the bidder, such items will function properly when installed. The bidder also guarantees that all applicable laws have been complied with relating to construction, packaging, labeling and registration. The bidder's obligations under this paragraph shall survive for a period of one year from the date of delivery, unless otherwise specified herein.
8. **SAMPLES:** Samples or demonstrators, when requested, must be furnished free of expense to the state. Each sample should be marked with the bidder's name and address, bid number and item number. If samples are not destroyed during reasonable examination they will be returned at bidder's expense, if requested, within ten days following the opening of bids. All demonstrators will be returned after reasonable examination.
9. **TESTING PROCEDURES FOR SPECIFICATIONS COMPLIANCE:** Tests may be performed on samples or demonstrators submitted with the bid or on samples taken from the regular shipment. In the event products tested fail to meet or exceed all conditions and requirements of the specifications, the cost of the sample used and the reasonable cost of the testing shall be borne by the bidder.
10. **AMENDMENTS:** The bid cannot be altered or amended after the bid opening except as permitted by regulation.
11. **TAXES AND TRADE DISCOUNTS:** Do not include state or local sales taxes in the bid price. Trade discounts should be deducted from the unit price and the net price should be shown in the bid.
12. **AWARD:** Term Contracts: A contract award will be issued to the successful bidder. It results in a binding obligation without further action by either party. This award does not authorize shipment. Shipment is authorized by the receipt of a

purchase order from the ordering agency. Firm Contracts: A written state purchase order authorizing shipment will be furnished to the successful bidder.

13. LENGTH OF CONTRACT: The invitation for bid will show the period of time the term contract will be in effect.

14. DELIVERY ON FIRM CONTRACTS: The invitation for bid will show the number of days to place a commodity in the ordering agency's designated location under normal conditions. If the bidder cannot meet the stated delivery, alternate delivery schedules may become a factor in an award. The Arkansas Insurance Department has the right to extend delivery if reasons appear valid. If the date is not acceptable, the agency may buy elsewhere and any additional cost will be borne by the vendor.

15. DELIVERY REQUIREMENTS: No substitutions or cancellations are permitted without written approval of the Arkansas Insurance Department. Delivery shall be made during agency work hours only 8:00 a.m. to 4:30 p.m., unless prior approval for other delivery has been obtained from the agency. Packing memoranda shall be enclosed with each shipment.

16. STORAGE: The ordering agency is responsible for storage if the contractor delivers within the time required and the agency cannot accept delivery.

17. DEFAULT: All commodities furnished will be subject to inspection and acceptance of the ordering agency after delivery. Back orders, default in promised delivery, or failure to meet specifications authorize the Arkansas Insurance Department to cancel this contract or any portion of it and reasonably purchase commodities elsewhere and charge full increase, if any, in cost and handling to the defaulting contractor. The contractor must give written notice to the Arkansas Insurance Department and ordering agency of the reason and the expected delivery date. Consistent failure to meet delivery without a valid reason may cause removal from the bidders list or suspension of eligibility for award.

18. VARIATION IN QUANTITY: The state assumes no liability for commodities produced, processed or shipped in excess of the amount specified on the agency's purchase order.

19. INVOICING: The contractor shall be paid upon the completion of all of the following: (1) submission of an original and the specified number of copies of a properly itemized invoice showing the bid and purchase order numbers, where itemized in the invitation for bid, (2) delivery and acceptance of the commodities and (3) proper and legal processing of the invoice by all necessary state agencies. Invoices must be sent to the "Invoice To" point shown on the purchase order.

20. STATE PROPERTY: Any specifications, drawings, technical information, dies, cuts, negatives, positives, data or any other commodity furnished to the contractor hereunder or in contemplation hereof or developed by the contractor for use hereunder shall remain property of the state, be kept confidential, be used only as expressly authorized and returned at the contractor's expense to the F.O.B. point properly identifying what is being returned.

21. PATENTS OR COPYRIGHTS: The contractor agrees to indemnify and hold the State harmless from all claims, damages and costs including attorneys' fees, arising from infringement of patents or copyrights.

22. ASSIGNMENT: Any contract entered into pursuant to this invitation for bid is not assignable nor the duties thereunder delegable by either party without the written consent of the other party of the contract.

23. OTHER REMEDIES: In addition to the remedies outlined herein, the contractor and the state have the right to pursue any other remedy permitted by law or in equity.

24. LACK OF FUNDS: The state may cancel this contract to the extent funds are no longer legally available for expenditures under this contract. Any delivered but unpaid for goods will be returned in normal condition to the contractor by the state. If the state is unable to return the commodities in normal condition and there are no funds legally available to pay for the goods, the contractor may file a claim with the Arkansas Claims Commission. If the contractor has provided services and there are no longer funds legally available to pay for the services, the contractor may file a claim.

25. DISCRIMINATION: In order to comply with the provision of Act 954 of 1977, relating to unfair employment practices, the bidder agrees that: (a) the bidder will not discriminate against any employee or applicant for employment because of race, sex, color, age, religion, handicap, or national origin; (b) in all solicitations or advertisements for employees, the bidder will state that all qualified applicants will receive consideration without regard to race, color, sex, age, religion, handicap, or national origin; (c) the bidder will furnish such relevant information and reports as requested by the Human Resources Commission for the purpose of determining compliance with the statute; (d) failure of the bidder to comply with

the statute, the rules and regulations promulgated thereunder and this nondiscrimination clause shall be deemed a breach of contract and it may be cancelled, terminated or suspended in whole or in part; (e) the bidder will include the provisions of items (a) through (d) in every subcontract so that such provisions will be binding upon such subcontractor or vendor.

26. CONTINGENT FEE: The bidder guarantees that he has not retained a person to solicit or secure this contract upon an agreement or understanding for a commission, percentage, brokerage or contingent fee, except for retention of bona fide employees or bona fide established commercial selling agencies maintained by the bidder for the purpose of securing business.

27. ANTITRUST ASSIGNMENT: As part of the consideration for entering into any contract pursuant to this invitation for bid, the bidder named on the front of this invitation for bid, acting herein by the authorized individual or its duly authorized agent, hereby assigns, sells and transfers to the State of Arkansas all rights, title and interest in and to all causes of action it may have under the antitrust laws of the United States or this state for price fixing, which causes of action have accrued prior to the date of this assignment and which relate solely to the particular goods or services purchased or produced by this State pursuant to this contract.

28. DISCLOSURE: Failure to make any disclosure required by Governor's Executive Order 98-04, or any violation of any rule, regulation, or policy adopted pursuant to that order, shall be a material breach of the terms of this contract. Any contractor, whether an individual or entity, who fails to make the required disclosure or who violates any rule, regulation, or policy shall be subject to all legal remedies available to the agency.

APPENDICES

**Appendix
1**

Company List (Accounting)

Total Number of Companies: 883

Types: PC - Property & Casualty Insurer		Domicile States: ALL				
Statuses: Active		US Entry States: ALL				
Company Name & Statutory Home Address	Type	Status	Effective Date	Dom ST	NAIC ID	EIN
1st AUTO & CASUALTY INSURANCE COMPANY P.O. BOX 7988, 2810 CITY VIEW DR. MADISON, WI 53718	PC	AC	10-27-1998	WI	44725	39-1707938
21st Century Advantage Insurance Company 380 Jackson Street, Suite 418 St. Paul, MN 551013899	PC	AC	01-22-2007	MN	25232	22-3398993
21st Century Assurance Company 21st Century Plaza, 3 Beaver Valley Road Wilmington, DE 198031115	PC	AC	08-12-2009	DE	44245	13-3551577
21ST CENTURY CASUALTY COMPANY 6301 OWENSMOUTH AVENUE WOODLAND HILLS, CA 91367	PC	AC	10-24-2001	CA	36404	95-4136306
21st Century Centennial Insurance Company 2595 Interstate Drive, Suite 103 Harrisburg, PA 17110	PC	AC	06-27-1962	PA	34789	23-2044095
21st Century Indemnity Insurance Company 2595 Interstate Drive, Suite 103 Harrisburg, PA 17110	PC	AC	06-13-1963	PA	43974	13-1967524
21ST CENTURY INSURANCE COMPANY 6301 OWENSMOUTH AVENUE WOODLAND HILLS, CA 91367	PC	AC	10-23-2001	CA	12963	95-2565072
21st Century Insurance Company of the Southwest 701 Brazos Street, Suite 1050 Austin, TX 78701	PC	AC	08-03-2009	AR	10245	86-0812982
21st Century National Insurance Company 100 Duffy Avenue, Suite 501 Hicksville, NY 11801	PC	AC	08-05-1998	NY	36587	13-3801089
21st Century North America Insurance Company 100 Duffy Avenue, Suite 501 Hicksville, NY 11801	PC	AC	08-29-1979	NY	32220	13-3333609
21st Century Premier Insurance Company 2595 Interstate Drive, Suite 103 Harrisburg, PA 17110	PC	AC	01-01-1926	PA	20796	22-1721971
21st Century Security Insurance Company 2595 Interstate Drive, Suite 103, Harrisburg, PA 17100	PC	AC	08-05-1998	PA	23833	02-0227294
ACA Financial Guaranty Corporation 600 Fifth Avenue, 2nd Floor NEW YORK, NY 10020	PC	AC	12-13-1989	MD	22896	52-1474358
Acadia Insurance Company 23 Commerce Drive Bedford, NH 03110	PC	AC	06-04-2004	NH	31325	01-0471706
ACCC Insurance Company 420 Lockhaven Houston, TX 77073	PC	AC	12-01-2002	TX	10807	75-2701220
ACCEPTANCE CASUALTY INSURANCE COMPANY 1314 Douglas Street, Suite 1600 OMAHA, NE 68102	PC	AC	01-01-1925	NE	10349	75-0255780
Access Insurance Company 2830 Dresden Drive, Atlanta, GA 30341	PC	AC	09-24-1975	TX	11711	75-0708507
Accident Fund General Insurance Company 200 North Grand Avenue Lansing, MI 489331228	PC	AC	12-01-2006	MI	12304	20-3058200

**Appendix
2**

Secretary of State Report (Accounting)

Arkansas Insurance Department Notification to the Arkansas Secretary of State

It is the responsibility of the Office of the Secretary of State to determine whether the entities listed on this report are required to file franchise tax. This listing is intended to provide a monthly listing of the entities licensed, registered or issued a permit to do business in the State of Arkansas according to the records of the Insurance Department. The Department makes no determination as to the applicability of franchise tax requirements to these entities.

Requests for exemptions or requests for franchise tax information from our licensees will be referred to your office.

State of Arkansas
Secretary of State
Franchise Tax Division

RE: Report of Corporation
Month of July 2010
Insurance Department



Commissioner

Dear Sir/Madam:

The above signed Insurance Commissioner of the State of Arkansas, does hereby report for Franchise Tax, for the month of July 2010 on the following list of insurance companies authorized to do business in the State.

Witness by hand and seal of
Office at Little Rock, Arkansas
Monday, August 02, 2010

If you have any questions regarding classifications or any other part of this report, please contact the Arkansas Insurance Department, Accounting Division at 501-371-2605.

Admissions

2-10 Insurance Company, A Risk Retention Group NAIC Group Code: NAIC Company Code: 13792

Effective 7/6/2010 Admitted to transact the business of Risk Retention Group

Mailing Address:

10375 E. Harvard Avenue, Suite 100
Denver CO 80231

Statutory Home Address:

2233 Wisconsin Avenue NW Suite 31
Washington DC 20007

Allied Eastern Indemnity Company NAIC Group Code: NAIC Company Code: 11242

Effective 7/19/2010 Admitted to transact the business of Property & Casualty Insurer

Mailing Address:

P O Box 83777
Lancaster PA 1760837

Statutory Home Address:

25 Race Avenue
Lancaster PA 17603

Conway Regional Health Foundation, Inc. NAIC Group Code: NAIC Company Code: CH 172

Effective 7/8/2010 Admitted to transact the business of Charitable Annuity

Monday, August 02, 2010

Page 1 of 2

Mailing Address:

2302 College Avenue
Conway AR 72034

Statutory Home Address:

2302 College Avenue
Conway AR 72034

Eastern Advantage Assurance Company

NAIC Group Code: NAIC Company Code: 13019

Effective 7/19/2010 Admitted to transact the business of Property & Casualty Insurer

Mailing Address:

P O Box 83777
Lancaster PA 1760837

Statutory Home Address:

25 Race Avenue
Lancaster PA 17603

Eastern Alliance Insurance Company

NAIC Group Code: NAIC Company Code: 10724

Effective 7/19/2010 Admitted to transact the business of Property & Casualty Insurer

Mailing Address:

P O Box 83777
Lancaster PA 1760837

Statutory Home Address:

25 Race Avenue
Lancaster PA 17603

Golden Insurance Company, A Risk Retention Gro NAIC Group Code: NAIC Company Code: 11145

Effective 7/21/2010 Admitted to transact the business of Risk Retention Group

Mailing Address:

9121 Russell Road, Suite 113
Las Vegas NV 89148

Statutory Home Address:

9121 Russell Road, Suite 113
Las Vegas NV 89148

International Rescue Committee, Inc.

NAIC Group Code: NAIC Company Code: CH171

Effective 7/8/2010 Admitted to transact the business of Charitable Annuity

Mailing Address:

122 East 42nd Street
New York NY 1016812

Statutory Home Address:

122 East 42nd Street
New York NY 1016812

Monday, August 02, 2010

Page 2 of 2

Address Changes

If you have any questions regarding classifications or any other part of this report, please contact the Arkansas Insurance Department, Accounting Division at 501-371-2605.

2-10 Insurance Company, A Risk Retention Group

7/6/2010

NAIC Code 13792

Statutory Home Address

2233 Wisconsin Avenue NW Suite 310

Washington DC 20007

Mailing Address

10375 E. Harvard Avenue, Suite 100

Denver CO 80231

ACA Financial Guaranty Corporation

7/13/2010

NAIC Code 22896

Statutory Home Address

600 Fifth Avenue

2nd Floor

NEW YORK NY 10020

Mailing Address

600 Fifth Avenue

2nd Floor

NEW YORK NY 10020

ACE Indemnity Insurance Company

7/7/2010

NAIC Code 10030

Mailing Address

PO Box 1010

Philadelphia PA 191051716

Admiral Life Insurance Company of America

7/8/2010

NAIC Code 71390

Mailing Address

210 East Second Avenue, Suite 301

Rome GA 30161

Advantage Workers Compensation Insurance Company

7/28/2010

NAIC Code 40517

Mailing Address

P.O. Box 571918

Salt Lake City UT 841571918

ALEA NORTH AMERICA INSURANCE COMPANY

7/21/2010

NAIC Code 24899

Statutory Home Address

1345 Avenue of the Americas

New York NY 101050302

Monday, August 02, 2010

Page 1 of 9

Allied Eastern Indemnity Company

7/19/2010 NAIC Code 11242

Statutory Home Address

25 Race Avenue

Lancaster PA 17603

Mailing Address

P O Box 83777

Lancaster PA 176083777

American Guaranty Title Insurance Company

7/29/2010 NAIC Code 51411

Mailing Address

400 Second Avenue South

Minneapolis MN 554012499

AMERICAN INSURANCE COMPANY

7/16/2010 NAIC Code 21857

Mailing Address

777 SAN MARIN DRIVE

NOVATO CA 94998

BANKERS INSURANCE COMPANY

7/7/2010 NAIC Code 33162

Mailing Address

11101 Roosevelt Boulevard N

ST PETERSBURG FL 33716

CHESAPEAKE LIFE INSURANCE COMPANY

7/22/2010 NAIC Code 61832

Statutory Home Address

1833 South Morgan Road

OKLAHOMA CITY OK 73128

Mailing Address

1833 South Morgan Road

OKLAHOMA CITY OK 73128

... (Section continues for 7 additional pages)

Name Change

If you have any questions regarding classifications or any other part of this report, please contact the Arkansas Insurance Department, Accounting Division at 501-371-2605.

If you do not see that an insurer has cancelled their C of A please do not remove the insurer from the active list on your company listing.

Torus National Insurance Company

7/1/2010 NAIC Code **25496** Type Of Company **PC**

Name Changed from TIG INDEMNITY COMPANY to Torus National Insurance Company

Mailing Address

250 COMMERCIAL STREET, SUITE 5000

LI

MANCHESTER

NH 03101

Transamerica Advisors Life Insurance Company

7/1/2010 NAIC Code **79022** Type Of Company **LD**

Name Changed from MERRILL LYNCH LIFE INSURANCE COMPANY to Transamerica Advisors Life Insurance Company

Mailing Address

7 Roszel Road
3rd Floor
Princeton

LI

NJ 08540

Mergers, Cancellations, Suspensions, Expirations of Certificate of Authority,

If you have any questions regarding classifications or any other part of this report, please contact the Arkansas Insurance Department, Accounting Division at 501-371-2605.

If you do not see that an insurer has cancelled their C of A please do not remove the insurer from the active list on your company listing.

NATIONWIDE LIFE and ANNUITY INSURANCE COMPANY

7/28/2010 NAIC Code 92657
5 -28-2010 eff. 12-31-09 company, (#70750) merged with/into Nationwide Life & Annuity Company. Irr

Statutory Home Address

Attn: Government Relations 1-27-08
One Nationwide Plaza
Columbus OH 432152220

Mailing Address

Attn: Government Relations 1-27-08
One Nationwide Plaza
Columbus OH 432152220

NATIONWIDE LIFE INSURANCE COMPANY

7/28/2010 NAIC Code 66869
5 -26-10 eff. 12-31-09 Company (#68225) merged with/into Nationwide Life Insurance Company (#66869). Irr

Statutory Home Address

ONE NATIONWIDE PLAZA

COLUMBUS OH 43215

Mailing Address

ONE NATIONWIDE PLAZA

COLUMBUS OH 43215

Miscellaneous

If you have any questions regarding classifications or any other part of this report, please contact the Arkansas Insurance Department, Accounting Division at 501-371-2605.

If you do not see that an insurer has cancelled their C of A please do not remove the insurer from the active list on your company listing.

NAIC Code

No Records

Redomesticated

If you have any questions regarding classifications or any other part of this report, please contact the Arkansas Insurance Department, Accounting Division at 501-371-2605.

If you do not see that an insurer has cancelled their C of A please do not remove the insurer from the active list on your company listing.

LIBERTY LIFE ASSURANCE COMPANY OF BOSTON

7/1/2010 NAIC Code **65315**

eff. 7-1-2010 Company (#65315) redomesticated from MA to NH (did NOT move its HO). tas

Statutory Home Address

175 BERKELEY STREET

BOSTON MA 02116

Mailing Address

100 Liberty Way

DOVER NH 03820

Torus National Insurance Company

1/1/2010 2:37:31 PM NAIC Code **25496**

eff. 4-30-2010 Company (#25496) redomesticated from CA to DE, moving its HO from San Diego, CA to Wilmington, DE. tas

Statutory Home Address

1209 Orange Street

Wilmington DE 198011120

Mailing Address

Harborside Financial Center Plaza

Suite 2900

Jersey City NJ 07311

TPA changes

If you have any questions regarding classifications or any other part of this report, please contact the Arkansas Insurance Department, Accounting Division at 501-371-2605.

If you do not see that an insurer has cancelled their C of A please do not remove the insurer from the active list on your company listing.

Third Party Administrator means any person, firm, or partnership which collects or charges premiums from which or adjusts or settles claims on residents of this state in connection with life or disability coverage provided by a self-insured plan or a multiple employer trust. The term third party administrator includes administrative services only contracts offered by insurance companies.

ExIService Philipines, Inc.

Effective 7/30/2010

Contact person Mr Lazbart Oseni

Mailing Address

10, Exchange Place, Suite 2200

Jersey City NJ 07302

Massachusetts Benefit Administrators LLC d/b/a/ Blue Benefit Administrators of

Effective 7/20/2010

Contact person Richard Greenhalgh

Mailing Address

Landmark Center

401 Park Drive

Boston MA 02215

Novologix, Inc.

Effective 7/1/2010 12:41:39 PM

Contact person Terri Stamm, Director, Quality & Co

Mailing Address

10400 Viking Drive, Suite 200

Eden Prairie MN 55344

TCS e-Serve International Limited

Effective 7/20/2010

Contact person Ragavendran Ranganathan

Mailing Address

1000 Summit Drive

Milford OH 45150

VALIC Retirement Services Company

Effective 7/31/2010

Contact person Debbie Herzog

Mailing Address

2929 Allen Parkway

Houston TX 77019

Monday, August 02, 2010

Page 1 of 1

Accredited Reinsurer

If you have any questions regarding classifications or any other part of this report, please contact the Arkansas Insurance Department, Accounting Division at 501-371-2605.

ACCREDITED REINSURER, TRUSTEED REINSURERS, either hold an Arkansas C/A here, or are not licensed (not authorized) but are allowed to act as a reinsurer for domestic Arkansas insurers, under conditions set for under ACA 23-62-305(c) AND FOLLOWING: (c) Credit shall be allowed when the reinsurance is ceded to an assuming insurer which is accredited as a reinsurer in this state. An accredited reinsurer is one which: (1) Files with the Insurance Commissioner evidence of its submission to this state's jurisdiction; (2) Submits to this state's authority to examine its books and records; (3) Is licensed to transact insurance or reinsurance in at least one (1) state, or, in the case of a United States branch of an alien assuming insurer, is entered through and licensed to transact insurance or reinsurance in at least one (1) state; and (4) Files annually with the commissioner a copy of its annual statement filed with the insurance department of its state of domicile and a copy of its most recent audited financial statement; and either: (A) Maintains a surplus as regards policyholders in an amount which is not less than twenty million dollars (\$20,000,000) and whose accreditation has not been denied by the commissioner within ninety (90) days of its submission; or (B) Maintains a surplus as regards policyholders in an amount less than twenty million dollars (\$20,000,000) and whose accreditation has been approved by the commissioner.

NAIC Code

No Records

Fraternal

If you have any questions regarding classifications or any other part of this report, please contact the Arkansas Insurance Department, Accounting Division at 501-371-2605.

FRATERNALS - § 23-74-101. Any incorporated society, order, or supreme lodge, without capital stock, including one exempted under § 23-74-704(a)(2), whether incorporated or not, conducted solely for the benefit of its members and their beneficiaries and not for profit, operated on a lodge system with ritualistic form of work, having a representative form of government, and which provides benefits in accordance with this chapter, is hereby declared to be a fraternal benefit society.

Catholic Financial Life

7/7/2010 NAIC Code 56030

eff. 6-17-2010 Company (#56030) changed it

Statutory Home Address

1100 West Wells Street

Milwaukee WI 532332316

Mailing Address

1100 West Wells Street

Milwaukee WI 532332316

Charitable Annuities

If you have any questions regarding classifications or any other part of this report, please contact the Arkansas Insurance Department, Accounting Division at 501-371-2605.

CHARITABLE ANNUITIES - ACA 23-63-201 (d), in pertinent part (d)(1)(A) The commissioner may, in his or her reasonable discretion guided by the standards herein contained and consistent with the purpose hereinafter set forth, issue a special permit to make fixed-dollar life-only annuity agreements with donors to any duly organized domestic or foreign nonstock corporation or association conducted without profit and engaged in active operation for at least five (5) years prior thereto solely in bona fide charitable, religious, missionary, educational, or philanthropic activities. (B) The commissioner may approve the issuance of a permit to such a corporation or association that has not itself been engaged in active operation for five (5) years if he or she is reasonably satisfied that the entity is affiliated with a corporation or association of this description that has been in operation for such a period and that there is readily available to the entity requesting the permit an adequate level of management expertise. (C) The permit shall authorize the corporation or association to receive gifts of money conditioned upon, or in return for, its agreement to pay an annuity to the donor, or his or her nominee, and to make and carry out the annuity agreement.

Conway Regional Health Foundation, Inc.

7/8/2010 NAIC Code CH 172

Statutory Home Address

2302 College Avenue

Conway AR 72034

Mailing Address

2302 College Avenue

Conway AR 72034

International Rescue Committee, Inc.

7/8/2010 NAIC Code CH171

Statutory Home Address

122 East 42nd Street

New York NY 101681289

Mailing Address

122 East 42nd Street

New York NY 101681289

Purchasing Group

If you have any questions regarding classifications or any other part of this report, please contact the Arkansas Insurance Department, Accounting Division at 501-371-2605.

(1) Has as one of its purposes the purchase of liability insurance on a group basis; (2) Purchases such insurance only for its group members and only to cover their similar or related liability exposure, as described in subdivision J(3) of this section; (3) Is composed of members whose businesses or activities are similar or related with respect to the liability to which members are exposed by virtue of any related, similar, or common business, trade, product, services, premises, or operations; and (4) Is domiciled in any state; A purchasing group is not an insurance company. They are not an insurance agency. They do not sell insurance. They and their members are purchasers of insurance. They are a group of people or businesses that form a purchasing group to BUY insurance. They do not receive a license.

NAIC Code

No Records

Professional Employer Organizations

Act 1750 requires that Employee Leasing Firm (ELF) be changed to Professional Employer Organizations (PEO).

If you have any questions regarding classifications or any other part of this report, please contact the Arkansas Insurance Department, Accounting Division at 501-371-2605.

An employee leasing firm is a business that leases workers to a client company. They provide all of the functions of a human resource department. The leasing firm is a consumer of insurance but they are also an employer. If they lease employees to any business in Arkansas, then they are considered as "doing business in Arkansas". They may be a sole proprietor, partnership, limited liability company or corporation. The Insurance Dept. routinely checks to see that the applicants are registered or have applied for registration with the Arkansas Secretary of State before granting a license.

NAIC Code

No Records

Appendix 3

Database Views (Information Systems)

The requested views will allow existing collateral applications to continue their read only access to the Licensing database.

Arkansas Insurance Department Licensing Database View List

All fields listed for view_Company view deal with core information pertaining to Insurance Company data.			
view_Company			
VIEW/FIELD NAME	FIELD VALUE	FIELD TYPE	LENGTH
vCCONam	Company Name	Numeric	120
nCCONAIcNum	National Association Insurance Commissioners #	VarChar	7
nCCOFid	Federal identification #	Numeric	5
nCCOCpafNum	Unique Company #	Numeric	5
nCCOGroupNum	NAIC Group #	Numeric	5
tCCORem	Company Remarks	Text	16
cCCOOrgTyp	Organization Type	Char	3
dCCOEfDt	Effective Date	DateTime	8
dCCOUpdDt	Update Date	DateTime	8
cCCOUpdUser	Update User	Char	8
cCCOUseFlag	Use Flag	Char	1
nCCOOldCompCd	Old Company Code	Numeric	5
cCCOPrefix	Company Prefix	Char	5
vCCOAbbrNam	Abbreviated Company Name	VarChar	120
cCCOPrimSecY_N	Primary Section Flag	Char	1
nCCOPrimeCpafNum	Primary Unique Co. ID #	Numeric	5
cCCODomCod	Domicile Code	Char	1
vCCOLStCtry	State Country	VarChar	20
nCCODmvNum	Dept of Motor Vehicles #	Numeric	5
nCCOPlnCptl	Company Paid In Capitol	Numeric	9
nCCOAtHdCptl	Authorized Capitol	Numeric	9
vCCOLicSec	License Section	VarChar	10
dCCOIncDt	Incorporation Date	DateTime	8
dCCOFilDt	Filed Date	DateTime	8
dCCOAptdt	Appointment Date	DateTime	8
cCCOOutCod	Reason code for non active	Char	2
dCCOOutDt	Date not active in AR	DateTime	8
nCCOOutnum	Non-Active Status #	Numeric	5
vCCOOutRsn	Out Reason	VarChar	255
dCCOChrtFilDt	Charter File Date	DateTime	8
dCCOChrtApprDt	Charter Approved Date	DateTime	8
dCCOChrtEffDt	Charter Effective Date	DateTime	8
dCCOTermDt	Termination Date	DateTime	8
cCCOApprAgnt	Approved Agent	Char	1
cCCOExmReqd	Exam Required	Char	1
cCCOTyp	Company Type	Char	2
cCCOAltTyp	Alternate Type	Char	5
cCCOStat	Company Status	Char	1
dCCOStatDt	Status Date	DateTime	8
cCCOIssuLic	Issue License	Char	1

nCCOArtNum	Company Article #	Numeric	5
dCCODatedDt	Dated Date	DateTime	8
dCCOUpdDt	Update Date	DateTime	8
COMPANYID	Company Identifier	Numeric	9

All fields listed for view_CAddress table deal with address information pertaining to Insurance Company address data.

view_CAddress

VIEW/FIELD NAME	FIELD VALUE	FIELD TYPE	LENGTH
vCADContNam	Contact Name	VarChar	120
vCADAddr1	Address 1	VarChar	50
vCADAddr2	Address 2	VarChar	50
vCADAddr3	Address 3	VarChar	50
vCADCty	City	VarChar	20
cCADSt	Sate	Char	2
cCADZip	ZIP	Char	10
cCADAddType	Address Type	Char	3
nCADCpafNum	Unique Company #	Numeric	5
cCADCnty	County	Char	4

All fields listed for view_LAddress table deal with address information pertaining to Insurance Producers and Agency's data.

VIEW_LAddress

VIEW/FIELD NAME	FIELD VALUE	FIELD TYPE	LENGTH
nLADEntId	Producer/Agency Identifier	Numeric	5
nLADAddrId	Address Identifier	Numeric	5
vLADPOBox	Post Office Box	VarChar	30
cLADCnty	County	Char	4
nLADPhnNum	Phone #	Numeric	9
nLADFaxNum	Fax #	Numeric	9
dLADeffDt	Effective Date	DateTime	8
dLADTermDt	Termination Date	DateTime	8
cLADUpdUser	Update User	Char	8
dLADUpdDt	Update Date	DateTime	8
cLADAddrTyp	Address Type	Char	3
cLADCountry	Country	Char	5
vLADExtNum	Extension #	VarChar	5
cLADInsUser	User who inserted record	Char	8
dLADInsDt	Date user inserted record	DateTime	8
vLADContactNam	Contact Name	VarChar	120
vLADAddr1	Address 1	VarChar	50
vLADAddr2	Address 2	VarChar	50
vLADCty	City	VarChar	30
cLADSt	State	VarChar	20
cLADZip	ZIP	Char	10
cLADAddrTyp	Address Type	Char	3

All fields listed for view_CAddressHis table deal with core information pertaining to Company Address History data.				
view_CAddressHis				
VIEW/FIELD NAME		FIELD VALUE	FIELD TYPE	LENGTH
dCAHUpdDt		Update Date	DateTime	8
cCAHUpdUser		Update User	Char	8
vCAHComment		Comments	VarChar	255

All fields listed for view_COrgType table deal with core information pertaining to Insurance Company Organization Type data.				
view_COrgType				
VIEW/FIELD NAME		FIELD VALUE	FIELD TYPE	LENGTH
vCOTDesc1		Organization Type Text	VarChar	255

All fields listed for view_ChronHis table deal with Chronical History information pertaining to Insurance Company data.				
view_CChronHis				
VIEW/FIELD NAME		FIELD VALUE	FIELD TYPE	LENGTH
vCCHCompNam		Company Name	VarChar	120
dCCHTranDt		Transaction Date	DateTime	8
vCCHSurvivor		Surviving Company	VarChar	255
tCCHNote		Notes	Text	16
cCCHUpdUser		Update User	Char	8
dCCHUpdDt		Update Date	DateTime	8

All fields listed for view_LClassAddress table deal with Class Address information pertaining to Insurance Company data.				
view_LClassAddress				
VIEW/FIELD NAME		FIELD VALUE	FIELD TYPE	LENGTH
cLCAClss		Class Address	Char	3
cLCAAddrTyp		Class Address type	Char	3

All fields listed for view_LLicenseClass table deal with License Class information pertaining to Insurance Company data.				
view_LLicenseClass				
VIEW/FIELD NAME		FIELD VALUE	FIELD TYPE	LENGTH
dLLCStatDt		Status Date	DateTime	8
cLLCStat		Status of Producer/Agency	Char	1
dLLCEffDt		Effective Date	DateTime	8
dLLCExpDt		Expiration Date	DateTime	8

All fields listed for view_LMaster table deal with License Master information pertaining to Insurance Company/Producer/Agency data.

view_LMaster

VIEW/FIELD NAME	FIELD VALUE	FIELD TYPE	LENGTH
nLMSEntId	Producer / Agency Entity	Numeric	5
vLMSLNam	Last Name	VarChar	50
vLMSFNam	First Name	VarChar	120
vLMSMNam	Middle Init	VarChar	50
nLMSSSNFID	Social Security #	Numeric	5
nLMSLicNum	License #	Numeric	5
cLMSBustyp	Business Type	Char	1
cLMSPre	Agency Prefix	Char	3
vLMSTtl	Agency Officer Title	VarChar	10
dLMSDOB	Date of Birth	DateTime	8
cLMSGend	Gender	Char	1
vLMSEMailAddr1	Mailing Address 1	VarChar	60
vLMSEMailAddr2	Mailing Address 2	VarChar	60
nLMSTempLicNum	Temporary License #	Numeric	5
dLMSPOADt	Power of Attorney Date	DateTime	8
cLMSIsSublic	Is Sub-licensee Flag	Char	1
nLMSPrimBC	Primary Blue Card	Numeric	5
cLMSHasSatOffc	Has Satellite office	Char	1
cLMSIsDesgEmp	Designate Employee Flag	Char	1
cLMSPartTyp	Agency Partnership Type	Char	4
cLMSHasSubLic	Has Sub License	Char	1
cLMSHasActDesgEmp	Has Designate Employee	Char	1
cLMSBusTypTrfdFlg	Business Type Transferred Flag	Char	1
nLMSsecBC	Secondary Blue Card	Numeric	5
nLMSIsPInstructor	Instructor Pre-License	Numeric	5
nLMSIsPProvider	Provider Pre-License	Numeric	5
nLMSIsPDesignate	A designate Pre-License	Numeric	5
nLMSIsCInstructor	An Instructor Continuing Education	Numeric	5
nLMSIsCProvider	Provider Continuing Education	Numeric	5
nLMSIsCDesignate	Designate Continuing Education	Numeric	5
nLMSIsCAffiliate	Affiliate Continuing Education	Numeric	5
cLMSIsTBAFlg	Doing Business As Flag	Char	1
cLMSIsDMVEst	Department of Motor Vehicles Estimate	Char	1
dLMSIncDt	Incorporation Date	DateTime	8
cLMSIncSt	Incorporation Date	Char	2
nLMSExamId	Examination Identification	Numeric	5
dLMSRcvdDt	Received Date	DateTime	8

cLMSSSNProtect	Social Security # Protected Flag	Char	1
vLMSCrossRef	Cross Reference/Alias	VarChar	120
cLMSUpdUser	Update User	Char	8
dLMSUpdDt	Update Date	DateTime	8
nLMSMobile	Mobile #	Numeric	9
nLMSPager	Pager #	Numeric	9
nLMSULAddrOfRecord	Address of Record	Numeric	5
vLMSWebAdd	Web Address	VarChar	50
ORGID	Organization Identification	Numeric	9
INDIVIDUALID	Individual Identification	Numeric	9
cLMSInsUser	Insert User	Char	8
nLMSNPNIId	National Producer # Identification	Numeric	5

Appendix 4

Web Page Searches (Accounting, Legal, License)

[Home](#)

Business Entity Search Page

Please enter criteria into the Business Entity Search box below. Data will be returned in the results portion of the page. For further information on the License number and if more detail is available, it will be provided. If you would like to see further detail of an entity's address, click [here](#).

Business Entity Search

Entity Name	a
License	
Tax Id Number	(Leave off leading zeros)
License Type	
Records per page	Select Value
Search	

Results

<u>License</u>	<u>Entity Name</u>	<u>Address</u>	<u>City</u>	<u>State</u>	<u>Zip</u>	<u>License Type</u>	<u>Status</u>	<u>Email Address</u>
247826	BLAKLEY CROP HAIL, INC	100 SE 9TH STREET	TOPEKA	KS	66612	Non-Resident Agency	Inactive	
247873	BORDEN PERLMAN INSURANCE AGENCY INC [THE]	2000 Lenox Drive, Ste 202	LAWRENCEVILLE	NJ	08648	Non-Resident Agency	Active	dborden@bordenperlm
247828	Conner Strong Companies, Inc	PO BOX 989	MARLTON	NJ	08053	Non-Resident Agency	Active	Kread@connerstrong.
247654	Great Outdoors RV LLC	4622 Stadium Blvd	Jonesboro	AR	72404	Resident Agency	Inactive	
299111	Hilb Rogal & Hobbs of New Jersey, LLC	P O Box 5005	Mt Laurel	NJ	08054	Non-Resident Agency	Inactive	nanette.rollo@hrh.cor
234976	Option One Insurance Agency, Inc	3 Ada	Irvine	CA	92618	Non-Resident Agency	Inactive	desha.deats@oomc.co
245780	ROEDING GROUP COMPANIES, INC	2734 CHANCELLOR DRIVE	CRESTVIEW HILLS	KY	41017	Non-Resident Agency	Inactive	pvinson@roeding.com
255818	TRADERS INSURANCE CONNECTION INC.	8916 TROOST AVE	KANSAS CITY	MO	64131	Non-Resident Agency	Inactive	
255818	TRADERS INSURANCE	P.O. Box 5397	Kansas City	MO	64131	Managing General Agency	Inactive	

[AID Home](#)

Arkansas Insurance Department Producer Continuing Education Information

If the CE lookup yields results other than expected, please contact the License Division at 501.371.2750

ALERT: The insurance code governing the number of continuing education hours required changed on January 1, 2010. Beginning in 2011, you will be required to complete 12 hours of continuing education, which includes 2 hours in ethics. Please see the [Summary of Changes to Rule 50](#) for more information.

Search Criteria

First Name	a
Last Name	
License	
<input type="button" value="Search"/>	

Click License number for more information

Results

License	Last Name	First Name	Middle Name	Address	City	State	Zip	Licenses	Status
253663	ABAD	ANDREA		NEW EMPIRE ENTERTAINMENT/TRUMAN VAN DYKE COMPANY 6767 FOREST LAWN DR STE 301	LOS ANGELES	CA	900681052	Non-Resident Producer	Active
374237	Abaza	Amber	L	180 Dodge Place	Hot Springs	AR	71913	Resident Producer	Active
345107	Abbassi	Amir	Fariborz	P O Box 57016	Irvine	CA	92619	Non-Resident Adjuster	Active
29571	ABBOTT	ANGELA	KAY	601 FREEDOM DRIVE	WALNUT RIDGE	AR	72476	Resident Producer	Active
351607	ABBOTT PALMER	ASHLEY		1817 W BROADWAY	COLUMBIA	MO	652031107	Non-Resident Producer	Active
316253	ABEL	ARTHUR	WILLIAM	STONEBRIDGE LIFE INSURANCE CO	EXTON	PA	193411155	Non-Resident Producer	Inactive
283624	Abell	Ashley	R	109 DEVON	SHERWOOD	AR	72120	Resident Producer	Inactive
377165	ABELLA	ANTONIO		6150 CHAPMAN FIELD DR	PINECREST	FL	331567144	Non-Resident Producer	Active
320734	Ablondi	Aaron	S					Resident Producer	Inactive
328026	ABRAMOVICH	ADRIENNE	H	5100 GRANIAM CT	MCKINNEY	TX	75070	Non-Resident Producer	Active
	Abrams-			18110 FOREST CEDARS DR			770845972	Non-	

[Home](#)

Arkansas Insurance Department

Agency Appointment History Search

You can enter the either the Agency Name or License Number below to review the history of appointments for an Agency. You may click the header of any column to sort by that column. If you have questions regarding information on this page, please contact the License Division at 501.371.2750.

Search Agency History

Agency Name	<input style="width: 95%;" type="text"/>
License Number	<input style="width: 80%;" type="text"/>
<input type="button" value="Search"/>	

Agency

License Number	Agency Name
No records	

Results

Name	Agency Class	Agent Class	Eff Dt	Term Dt
EDENFIELD, PAUL	RG	RP	02/01/1999	10/09/2003
EDENFIELD, PAUL	RG	RLP	02/01/1999	10/09/2003
SALLINGS, DEBORAH KAY	RG	RP	12/03/1993	03/20/1995
HAYWOOD, GLENDA LOU	RG	RP	09/07/1978	06/06/2000
PENFIELD, CHARLES EDWARD	RG	RP	12/08/1980	07/06/2010
PIERCE, WILLIAM LANE	RG	NP	01/15/1987	11/10/2002
PIERCE, WILLIAM LANE	RG	RP	01/15/1987	11/10/2002
HARRISON, GINGER JANE	RG	RP	08/12/1993	08/22/1996
COLLINS, JOHNNY CLAY	RG	RP	08/06/1997	
BLACKWELL, PAULA ODELL	RG	RP	07/26/1994	10/20/1998
MILLS, WILLIAM CAURICE	RG	RP	03/30/1993	12/10/1998
SMITH, LINDA J.	RG	RP	02/05/1991	07/30/2003
GRIFFIN, BOBBY JOE	RG	RP	05/20/1994	11/15/1999
LANCASTER, SHANNON LEE	RG	RP	02/04/1985	
BENSON, DANNY ROSS	RG	RP	07/27/1979	
TRAMMEL, KAREN ANGELA	RG	RP	12/17/1997	07/30/1999
TRAMMEL, KAREN ANGELA	RG	RC	12/17/1997	07/30/1999
SIMS, RALPH FLYNN	RG	RP	04/08/1997	09/25/2003
SIMS, RALPH FLYNN	RG	RC	04/08/1997	09/25/2003

Producer Search Page

Producer Licenses

First Name	
Last Name	
License	
License Type	Non-Resident Adjuster
Records per page	Select Value
Search	

Click License number for more information

<u>License</u>	<u>Last Name</u>	<u>First Name</u>	<u>Middle Name</u>	<u>Address</u>	<u>City</u>	<u>State</u>	<u>Zip</u>	<u>Licenses</u>	<u>Status</u>
291	OSMOND	WAYNE	MARK	3144 NW 21	OKLAHOMA CITY	OK	73107	Non-Resident Adjuster	Active
385	HEDGEPEETH	RICHARD	LEE	5694 Santiago Cr	Boca Raton	FL	33433	Non-Resident Adjuster	Active
181196	Ford	Brett	Franklin	9185 Morning Ridge 203	Cordova	TN	38016	Non-Resident Adjuster	Active
20757	Brown	Jeffery	Scott	501 Davis Rd Apt F202	League City	TX	77573	Non-Resident Adjuster	Active
23303	HAYES	RICKEY	LEROY	19804 E 36th St	Broken Arrow	OK	74014	Non-Resident Adjuster	Active
25114	Farnum	Stephanie	M	357 Russfar Road	Pineville	MO	64856	Non-Resident Adjuster	Active
32576	FISHER	RICK	DEAN	1510 FROSTWOOD DR	TYLER	TX	757037514	Non-Resident Adjuster	Active
32734	NERREN	DANNY	MARK	1520 ORCHID CT	FLOWER MOUND	TX	750283685	Non-Resident Adjuster	Active
32826	COYLE	GEORGE	RICHARD	9205 Preston Rd	Denison	TX	75020	Non-Resident Adjuster	Active
33231	THIBODEAUX	ROGER	PAUL	103 SILVER CREEK CR	LAFAYETTE	LA	70508	Non-Resident Adjuster	Active
33463	GILLEY	KEITH	ALAN	109 RUE RONDELET	WEST MONROE	LA	712912156	Non-Resident Adjuster	Active
33963	THOMAS	RALPH	EDWARD	8904 EAST SUNNY DRIVE	CLAREMORE	OK	74017	Non-Resident Adjuster	Active

[home](#)

Arkansas Insurance Department - Agent by Qual Type Search

Welcome to the Arkansas Insurance Department Agent by Qual Type search page. You **MUST** enter a Qual Type to begin your search. If your search request is complete you may sort it by any column simply by clicking the column title. **This search shows ACTIVE Agents only**

Select Qual Type

Qual Type	Pre-paid Legal
Records per page	Select Value
Search	

License	First Name	M Name	Last Name	Qual Type	Eff Dt	Exp Dt	Mailing Address	Phone Number
7224 RONALD	L.		THOMAS	PPL	08/28/10	08/27/11	504 S INVERNESS LANE YORKTOWN, IN 47396	7652844443 RON. THOM
7224 RONALD	L.		THOMAS	PPL	08/28/10	08/27/11	UNITED INSURANCE AGENCIES INC 220 S. WALNUT PLAZA MUNCIE, IN 47305	7652844443 RON. THOM
257900 HERBERT	LEE		CLICK	PPL	02/12/10	02/11/11	113022 S 4770 RD MULDROW, OK 74948	4792855978 herbclick@sl
319941 TRINA	JUNE		BICKHAM	PPL	03/04/10	03/03/11	408 LONGHORN ROAD MAUD, TX 75567	9036712499 tjpdickham
320649 DONALD	GENE		BENSON	PPL	04/17/10	04/16/11	P.O. BOX 1609 EUFAULA, OK 74432	9186897483 bensond@ex
320650 KARIN	NMN		BENSON	PPL	04/08/10	04/07/11	P.O. BOX 1609 EUFAULA, OK 74432	9186897483 bensond@ex
282047 RODNEY	ANSON		JEFFERY	PPL	04/18/10	04/17/11	1110 WILDLEAF COVE MEMPHIS, TN 38116	9014877170 rodney@rjef
321897 KURT	RICHARD		SCHWAMBERGER	PPL	10/06/10	10/05/11	9313 FAWN RIDGE ROAD STANWOOD, MI 49346	6168554270
268078 John	Michael		Sanders	PPL	08/28/10	08/27/11	PO BOX 1804 SAND SPRINGS, OK 74063	9185216008 sanders@my
330772 DUSTIN	PATRICK		WHITE	PPL	07/02/10	07/01/11	C/O LICENSING DEPT. 565 METRO PL S	1847834304 licensing@in

[DataServices Home](#)

Producers by Ci

Please fill criteria in the Search menu, and records found will be displayed in the Results portion of the page. If you need more in

This search contains only **Active Agents**.

Enter City or Zip

City	OR
Zip	
Records per page	Select Value
Search	

<u>Lic#</u>	<u>Last Name</u>	<u>First Name</u>	<u>Middle Name</u>	<u>Address 1</u>	<u>City</u>	<u>State</u>	<u>Zip</u>	<u>Phone</u>	
3150	SCANLON	KEVIN	MICHAEL	111 CENTER STREET	LITTLE ROCK	AR	72201	5013772526	LI &AHS
7095	WAGNER	NATHAN	SCOTT	119 EAST THIRD STREET	LITTLE ROCK	AR	72201	5012164001	LI CROP
14292	BROCKINTON	STEVEN	DWAIN	315 W 3RD STREET	LITTLE ROCK	AR	72201	5013749300	PROP CAS SUI
14523	CANADA	BRADLEY	SETH	5 STATEHOUSE PLAZA	LITTLE ROCK	AR	72201	5016872265	CRI TI
14523	CANADA	BRADLEY	SETH	5 STATEHOUSE PLAZA	Little Rock	AR	72201	5016875117	CRI TI
23935	KANE	MAX	THOMAS	1701 No Spruce	Little Rock	AR	72201		LI AHS VP
27203	WHITFIELD	BOBBY	JACKSON	111 CENTER ST	LITTLE ROCK	AR	72201	5013773473	LI PROP CAS
30268	CARTER	JOE	STANLEY	124 W CAPITOL AVE	LITTLE ROCK	AR	72201	5018012780	LI HMDT AHS
45273	RICHMOND	JEFFREY	MARTIN	200 S. COMMERCE	LITTLE ROCK	AR	72201	5012247385	AHS LI VP
68876	MATTHEWS	CHARLES	DAWSON	1001 LA HARPE BLVD	LITTLE ROCK	AR	72201	5012247400	LI
167552	WEDGEWORTH	CAMERON	HEATH	1401 WEST CAPITOL AVE	LITTLE ROCK	AR	72201	5016601118	AHS
204149	Bowman	William	W	111 Center Street	Little Rock	AR	72201	5013778331	LI AHS VP
211389	SWINDLE	KRISTOPHER	BLAKE	119 E THIRD ST STE 200	LITTLE ROCK	AR	72201	5012104000	LI AHS

[Home](#)

Arkansas Insurance Department - Company Search

Welcome to the Arkansas Insurance Department Company Search page. You may enter the Company Name, NAIC Number, or Company Type to begin your search. You do not need to fill in all fields. Once your data request is complete you may sort it by any column simply by clicking the column title.

The Status of "**A**" reflects an active Company, and an "**I**" is inactive . You will find this data in the Status column.

Can't find the Company you seek? Please visit our [Former Company Name Lookup](#)

If the Company name you seek does not appear on this site, it does not necessarily confirm that the Company is not licensed to do business in the state of Arkansas, as the Company about which you are inquiring may be licensed under a different name. For confirmation, please contact our Consumer Services Division at 501.371.2640 or 800.852.5494.

Name	<input type="text" value="a"/>
NAIC ID	<input type="text"/>
Company Type	Select Value <input type="text"/>
<input type="button" value="Search"/>	

Records

NAME	NAIC	TP	STAT	STDT	ADDR	Phone	Pwr Lines
ACORD	R0001	AO	A	2/18/1998	P O BOX 1529 PEARL RIVER, NY 109658529	8456201700	
AIPSO	R0002	AO	A	3/19/1998	302 CENTRAL AVENUE JOHNSTON, RI 02919	4015281304	
ALLIANCE OF AMERICAN INSURERS	R0003	AO	I	2/22/1999	3025 HIGHLAND PARKWAY SUITE 800 DOWNERS GROVE, IL 605151289		
AMERICAN ASSOCIATION OF INSURANCE SERVICES	R0004	AO	A	2/19/1998	1745 NAPERVILLE RD WHEATON, IL 601878132	6306818347	
FACTORY MUTAL SERVICES BUREAU		AO	I	1/1/2000	1151 BOSTON- PROVIDENCE TPK NORWOOD, MA 02062	7812554170	
HIGHWAY LOSS DATA INSTITUTE	R0005	AO	A	9/20/1979	1005 N GLEBE ROAD SUITE 300 ARLINGTON, VA 22201		
INDEPENDENT STATISTICAL SERVICE INC	R0015	AO	A	7/7/2004	2600 S RIVER RD DES PLAINES, IL 60018	8475533747	
INSURANCE RESEARCH COUNCIL		AO	I	5/17/2000	P O BOX 3025 MALVERN, PA 193553402	6106442212	
INSURANCE					2828 E TRINITY MILLS		

http://www.insurance.arkansas.gov/is/companysearch/CoSearch.asp?s_NAME=a&s_NAICID=&s_CoTY... 1/28/2011

[Home](#)

Welcome to the Arkansas Insurance Department's Search for **Company Appointments page**. This page displays ACTIVE appointments only. Please enter a valid NAIC number and press the Search button. Once data is returned you may sort by simply clicking on the row headers.

Printing: Due to the amount of data returned, you will need to use the Landscape setting located in the printer preferences of your browser.

[RENEWAL INVOICE LOOK UP SEARCH](#)

If you have questions or comments regarding this page please call 371.2657.

Search Company Appointments

Naic ID	91642
<input type="button" value="Search"/>	

Company Summary

Company	Naic ID	Co Type
FORETHOUGHT LIFE INSURANCE COMPANY	91642	LD

Appointment Data

Agency	LName	FName	MName	Suf	Lic No	LOAs	Appt Date	TermDate	TermReason
	Ahne	Amanda	M		275919	LI	12/21/2007		
	ALEXANDER	MARK	A.		301173	LI	8/21/2008		
	ALLISON	WILLIAM	MULLER		207206	LI	3/11/2008		
	AMBEAU	MYRAN	CARL		8352	FNE,LI	5/5/2009		
	ANDERSON	KENNETH	OTTO		10082	LI	1/17/2008		
	BAKER	ROGER	WILLIAM		9082	LI	7/23/2007		
	Bauer	Dean	M		375689	LI	11/12/2010		
	BEALE	CHARLES	WALTER	III	119207	LI	7/23/2007		
	BENTON	ELTON	RAY	SR	18753	LI	4/1/2008		
	BETTIS	TONY BOB			13622	LI	11/2/2010		
	BEYLER	BRIAN	L		169632	LI	4/10/2008		
	BLOODWORTH	SAMUEL	BOSWELL		97626	LI	10/16/2007		
	Bodie	Teresa			363537	LI	11/2/2010		
	BOLES	JERRY		PARTNER	333650	LI	12/16/2010		
	Bomkamp	Gregg	Anthony		297854	LI	3/10/2009		
	BOYKIN	LORAN	ALVIS		296200	FNE,LI	5/5/2009		
	BRIGGS	LINDSAY	GALE		361910	FNE	2/28/2010		
	BROOKINGS	STEVEN	BARRY		22546	LI	9/21/2007		
	BROOKS	STACY	GENE		195945	LI	11/6/2008		
	Brower	Michael	Shawn		335995	FNE	7/31/2008		
	Brown	Dennis	Michael		50839	LI	8/6/2008		
	BROWN	STANLEY	C		133374	LI	10/11/2010		
	Buck	Anthony	Phillip		338210	LI	4/16/2009		
	BURGESS	ZOLA	MATHEWS		316081	LI	9/9/2008		
	Cantrell	William	Henry		76642	LI	8/27/2008		
	CARPENTER	JOHN	F.		265492	LI	6/4/2008		

[Home](#)

Welcome to the Arkansas Insurance Department's **Search for Company Service of Process Address Lookup** page. This page displays **ACTIVE** Companies only. Please enter a valid NAIC number or all/part of the Company name. If you would like further information on this or any Company, please also visit our [Company Search page](#).

Once data is returned you may sort by simply clicking on the top of any given row.

If you have questions or comments regarding this page please call the Arkansas Insurance Department Legal Division at 501.371.2820 or email them at, insurance.legal@arkansas.gov.

Search Service of Process Addresses:

NAIC #	91642
Company Name	
<input type="button" value="Search"/>	

List of Company SOP

NAIC #	Company Name	Agent for Service of Process	Address 1	Address 2	Address 3	City	State	Zip
91642	FORETHOUGHT LIFE INSURANCE COMPANY	POETTKER, KASEY	FORETHOUGHT CENTER			BATESVILLE	IN	47006
1 of 1								

[Home](#)

Arkansas Insurance Department - PL Provider

Welcome to the Arkansas Insurance Department's **Pre Licensing Provider Webpage**. This page shows only **ACTIVE** PL Providers. Simply enter the name, or part of the name, of the provider you wish to see. You may also lookup results by Provider ID.

If you would like to see more detailed data on a Provider, please visit either the [PL Course webpage](#), or the [Pre License Instructors webpage](#). You may also type a "%" in the Provider Name field to pull all of the Providers at once.

Search Lic PLProv

Provider Name	<input type="text" value="a"/>
Prov ID	<input type="text"/>
<input type="button" value="Search"/>	

List of Lic PLProv

Prov ID	Provider Name	Addr1	Addr2	City	St	Zip	Phone Number
1	A+ SEVIER INSURANCE TRAINING	2508 MT. MORIA C-504	PERIMETER OFFICE PARK	MEMPHIS	TN	38115	901-565-0056
6	ARKANSAS STATE UNIVERSITY TECHNICAL CENTER	P O BOX 280		MARKED TREE	AR	72365	870-358-2117
11	GARRETT & ASSOCIATES	1500 WEST THIRD	P O BOX 58	HOPE	AR	71801	870-777-6115
12	HOT SPRINGS SCHOOL OF INSURANCE	436 BROADWAY		HOT S PRINGS	AR	71901	501-623-2617
13	ISTA	1506 MERRILL DR.	STE 200	LITTLE ROCK	AR	72211	501-228-2200
19	ARKANSAS NORTHEASTERN COLLEGE	P O BOX 1109		BLYTHEVILLE	AR	723161109	870-563-6911
23	UNIVERSITY OF CENTRAL ARKANSAS	201 DONAGHEY AVE. BBA 221		CONWAY	AR	72035	501-852-2360
25	PROFESSIONAL INSURANCE AGENTS OF ARKANSAS, INC.	10025 W Markham, Ste 150	STE 1 5	LITTLE ROCK	AR	72205	501-225-1645
22	PRIMERICA LIFE INSURANCE CO.	3120 BRECKINGRIDGE BLVD		DULUTH	GA	300990001	
34	ARKANSAS PRODUCER EDUCATOR	1815 NO. E		FORT SMITH	AR	72901	479-650-7543
37	AMERICAN NATIONAL INSURANCE	7058 W. SUNSET AVE.	STE 8	SPRINGDALE	AR	72762	479-717-2009
15	INDEPENDENT INSURANCE AGENTS OF ARKANSAS	5000 North Shore Drive		LITTLE ROCK	AR	72118	501-221-2444

1 of 1

[Home](#)**Long Term Care - One Time Training Course Listing**

<u>Course Name</u>	<u>Provider Name</u>	<u>Phone Number</u>
LTC INSURANCE NAIC-DRA PARTNERSHIP TRAINING	LTCI TRAINING.COM,LLC	(877) 603-2771
ARKANSAS LONG-TERM CARE: PROGRAMS, POLICIES & PARTNERSHIPS	WebCE, LL LLP	(972) 616-1122
DRA, NAIC, and LTC Training Partnership	LTC CONNECTION, LLC	(888) 582-3750
DRA, NAIC, and LTC Partnership Course	LTC CONNECTION, LLC	(888) 582-3750
NAIC 8 HOUR LTC PARTNERSHIP TRAINING	CORPORATION FOR LONG-TERM CARE CERTIFICATION	(866) 339-3900
LTC PROFESSIONAL TRAINING PROGRAM	AMERICAS HEALTH INSURANCE PLANS (AHIP)	(859) 692-2263
LTC-Cetification	NAIFA WESTERN ARKANSAS	(479) 650-7543
LONG-TERM CARE 5TH EDITIONS (DFS)	Kaplan Financial Education	(608) 779-5599
Long Term Care Required Training	Continuing Education Resources Inc.	(877) 710-7117
UIECE PARTNERSHIP LONG-TERM CARE POLICES	UNITED INSURANCE EDUCATORS, INC.	(800) 735-1155
First Prev 1 2 3 of 3 Next Last		

Records: 23

[Home](#)

Invoice Search Page

Please enter a valid NAIC into the Search for Invoice box below. Data will be returned in the Invoice portion of the page. For further information please contact the License Division at 501.371.2750.

Search for Invoice

NAIC	<input type="text" value="91642"/>
<input type="button" value="Search"/>	

Total Invoice
\$5786.00

Invoice

[Invoice Print View](#)

NAIC	Lic Num	Last Name	First Name	Agency Name	Class	Appt Dt	St	Ren Fee
91642	355070	Hamby	Mardell		RP	02/26/2010	AR	\$17.00
91642	355071	HAMBY	WINSTON		RP	08/26/2009	AR	\$20.00
91642	240770	Hibbing	Gary		NP	01/14/2010	OK	\$60.00
91642	240809	Mitchell	David		RP	04/05/2010	AR	\$20.00
91642	235903	HARRIS	JOHN		RP	12/27/2007	AR	\$17.00
91642	238580	WARD	TOMMY		RP	02/16/2009	AR	\$20.00
91642	249025		FAIRLANE FINANCIAL CORPORTATION		NG	02/15/2007		\$0.00
91642	239591	COLSON	PHILIP		NP	06/10/2009	CA	\$60.00
91642	239606	BRANTLEY	CHARLES		NP	05/08/2009	MS	\$60.00
91642	248392		USA Financial Distribution Corporation		NG	02/15/2007		\$0.00
91642	195945	BROOKS	STACY		RP	11/06/2008	AR	\$20.00
91642	168821	WATKINS	TARA		NP	10/26/2008	MS	\$60.00
91642	169632	BEYLER	BRIAN		RP	04/10/2008	AR	\$20.00
91642	76642	Cantrell	William		NP	08/27/2008	LA	\$60.00
91642	76912	LAGROSSA	CAMILLE		RP	04/17/2008	AR	\$20.00
91642	88661	SUDDUTH	JAMES		NP	10/16/2008	MS	\$60.00
91642	50589	KERNS	STEPHEN		NP	01/24/2007	TX	\$60.00
91642	60218	MOATES	WILLIAM		RP	05/09/2009	AR	\$20.00
91642	97626	BLOODWORTH	SAMUEL		RP	10/16/2007	AR	\$20.00
91642	43224	WILLIAMSON	KATHERINE		RP	03/26/2009	AR	\$20.00
91642	70099	Carter	Dwight		NP	04/03/2007	NC	\$60.00

[Home](#)

Arkansas Insurance Department - Address Lookup Page

Welcome to the Address Lookup Page. Please enter a valid NAIC# in the search field. If you have questions or comments regarding the data contained on this page, please contact our License Division at 501.371.2750. **Printing this page** : It is recommended to use the Landscape setting to print this page.

Address Type Key		
BL - Business Location	HO - Home Office	TB - TPA Business Location
CH - Charter Address	HOM - Statutory Home Office	TPA - Mailing Location
EX - Examination	LC - Licensing	
FI - Financial Statement	ML - Mailing Address	
GN - General	PE - Pre License Education	

Enter NAIC

NAIC	91642
<input type="button" value="Search"/>	

Results

NAIC	Company	Type	Contact	Address	E-Mail	Phone 1	Phone 2	Fax
91642	FORETHOUGHT LIFE INSURANCE COMPANY	HOM	GREER, ELAINE	FORETHOUGHT CENTER BATESVILLE,IN 47006		8129348236	8006480075	
91642	FORETHOUGHT LIFE INSURANCE COMPANY	LC	Attn: Agency Services	1 Forethought Center Batesville,IN 47006		8003318853		
91642	FORETHOUGHT LIFE INSURANCE COMPANY	ML	Judy Wickens	Senior Regulatory Analyst One Forethought Center BATESVILLE,IN 47006	judy_wickens@forethought.com	8129336814	0	8129336348

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[Home](#)

Business Entity Search Page

Please enter criteria into the Business Entity Search box below. Data will be returned in the results portion of the page. For further information on an entity you may click on the License number and if more detail is available, it will be provided. If you would like to see further detail of an entity's additions/deletions of Agents, please click [here](#).

Business Entity Search

Entity Name	<input type="text"/>
License	<input type="text"/>
Tax Id Number	<input type="text"/> (Leave off leading zeros)
License Type	<input type="text"/>
Records per page	Select Value <input type="text"/>
Search	

<u>License</u>	<u>Entity Name</u>	<u>Address</u>	<u>City</u>	<u>State</u>	<u>Zip</u>	<u>License Type</u>	<u>Status</u>	<u>Email Address</u>
No Records								

[Home Page](#)

Arkansas Insurance Department - CE Provider

Welcome to the Arkansas Insurance Department's **Continuing Education Provider Webpage**. This page shows only **ACTIVE** CE Providers. Simply enter the name of the provider you wish to see. You may also type a "%" in the Prov Name field to pull all of the Providers at once. You may sort on any column header simply by clicking the column name.

If you would like more detailed data on a Provider, please visit either the [CE Course & Instructor webpage](#), or the [Ethics Course Webpage](#).

ALERT: The insurance code governing the number of continuing education hours required changed on January 1, 2010. Beginning in 2011, you will be required to complete 12 hours of continuing education, which includes 2 hours in ethics. Please see the [Summary of Changes to Rule 50](#) for more information.

Search CE Providers

Prov Name	<input type="text" value="a"/>
Prov #	<input type="text"/>
<input type="button" value="Search"/>	

Results

Prov #	Prov Name	Addr1	Addr2	City	St	Zip	Phn Num
1131	UNITED INSURANCE EDUCATORS, INC.	8213 352ND ST E	ATTN: TONI AMELL	EATONVILLE	WA	98338-	8007351155
1151	ARKANSAS WORKERS COMP COMMISSION	Support Sevices Division Head	PO BOX 950	LITTLE ROCK	AR	722030950	5016822642
1153	AFFORDABLE-SUCCESS-FIRSTCHOICE-CLIENTELL CE	2 CORPORATE PLAZA DR.	STE 100	NEWPORT BEACH	CA	92660	9497069459
1159	FINANCIAL CAMPUS, INC.	SAENGER CONSULTING GROUP	6 VILLAGE RD. P O BOX 350	WATERVILLE VALLEY	NH	03215	8007119484
1160	AXA EQUITABLE LIFE INSURANCE COMPANY	C/O Quest Continuing Education Solutions	10850 West Park Place , STE 1000	Milwaukee	WI	53224	8775939966
1161	Arkansas Training Solutions	1790 AMELIA		CONWAY	AR	72034	5015058894
1164	GARRETT & ASSOCIATES SCHOOL OF INS	1500 WEST THIRD	P.O. BOX 58	HOPE	AR	71801-0000	8707776115
1169	INTERNATIONAL FOUNDATION OF EMPLOYEE BENEFIT PLANS	PO BOX 69		BROOKFIELD	WI	53008-0069	2623737642
1170	LORMAN BUSINESS CENTER, INC.	P.O. BOX 509	2510 ALPINE ROAD	EAU CLAIRE	WI	547020509	7158333940
1176	NATIONAL STRUCTURED SETTLEMENTS TRADE ASSOCIATION	c/o AHA/TopCat	P O Box 196717	Winter Springs	FL	32719	8667087575
1178	Hartford Life Distributors, LLC	1500 LIBERTY RIDGE DRIVE	STE 1500	WAYNE	PA	190875592	8005237798
1008	AMERICAN COLLEGE, THE	270 S. BRYN	ATTN Jane	BRYN MAWR	PA	190102196	6105261357

[Home](#)Title Insurance Continuing Education

<u>Course Name</u>	<u>Ethics</u>	<u>Provider Name</u>	<u>Credit Hours</u>	<u>Phone Number</u>
JONESBORO SEMINAR 2/23/08		ARKANSAS LAND TITLE ASSOCIATION	4	(501) 228-8237
Carry Over Title One		ARKANSAS INSURANCE DEPARTMENT	1	(501) 371-2750
Carry Over Title Two		ARKANSAS INSURANCE DEPARTMENT	2	(501) 371-2750
Carry Over Title Three		ARKANSAS INSURANCE DEPARTMENT	3	(501) 371-2750
Carry Over Title Four		ARKANSAS INSURANCE DEPARTMENT	4	(501) 371-2750
Carry Over Title Five		ARKANSAS INSURANCE DEPARTMENT	5	(501) 371-2750
Carry Over Title Six		ARKANSAS INSURANCE DEPARTMENT	6	(501) 371-2750
RESPA 101 For Settlement Agents		ARKANSAS LAND TITLE ASSOCIATION	4	(501) 228-8237
RESPA Reform: Deciphering the Rule		AMERICAN LAND TITLE ASSOCIATION	1	(800) 787-2582
ARKANSAS LAND TITLE CONTINUING EDUCATION PROGRAM	Yes	ARKANSAS LAND TITLE ASSOCIATION	4	(501) 228-8237
FIDUCIARY RESPONSIBILITY ESCROW ACCOUNTING AND FRAUD	Yes	Lawyers & Commonwealth Title Insurance Corporation	1	(901) 786-6030
THE DAWN OF A NEW DAY FOR TITLE INSURANCE	Yes	LENDERS TITLE COMPANY	4	(501) 225-3159
TITLE INSURANCE-A NEW DAY	Yes	LENDERS TITLE COMPANY	6	(501) 225-3159
ETHICS IN THE TITLE INDUSTRY	Yes	AMERICAN LAND TITLE ASSOCIATION	1	(800) 787-2582
2008 AGENCY UNDERWRITING SEMINAR	Yes	CHICAGO TITLE INSURANCE COMPANY	6	(205) 980-7485
ETHICS SEMINAR	Yes	ARKANSAS LAND TITLE ASSOCIATION	1	(501) 228-8237
LAWYERS & COMMONWEALTH TITLE AR SEMINAR	Yes	Lawyers & Commonwealth Title Insurance Corporation	2	(901) 786-6030
2009 EDUCATION SEMINAR	Yes	ARKANSAS LAND TITLE ASSOCIATION	6	(501) 228-8237
2009 TITLE SCHOOL - ETHICS	Yes	ARKANSAS LAND TITLE ASSOCIATION	1	(501) 228-8237
TITLE ETHICS - DUMMY COURSE	Yes	ARKANSAS INSURANCE DEPARTMENT	1	(501) 371-2750
First Prev 1 2 3 4 of 4 Next Last				

Records: 77

**Appendix
5**

EFT Report Format (Accounting)

Arkansas
Reinbursement
Report

Report Date 11/12/2010

Start Transaction

Date 10/25/2010

End Transaction Date 10/31/52010

Transaction Type:

Renewal

License No	Entity Name	Transaction Date	State Fee	Aithent Fee	Transaction Fee
1234	John Henry	10/31/2010	\$35.00	\$2.00	\$1.30
45678	John Wayne	10/31/2010	\$35.00	\$2.00	\$1.30
7890	John Mark	10/31/2010	<u>\$35.00</u>	\$2.00	\$1.30
		Records: 3	\$105.00		
6987	Henry Gibson	10/31/2010	\$45.00	\$2.00	\$1.60
54321	Henry Ford	10/31/2010	<u>\$45.00</u>	\$2.00	\$1.60
		Records: 2	\$90.00		
		Records: 5	\$195.00		

Appendix 6

Deposit Types (Finance)

ABB - Arkansas Bankers' Bank
AID - Arkansas Insurance Department
ATC - Arvest Trust Company, N.A.
BOA - Bank of America, N.A.
BOZ - Bank of the Ozarks
FFS - Firsttrust Financial Services
IBB - Iberiabank, fsb
MNB - Metropolitan National Bank
ONE - One Bank & Trust, N.A.
RGB - Regions Bank

Appendix 7

Pending Transaction Report (Finance)

Pending Custody Receipts/Misc					
NAIC	COMPANY NAME	REASON	APPROVAL ISSUED	BANK NAME OR OTHER	COMMENTS
18236	AGENTS MUTUAL INS CO	CHANGE BANK	08-11-10	BOA TO BOZ	
23450	AMERICAN FAMILY HOME INS CO	SUBST.	08-24-10	BANK OF AMERICA	
24068	AMERICAN FIRE & CASUALTY CO	CHANGE BANK	08-19-10	RGB TO BOA	
A8999	Brickell Fin Services d/b/a Road AM Motor Club	COMMENTS	COMMENTS	COMMENTS	8-12-10 mailed cert left forms & instructions to 9-30-10
74900	BROKERS NATIONAL LIFE ASR CO	SUBST.	08-12-10	REGIONS BANK	
39993	COLONY INSURANCE CO	SUBST.	COMMENTS	COMMENTS	9-3-10 emailed all form instructions to exchg Q security deposit.
64939	INVESTORS INSURANCE CORPORATION	SUBST.	09-02-10	BANK OF AMERICA	
74918	KILPATRICK LIFE INS CO	SUBST.	08-27-10	REGIONS BANK	
13559	MUNICIPAL & INFRASTRUCTURE ASR CORP	SUBST.	08-24-10	BANK OF AMERICA	
66974	NORTH AMERICAN CO OF L&H INS	SUBST.	08-18-10	REGIONS BANK	
24074	OHIO CASUALTY INS CO (THE)	CHANGE BANK	08-19-10	RGB TO BOA	
26565	OHIO INDEMNITY COMPANY	SUBST.	09-02-10 rev 9-7-10	BANK OF AMERICA	
24082	OHIO SECURITY INS CO	CHANGE BANK	08-19-10	RGB TO BOA	
50520	OLD REPUBLIC NATIONAL TITLE INS CO	CHANGE BANK	06-29-10	BOA TO RGB	
14982	PENN MILLERS INSURANCE CO	SUBST.	08-23-10	REGIONS BANK	
63282	PENN TREATY NETWORK AMERICA IC	SUBST.	08-17-10	REGIONS BANK	
90247	PHARMACISTIS LIFE INS CO	CHANGE BANK	08-09-10	BOA TO ABB	
72125	PHYSICIANS LIFE INS CO	SUBST.	04-14-10	BANK OF AMERICA	
13149	PROTECTIVE SPECIALTY INS CO	SUBST.	06-26-10	BANK OF AMERICA	
84688	SCOR GLOBAL LIFE U.S. RE INS CO	SUBST.	09-02-10	REGIONS BANK	
15563	SEABRIGHT INSURANCE CO	SUBST.	08-18-10	REGIONS BANK	

Appendix 8

Legal Code Types (Finance)

Ark. Code Ann. Sec.

Type	Code
L / A&H	23-63-206(a)(1)(A)(i)
P&C	23-63-206(a)(2)(A)(i)
Title	" " " "
Work Comp	" " " "
Surety 100,000	23-63-206(a)(3)(A)
Surety 50,000	23-63-206(a)(3)(B)
Surplus Lines	23-65-310(a)(6)
HMO	23-76-118
Stip Prem	23-71-110
Auto Club	23-77-106(a)(A)
Nonlife Mutual	23-69-113(b)
FMAA	23-73-105(a)(2)

Appendix 9

Company History Report (Finance)

Single Company Corporate History



NAIC #: 44725

View History

Preview Report

File Report

E-Mail Report

Print Report

**Appendix
10**

Route Slip (License)

INSURANCE DEPARTMENT - Route Slip

Date	<input type="text" value="2/12/2010"/>	check number	<input type="text" value="801954"/>	Slip number	<input type="text" value="43197"/>
Initials	<input type="text" value="BG"/> <input type="button" value="v"/>	Check amount	<input type="text" value="\$100.00"/>	Batch	<input type="text" value="43051"/>
Division	<input type="text" value="License"/>	Total	<input type="text" value="\$0.00"/>	Approval	<input type="text"/>

Company name

void

Notes

HSC00	<input type="text" value="\$0.00"/>	(License, Agents)
TSI	<input type="text" value="\$0.00"/>	(General)
TIE	<input type="text" value="\$0.00"/>	(CE)
HSC Fines	<input type="text" value="\$0.00"/>	(Fines, Penalty)
NDD0003	<input type="text" value="\$0.00"/>	(Background Checks)

**Appendix
11**

Fee Types (License)

	A	B	C	D	E	F
	Fee Type	Abbr	Authority	Fee	Account/	Renewal date
1	Individual Licenses					
2	Resident Producer/ New	RP	Rule 57	35.00	35 TSI HSC 0	
3	Resident Producer/ Renewal	RP	Rule 57	35.00	35 TSI HSC 0	Renews Date of Birth
4	Resident P& C Producer/ New	PL	23-61-401(4)	15.00	0 TSI HSC 15	Permanent License Fee
5	Non-resident Producer/New	NP	Rule 57	35.00	35 TSI HSC 0	
6	Non-resident Producer/Renewal	NP	Rule 57	35.00	35 TSI HSC 0	Renews Date of Birth
7	Adjuster/ New	RJ or NJ	23-61-401-912) Rule 57	60.00	35 TSI HSC 25	
8	Adjuster/ Renewal	RJ or NJ	23-61-401-912) Rule 57	60.00	35 TSI HSC 25	Renews Date of Birth
9	Consultants/ New	RC or NC	23-61-401-(13) Rule 57	60.00	35 TSI HSC 25	
10	Consultants/ Renewal	RC or NC	23-61-401-(13) Rule 57	60.00	35 TSI HSC 25	Renews Date of Birth
11	Life Settlement Producer/New	LSP	Rule 57	35.00	35 TSI HSC 0	
12	Life Settlement Producer/Renewal	LSP	Rule 57	35.00	35 TSI HSC 0	AKA Viatical/ Annual
13	Auto Club Agent/New	AutoClub	23-77-108 (b)	10.00	0 TSI HSC10	
14	Auto Club Agent/Renewal	AutoClub	23-77-108 (b)	10.00	0 TSI HSC 10	Date Assigned Renewal
15	Limited Lines Adjuster/ New	AC	Rule 57	50.00	50 TSI	Date Assigned Renewal
16	Limited Lines Adjuster/ Renewal	AC	Rule 57	50.00	50 TSI	Date Assigned Renewal
17	Title Agents/New	TA	Rule 88	35.00	35 TSI HSC 25	
18	Title Agents/Renewal	TA	Rule 88	35.00	35 TSI HSC 25	Renews Date of Birth
19	Surplus Lines Producer/ New	SL	23-61-401(11) Rule 57	1,035.00	35 TSI HSC 1000	
20	Surplus Lines Producer/ Renewal	SL	23-61-401(11) Rule 57	60.00	0 TSI HSC 60	January 1 Annually
21	Viatical Broker	VB	Rule 57	100.00	100TSI HSC 0	
22	Risk Retention Agent	RR	Rule 57	65.00	35 TSI HSC 30	Date Assigned Renewal
23	Purchasing Group Broker	PG	Rule 57	65.00	35 TSI HSC 30	Date Assigned Renewal
24						
25						
26	Entity/Agency Licenses					
27	Car Rental/New	Car Rental	Rule 57	35.00	35 TSI HSC 0	
28	Car Rental/Renewal	Car Rental	Rule 57	35.00	35 TSI HSC 0	Date Assigned Renewal
29	MGA/ New	MGA	Rule 57	1,500.00	1,500TSI HSC 0	
30	MGA/Renewal	MGA	Rule 57	500.00	500TSI HSC 0	Date Assigned Renewal
31	Surplus Lines Agency/New	SL	23-61-401(11) Rule 57	1,035.00	35 TSI HSC 1000	
32	Surplus Lines Agency/Renewal	SL	23-61-401(11) Rule 57-	60.00	0 TSI HSC 60	January 1 Annually
33	Surplus Lines add broker to Agency	SL	23-61-401(11) Rule 57	100.00	0 TSI HSC100.00	
34	Third Party Administrator/New	TPA	23-92-203 Rule 57	100.00	75 TSI HSC 25	
35	Continued on Page 2					
36					PAGE 2	
37	Entity/Agency Licenses Continued					
38	Third Party Administrator/ Renewal	TPA	23-92-203 Rule 57	100.00	75 TSI HSC 25	January 1 Annually
39	Resident Agency/New	RG	Rule 57	35.00	35 TSI HSC 0	
40	Resident Agency/Renewal	RG	Rule 57	35.00	35 TSI HSC 0	October 1 Annually
41						

	A	B	C	D	E	F
	A					
	Entity/Agency Licenses					
42	Non-Resident Agency/New	NG	Rule 57	35.00	35 TSI HSC 0	PAGE 2
43	Non-Resident Agency/Renewal	NG	Rule 57	35.00	35 TSI HSC 0	October 1 Annually
44	Adding Producer to Agency	NG				
45	(both Resident and Non-resident)					
46	MEWA	none	Rule 57	10.00	10 TSI	
47	MET	none	23-92-203 Rule 57	No Fee	No Fee	January 1 Annually
48	Self-Funded Plan	none	23-92-203 Rule 57	No Fee	No Fee	January 1 Annually
49	Viatical/Life Settlement Provider/New	VY	23-92-203 Rule 57	No Fee	No Fee	January 1 Annually
50	Viatical/Life Settlement Provider/Renewal	VY	Rule 57	100.00	100TSI HSC 0	
51	Title Agency/New	TG	Rule 57	100.00	100TSI HSC 0	Date Assigned Renewal
52	Title Agency/Renewal	TG	Rule 88	250.00	250TSI HSC 0	
53	Adding Title Agent to Agency	TG	Rule 88	250.00	250TSI HSC 0	October 1 Annually
54			Rule 88	10.00	10 TSI	
55						
56	Appointment Fees					
57	Individual Resident Producer	Full and Limited Lines	Rule 57	20.00	10TSI HSC 10	
58	Individual Non-Resident Producer	Full and Limited Lines	Rule 57	60.00	30TSI HSC 30	
59	Agency Resident	Full and Limited Lines	Rule 57	20.00	10TSI HSC 10	
60	Agency Non-resident	Full and Limited Lines	Rule 57	60.00	30TSI HSC 30	
61	Appointment Termination	Any Kind	Rule 57	10.00	10TSI HSC 0	
62	Title	Title	Rule 88	20.00	20TSI HSC 0	
63	Title Agency	Title	Rule 88	20.00	20TSI HSC 0	
64						
65	Late Renewal Penalties					
66	Late Renewal Fees Producer	Resident and Non-resident	Rule 57	105.00	105 TSI	
67	Late Renewal Fees Adjuster	Resident and Non-resident	Rule 57	180.00	155TSI HSC 25	
68	Late Renewal Fees Consultant	Resident and Non-resident	Rule 57	180.00	155TSI HSC 25	September 1, Annually
69	Certifications/Clearance Ltrs		23-61-401-(14) & Rule 5	10.00	5 TSI HSC 5	
70	Title Agency		Rule 88	100.00	100 TSI HSC0	
71	Title Agent		Rule 88	105.00	105 TSI HSC 0	
72					PAGE 3	
73	Continuing Education Fees					
74	CE Filing Fee	RA, RJ, TA and some NJ	Rule 50 and Rule 57	10.00	10 TIE	
75	CE Provider/New	CE Provider	Rule 50 and Rule 57	100.00	100 TIE	
76	CE Provider/Renewals	CE Provider	Rule 50 and Rule 57	100.00	100 TIE	
77	CE Late Fees:	0 to 30 days		25.00	25 TIE	
78		31 days to 60 days		50.00	50 TIE	
79		61 days to 90 days		100.00	100 TIE	
80		91 days to 365 days		150.00	150 TIE	
81						
82						

	A	B	C	D	E	F
83	Miscellaneous Fees					
84	Certifications/Clearance Ltrs	All types	Rule 57	10.00	5 TSI HSC 5	
85	Agency Name Change	All types	Rule 57	10.00	10 TSI	
86	Copies	All Types	23-61-401(14) Rule 57	0.25	.25 per copy to HSC	
87	Criminl Background Checks	Resident/new application		22.00	22 NDD003	

#62

License Class	Code	Fee	Con. Ed	Fund Account	Special Note
Limited Lines Crop Adjuster	AC	50.00		TSI	
Non-Resident Crop Adjuster	CN	50.00		TSI	
Car Rental Agency	CR	35.00		TSI	
Magaging General Producer	MA	1,500.00		TSI	
Magaging General Agency	MG	1.50		TSI	
Multiple Employer Trust	MT	None		None	
Multiple Employer Welfare Assoc	MW	None		None	
Non-Resident Consultant	NC	60.00		35 TSI 25 HSC	
Non-Resident Consultant Agency	NE	60.00		35 TSI 25 HSC	
Non-Resident Fraternal Producer	NF	35.00		TSI	No longer issued
Non-Resident Agency	NG	35.00		TSI	
Non-Resident Adjuster	NJ	60.00	Conditional	35 TSI 25 HSC	Non-residents who are not required CE home state will be required 2.
Non-Resident Risk Retention Agency	NK	50.00		35TSI 15 HSC	
Non-Residethn Producer	NP	35.00		35 TSI	
Non-Residethn Risk	NR	35.00		35 TSI	
Non-Resident Broker Agency	NY	60.00		35 TSI 25 HSC	No longer issued
Purchasing Group Broker	PG	65.00		35TSI 30HSC	
Resident Consultant	RC	60.00		35TSI 25HSC	
Resident Broker Agency	RE	60.00		35 TSI 25 HSC	No Longer Issued
Resident Agency	RG	35.00		35 TSI	
Resident Adjuster	RJ	60.00	24/3 2012	35TSI 25 HSC	
Resident Risk Retention Agency	RK	50.00		35 TSI 15HSC	
Residethn Limited Lines Producer	RLP	35.00		35 TSI	
Resident Adjuster Agency	RN	60.00		35 TSI 25 HSC	Only CMI we no longer issue
Resident Producer	RP	35.00	12hrs/2	TSI	12 hrs with 2 in ethics for 2011 and 2012 changes to 24/3 in 2013.
Resident Risk Producer	RR	35.00		TSI	
Resident Title Agent	RT	35.00	6 hrs/1	TSI	6 hrs with 1 hr being in ethics
Surplus Lines Business Entity	SC	1,000.00		HSC	\$1,100 for Agency and Individual producer
Self Funded Plans	SF	0.00			Registration Only
Surplus Lines Producer	SL	1,000.00		HSC	\$100 if added to agency
Title Agency	TG	250.00		TSI	
Third Party Administrator	TP	100.00		75 TSI 25 HSC	Registration Only
Viatical Broker Individual	VB	100.00		TSI	
Viatical Broker Corporation	VG	100.00		TSI	
Viatical Broker Provider Individual	VP	100.00		TSI	
Viatical Provider Corp	VY	100.00		TSI	

**Appendix
12**

Lines of Insurance (License)

Lines of Insurance

Major or Full Lines:

Life—LI—9	Property—Prop--17
Accident, Health Sickness—AHS--34	Casualty—CAS--2
Variable Products—VP--31	Personal Lines—PL--32

Limited Lines:

Credit—CRI—33	Motor Club—MC---10
Funeral Expense—FNE—3	Crop---CROP—6
Travel Accident—TRA—15	Travel Baggage—TRB—19
Pre-Paid Legal---PPL---16	Surety---SUR—25
Health Maint. Organization—HMO 28	Health Maint. Dental---HMDT—29
Worker's Comp---for adjusters only	
Miscellaneous—MISC—37 (for non-residents only—when we are required to issue a license where we do not have the line of authority the non-resident holds in their home state)	

Line Families: --major and limited lines for which the Major Line qualifies a producer or adjuster

Life Family

Life
Credit
Fixed Annuity
Variable Annuity (if person has VP)
Funeral Expense
Fraternal Life

Property/Casualty Family

Personal Lines
Surety
Property
Casualty
Commercial Lines
Crop
Marine
Worker's Comp

Accident, Health, Sickness Family

Fraternal Disability
HMO and HMDT
Accident
Health
Disability
Long Term Care

Variable Products

Variable Annuities
Variable Life (if they also hold Life)

Old Lines we no longer issue but may still show on Lines of Authority and Appointments:

Marine---MAR----26	Commercial Lines---CL—24
Mobile Home Fire—MOH—0	Fixed Annuity—FXA—5
Fraternal Life—FRL—7	Fraternal Disability---FRD---8
Casualty, Fire, Marine—CFM-23	Marine—MAR—26
Fire---FIRE—27	

**Appendix
13**

Correspondence Types (License)

LICENSE

State of Arkansas
Arkansas Insurance Department

PALMORE, VALERIE LEWIS

IS LICENSED TO ENGAGE IN THE BUSINESS OF INSURANCE IN THE STATE OF ARKANSAS IN THE CAPACITY STATED BELOW,
SUBJECT TO APPLICABLE LAWS AND RULES. LICENSE NUMBER 380797

LICENSE TYPE
Resident Limited Lines Producer

EFFECTIVE DATE
3/17/2011

QUALIFICATIONS
FNE

EXPIRATION DATE
06/25/2013

Mike Beebe
Mike Beebe
Governor

Jay Bradford
Jay Bradford
Insurance Commissioner

State of Arkansas
Arkansas Insurance Department

Mike Beebe, Governor

Jay Bradford, Insurance Commissioner

State of Arkansas

Arkansas Insurance Department
PALMORE, VALERIE LEWIS

is licensed to engage in the business of insurance in the State of
Arkansas in the capacity stated below, subject to applicable laws and
rules. LICENSE NUMBER 380797

LICENSE TYPE
Resident Limited Lines
QUALIFICATIONS
FNE

EFFECTIVE DATE
03/17/2011
EXPIRATION DATE
06/25/2013

Mike Beebe
Mike Beebe
Governor

Jay Bradford
Jay Bradford
Insurance Commissioner

SEE REVERSE SIDE FOR OPENING INSTRUCTIONS

The State of Arkansas
Arkansas Insurance Department
1200 West 3rd Street
Little Rock, AR 72201

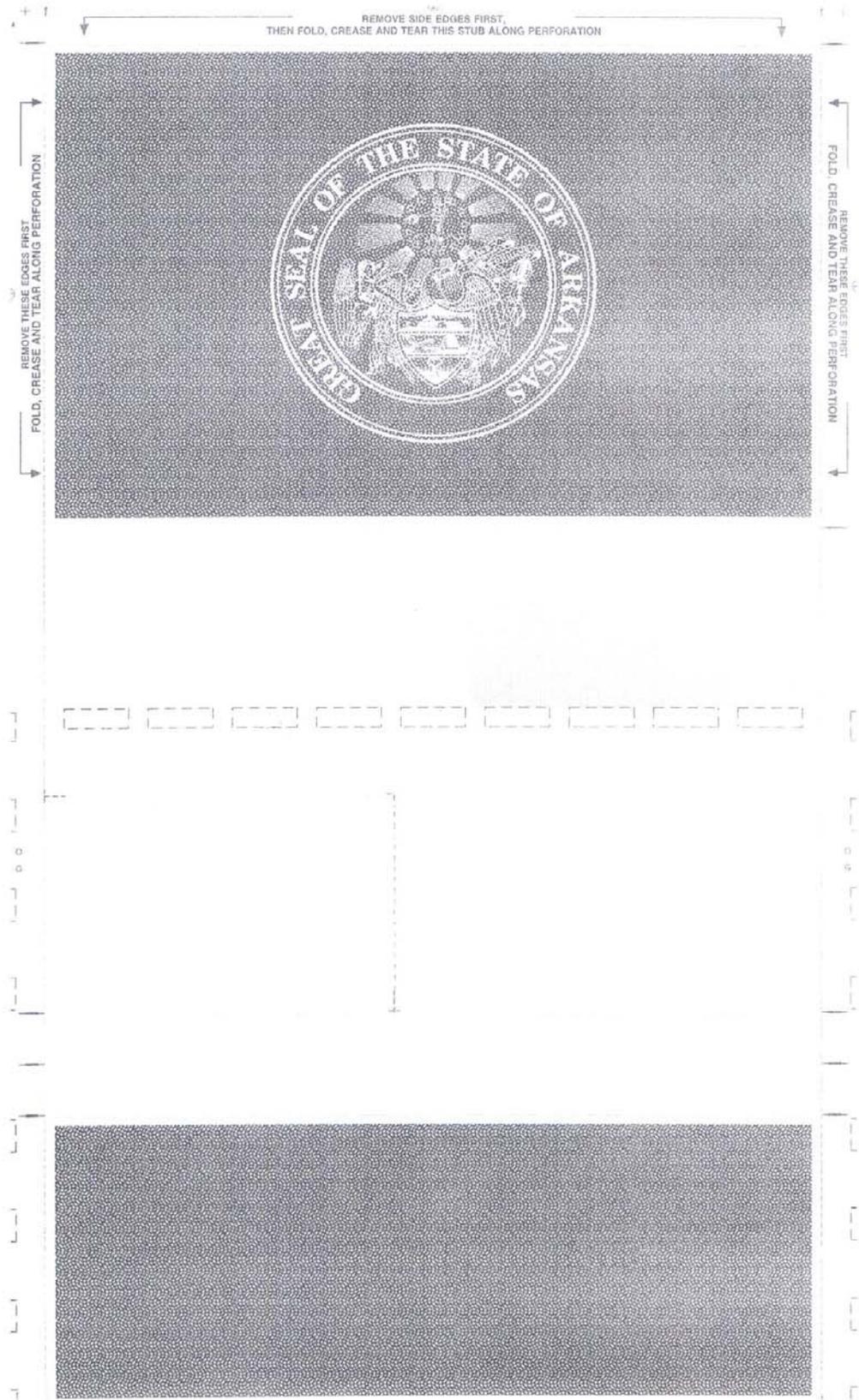


Important: Document Enclosed

See reverse side for opening instructions.

PALMORE, VALERIE LEWIS
1301 S LEE CIRCLE
BLYTHEVILLE AR 72315

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Send back



1200 WEST THIRD STREET
LITTLE ROCK, ARKANSAS 72201

March 14, 2011

COLEY CHRISTIAN AVAITION INSURANCE INC
2930 Winchester
Suite 202
Memphis TN 38118

YOUR RELICENSING APPLICATION PACKAGE FOR A NON-RESIDENT AGENCY IS RETURNED FOR THE REASON(S) LISTED BELOW.

WE HAVE RECEIVED YOUR APPLICATION TO RELICENSE THIS AGENCY AND WE HAVE DEPOSITED YOUR CHECK # 2404 FOR \$35.00 ON ROUTE SLIP # 044595. WE ARE UNABLE TO PROCESS YOUR LICENSE FOR THE FOLLOWING REASON.

1. THE PRODUCER LISTED ON THE APPLICATION DOES NOT HOLD AN ACTIVE LICENSE IN AR.

ONCE THE PRODUCER HAS BEEN LICENSED OR AN ALTERNATE PRODUCER IS LISTED, PLEASE RETURN ALL PAPERWORK WITH A COPY OF THIS LETTER WITHIN 30 DAYS TO RETAIN FEES ON DEPOSIT. PLEASE CONTACT THIS OFFICE IF YOU SHOULD HAVE ANY QUESTIONS.

SINCERELY,

FRED STIFFLER,

PLEASE BE SURE THAT ALL QUESTIONS ARE ANSWERED AND ALL REQUIRED DOCUMENTS FURNISHED WHEN THE APPLICATION IS RESUBMITTED IN ORDER TO PREVENT FURTHER DELAYS IN THE ISSUANCE OF A LICENSE. RETURNING THIS LETTER WITH YOUR SUBMISSION WILL IDENTIFY YOUR FILE.

fstiffle

LICENSING DIVISION
TEL. (501) 371 2750

<https://leo.aithent.com>

Agency Addition/Deletion

**State of Arkansas
Arkansas Insurance Department**



DATE: MARCH 23, 2011

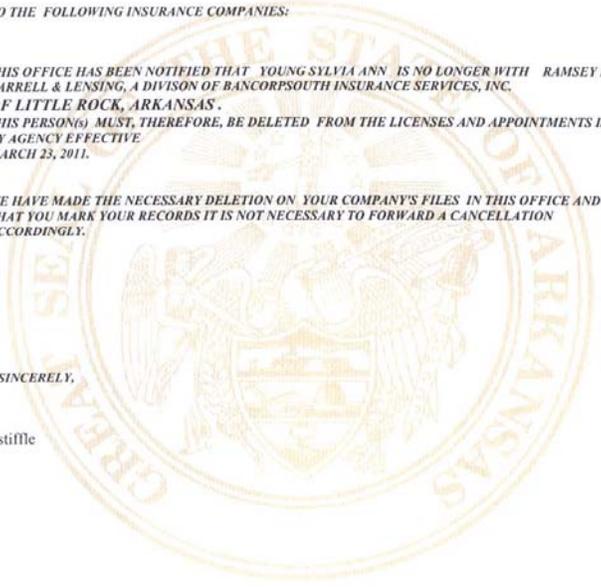
TO THE FOLLOWING INSURANCE COMPANIES:

THIS OFFICE HAS BEEN NOTIFIED THAT YOUNG SYLVIA ANN IS NO LONGER WITH RAMSEY KRUG FARRELL & LENSING, A DIVISION OF BANCORPSOUTH INSURANCE SERVICES, INC. OF LITTLE ROCK, ARKANSAS. THIS PERSON(S) MUST, THEREFORE, BE DELETED FROM THE LICENSES AND APPOINTMENTS ISSUED BY AGENCY EFFECTIVE MARCH 23, 2011.

WE HAVE MADE THE NECESSARY DELETION ON YOUR COMPANY'S FILES IN THIS OFFICE AND ASK THAT YOU MARK YOUR RECORDS IT IS NOT NECESSARY TO FORWARD A CANCELLATION ACCORDINGLY.

SINCERELY,

fstifle



8510041029 - 00100 - All rights reserved. Permission to Print: 4/18/11 4:30:17 PM - 00101

The State of Arkansas
Arkansas Insurance Department
1200 West 3rd Street
Little Rock, AR 72201



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See reverse side for opening instructions.



RAMSEY KRUG FARRELL & LENSING, A DIVISION OF
BANCORPSOUTH INSURANCE SERVICES, INC.
8315 CANTRELL ROAD
PO BOX 251510
LITTLE ROCK, AR 72225

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LICENSE RENEWAL

State of Arkansas
Arkansas Insurance Department



License Renewal Notice --- Administrative and Regulatory Fee/Continuing Education Requirements

License Number: 316336 EXPIRATION DATE: May 16, 2011

To continue to conduct business under authority of this license, it must be renewed on or before the expiration date.

THERE IS NO GRACE PERIOD

The License can be renewed by paper and fee or the license can be renewed electronically via LEO---go to the License Division website for access to electronic renewal systems.

CHANGES FOR 2011: In order to become uniform with other states, the Arkansas Insurance Department will be changing licenses from a 1 year license to a 2 year license starting in 2011 with producers born in an odd year. Producers born in an odd year will be due a fee for a 2 years license. (See chart below)

Producers born in an even year will renew for 1 year in 2011 and then renew for 2 years in 2012. (See chart below)

Only residents are due continuing education.

Birth Year	Fee Due	Expiration Date
Odd	\$70.00 ARF	2013
Even	\$35.00 ARF	2012

Copy

In 2012 the producers with an Even birth year will be due a 2 year fee and will renew until 2014.

DETACH THIS PORTION, COMPLETE THE QUESTIONS, SIGN AND RETURN WITH PAYMENT

License Renewal Notice

License Type: Non-Resident Producer

License : 316336

Billing Date : March 17, 2011

Expiration Date : May 16, 2011

License Fee : \$35.00

Resident Producer Continuing Education Filing Fee : \$0.00

Total Renewal Fee Due : \$35.00

Licensee :

THOMAS, DONNA

4007 KESWICK ROAD

BALTIMORE MD 21211

FEE DUE ON OR BEFORE EXPIRATION DATE-- NO GRACE PERIOD

QUESTIONS 1- 4 MUST BE ANSWERED (YES) OR (NO). For any "Yes" answer-You must submit a signed, written statement, dated within the last 30 days, which explains the circumstances of each incident and provide legal or official documentation showing the resolution.

1. Have you ever been convicted or are you currently charged with committing a crime (whether or not adjudication was withheld) since the last renewal of this license? _____
2. Have you or any business in which you are or were an owner, partner, officer or director been involved in an administrative proceeding regarding any professional or occupational license since the last renewal of this license? _____
3. Has any demand been made or judgment rendered against you for overdue monies by an insurer, insured or producer, or have you ever been subject to a bankruptcy proceeding since you last renewed this license? _____
4. Do you have a child support obligation in arrears that is subject to a repayment agreement or child support related subpoena/warrant since you last renewed this license? _____

Provide your current contact information (REQUIRED):

Resident Phone # _____ E-mail Address _____

Business Phone # _____ Business Fax # _____

Licensee's Signature : A wet/original signature required. No Stamped or copy of a signature is allowed.

I hereby testify that all the information contained on this renewal form is true, correct and complete.

Signature: _____ Date _____

The State of Arkansas
Arkansas Insurance Department
1200 West 3rd Street
Little Rock, AR 72201



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THOMAS, DONNA
4007 KESWICK ROAD
BALTIMORE MD 21211

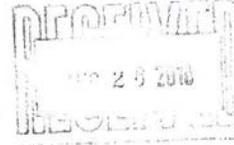
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State of Arkansas
Arkansas Insurance Department



Company Appointment Renewal Invoice

Date of Invoice: 6/1/2010 NAIC # 71129
Invoice Number:
Company Name FORT DEARBORN LIFE INSURANCE COMPANY
Company Address 300 East Randolph Street
Company Address CHICAGO, IL 60601 - 6500



Contact Person Name

This invoice is the billing for all active appointments effective as of 6/1/2010.

The total amount of the fee is due within 30 days from the date of this invoice, and must be received and date stamped by the Department on or before the due date. Late payment will be subject to fines that can range up to double fee.

You may get a listing of your active appointments via the company appointment search on the Department website at www.insurance.arkansas.gov then select AID Online Search Engines then select Company Appointments.

If you disagree with the amount of the invoice or dispute an appointment---submit documentation with a written statement detailing the information under separate cover. **The total amount of the fee is still due on or before the due date and any problems or errors will be resolved after review of the documentation.** Checks must be made payable to the Arkansas Insurance Department Trust fund.

This portion must be returned with your fee.

Company Appointment Renewal Invoice

Date of Invoice: 6/1/2010 NAIC # 71129
Invoice Number:
Company Name FORT DEARBORN LIFE INSURANCE COMPANY
Company Address 300 East Randolph Street
Company Address CHICAGO, IL 60601 - 6500

Contact Person Name

Total Amount Due: 4,980.00

This payment must be received on or before July 1, 2010.

State of Arkansas
Arkansas Insurance Department



*Producer Non-Renewal
Termination
letter
Inactivation
letter*

LICENSE INACTIVATION LETTER

March 24, 2011

Dear THERMILUS QUENTAL LAVARES

Please be advised that the licensing records of the Arkansas Insurance Department indicate that the following license has been inactivated. The inactivation date and reason are listed below. If you have any questions regarding this, please contact the Arkansas Insurance Department.

License Number	License Type	Inactive Date	Inactivation Reason
375769	Non-Resident Producer	02/15/2011	Failure to Renew

8870561225 110 Dornshley ©2009. All rights reserved. Premium/Self-Placed 4 918.426.4138.875 - 0021

The State of Arkansas
Arkansas Insurance Department
1200 West 3rd Street
Little Rock, AR 72201



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See reverse side for opening instructions.

THERMILUS QUENTAL LAVARES
2035 CHESTNUT ST #102,
PHILADELPHIA, PA 19103

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Appt Action letter

State of Arkansas
Arkansas Insurance Department



APPOINTMENT ACTION LETTER

Thursday, March 24, 2011

The appointment listed below are the appointments or terminations that have been processed for the insurer listed. If this information is in error you must contact the Arkansas Insurance Department within 30 days of the date of this letter, Failure to contact this Department will certify to the Department acceptance of the transaction and the responsibilities thereupon.

This is the only notification you will receive. If you have any questions, please contact the Arkansas Insurance Department at 501 - 371 -2750.

Licensee Name	License #	Type	Action	Term. Reason	Action Date
DAVID PENTECOST	367814	NP	Appt Term	Failure to Renew	02/15/2011

8510041258 THE COMPANY, ©2009. All rights reserved. Printed/Gal Papers 4.316.128 4.308.875 - 0076

The State of Arkansas
Arkansas Insurance Department
1200 West 3rd Street
Little Rock, AR 72201



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STANDARD LIFE & ACCIDENT
INSURANCE COMPANY
One Moody Plaza
Columbus, TX 77550

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State of Arkansas
Arkansas Insurance Department



ARKANSAS LICENSE CLEARANCE

Carolyn S Brown

The licensee has held the following licenses as of: 3/24/2011

License Number	License Type	Status	Status Date	Inactivation Reason
	Qualification Type	Status	Status Date	Inactivation Reason

Remarks

CLEARANCE

This letter certifies that on the date it was produced the referenced licensee was cleared from licensure by the Arkansas Insurance Department for the license type indicated. The licensee was in good standing unless it is otherwise indicated.

All agents, brokers and consultants must pass a written exam for the lines of Life, Disability, and Multi-Line (property, casualty, surety and marine). These individuals must also complete a pre-licensing education course before taking the qualifying examination. (Life and Disability 36 hours).

Arkansas is an appointment state, i.e; all the agents or agencies not only must be licensed by the State of Arkansas, but must be appointed with the insurance company for which they transact business. Agents transacting business through an agency must be appointed through that agency by the insurer prior to producing business for that insurer.

All licensees (except adjusters) are required to complete annual continuing education hours. The licensee is required to complete the required hours and file with this Department on or before the licensee's birthday.

The State of Arkansas
Arkansas Insurance Department
1200 West 3rd Street
Little Rock, AR 72201



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Carolyn S Brown

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CE PROVIDER APPROVAL

State of Arkansas
Arkansas Insurance Department



Approval of New Course

Provider Number **1008**
Name of Provider **AMERICAN COLLEGE, THE**

We have received and reviewed your request for approval on new continuing education course and we have approved the course and provided the following course number and hours approved.

Course# **10088572** Course Name: **09-144 Feldman Forum 2010** Hrs Granted **4.00**

If you have any questions regarding this matter, please do not hesitate to contact the License Division at 501-371-2752.

Sincerely,

Barbara Gordon
Provider Coordinator, Licensing (501 371 2752)

6010011254 8/11 Donnelly ©2003 All rights reserved. Printed/Revised: February 1, 1981/128 4/20/03/05 1021

The State of Arkansas
Arkansas Insurance Department
1200 West 3rd Street
Little Rock, AR 72201



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AMERICAN COLLEGE, THE
270 S. BRYN MAWR AVENUE ATTN: Jane
Hassingier
BRYN MAWR PA 19010-2196

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CE COURSE APPROVAL

State of Arkansas
Arkansas Insurance Department



PROVIDER ORGANIZATION APPROVAL DOCUMENT

INSURANCE STUDY.COM
1400LAKE COOK ROAD STE 150
BUFFALO IL 60089-

Provider number 1464

This provider Organization is approved to offer Continuing Education Courses in the State of Arkansas , subject to compliance to Arkansas Insurance code

Date of Approval 09-01-2010
Approval Expiration Date 08-31-2011



8210941225 3/11 Donnelly ©2009 All rights reserved. Insurance/CE Programs LAR 126, LAR 125, LAR 127

525

10/11

The State of Arkansas
Arkansas Insurance Department
1200 West 3rd Street
Little Rock, AR 72201



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INSURANCE STUDY.COM
1400LAKE COOK ROAD STE 150
BUFFALO IL 60089-

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CE INSTRUCTOR
APPROVED

State of Arkansas
Arkansas Insurance Department



LICENSE INACTIVATION LETTER

March 22, 2011

Dear Langdon Karen Elaine

Please be advised that the licensing records of the Arkansas Insurance Department indicate that the following license has been inactivated. The inactivation date and reason are listed below. If you have any questions regarding this, please contact the Arkansas Insurance Department.

License Number	License Type	Inactive Date	Inactivation Reason
10977	Non-Resident Producer	02/11/2011	Failure to Renew

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The State of Arkansas
Arkansas Insurance Department
1200 West 3rd Street
Little Rock, AR 72201



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See reverse side for opening instructions.

Langdon Karen Elaine
1245 MARITIME PRT,
ANTIOCH, TN 370132431

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**Appendix
14**

History reports (License)

PRODUCER LICENSE HISTORY

HISTORY

HAMILTON CURTIS

License Number NJ 286076

LICENSE HISTORY NJ							
APP TYPE	STATUS	STATUS DATE	EFF DATE	EXP DATE		UPD USR	UPD DATE
REN	A	10/13/2005	04/13/2010	04/12/2011		LEO BATC	03/08/2010
REN	A	10/13/2005	04/13/2009	04/12/2010		LEO BATC	04/06/2009
REN	A	10/13/2005	04/13/2008	04/12/2009		rhelmbec	04/01/2008
REN	A	10/13/2005	04/13/2007	04/12/2008		rhelmbec	04/16/2007
REN	A	10/13/2005	04/13/2006	04/12/2007		whemphil	04/17/2006
ORG	A	10/13/2005	10/13/2005	04/12/2006		kstimpso	10/12/2005

CE HISTORY					
APPROVAL NUM	COMPLETION DATE	CREDIT		UPD USR	UPD DATE
NAME					

AFFILIATION HISTORY							
NAME	CLASS	SUBLICENSE	EFFECTIVE DATE	TERM DATE	ASSOCIATED ON	UPD DATE	UPD USER

HISTORY

HAMILTON CURTIS

License Number NJ 286076

SUBLICENSEE HISTORY

NAME	CLASS	SUBLICENSE	EFFECTIVE DATE	TERM DATE	ASSOCIATED ON	UPD DATE	UPD USER
------	-------	------------	----------------	-----------	---------------	----------	----------

COMPANY APPOINTMENT

NAME	CPAF NUM	CLASS	APPT DT	TERM DT	UPD DATE	UPD USR
------	----------	-------	---------	---------	----------	---------

QUALIFICATION HISTORY

QUAL TYPE	CLASS	ACQDT	LOST DT	UPD DATE	UPD USER
-----------	-------	-------	---------	----------	----------

CAS	NJ	10/12/2005		10/12/2005	kstimpso
-----	----	------------	--	------------	----------

PROP	NJ	10/12/2005		10/12/2005	kstimpso
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Agency License History

HISTORY

A BARGAIN INSURANCE AGENCY for CHRISTOPHER JOSEPH & COMPANY

License Number NG 239308

LICENSE HISTORY NG							
APP TYPE	STATUS	STATUS DATE	EFF DATE	EXP DATE	UPD USR	UPD DATE	
REN	A	07/18/2002	10/01/2007	09/30/2008	jgay	09/04/2007	
REN	A	07/18/2002	10/01/2006	09/30/2007	jgay	09/06/2006	
AMF	A	07/18/2002			rtrapp	04/27/2006	
REN	A	07/18/2002	10/04/2005	09/30/2006	jgay	10/10/2005	
AMF	A	07/18/2002			whemphil	11/16/2004	
REN	A	07/18/2002	10/03/2004	10/03/2005	lgarner	09/21/2004	
	A	07/18/2002			lgarner	09/20/2004	
	H	07/18/2002			jgay	08/25/2004	
REN	A	07/18/2002	10/02/2003	10/02/2004	jgay	11/20/2003	
AMF	A	07/18/2002			whemphil	01/17/2003	
REN	A	07/18/2002	10/01/2002	10/01/2003	jgallowa	09/06/2002	
DUP	A	07/18/2002	07/18/2002	09/30/2002	lgarner	07/17/2002	
ORG	A	07/18/2002	07/18/2002	09/30/2002	jamy	07/17/2002	

CE HISTORY				
APPROVAL NUM	COMPLETION	CREDIT	UPD USR	UPD DATE
NAME	DATE			

HISTORY

A BARGAIN INSURANCE AGENCY for CHRISTOPHER JOSEPH & COMPANY

License Number NG 239308

AFFILIATION HISTORY

NAME	CLASS	SUBLICENSE	EFFECTIVE TERM DATE	DATE	ASSOCIATED ON	UPD DATE	UPD USER
------	-------	------------	------------------------	------	------------------	----------	----------

HISTORY

A BARGAIN INSURANCE AGENCY for CHRISTOPHER JOSEPH & COMPANY

License Number NG 239308

SUBLICENSEE HISTORY

NAME	CLASS	SUBLICENSE	EFFECTIVE DATE	TERM DATE	ASSOCIATED ON	UPD DATE	UPD USER
HATFIELD, TIMOTHY JOSEPH							
	NG	Y	07/18/2002	01/30/2008	07/18/2002	03/19/2008	sweeks

SUBLICENSEE HISTORY

NAME	CLASS	SUBLICENSE	EFFECTIVE DATE	TERM DATE	ASSOCIATED ON	UPD DATE	UPD USER
CONTRERAS, JOHN							
	NG	Y	01/17/2003	03/28/2004	01/17/2003	05/05/2004	sweeks

SUBLICENSEE HISTORY

NAME	CLASS	SUBLICENSE	EFFECTIVE DATE	TERM DATE	ASSOCIATED ON	UPD DATE	UPD USER
STALEY, MARY JANE							
	NG	Y	01/17/2003	03/05/2008	01/17/2003	04/18/2008	sweeks

SUBLICENSEE HISTORY

NAME	CLASS	SUBLICENSE	EFFECTIVE DATE	TERM DATE	ASSOCIATED ON	UPD DATE	UPD USER
BINGHAM, AMANDA M							
	NG	Y	11/16/2004	04/21/2005	11/16/2004	04/26/2005	rtrapp

SUBLICENSEE HISTORY

HISTORY

A BARGAIN INSURANCE AGENCY for CHRISTOPHER JOSEPH & COMPANY

License Number NG 239308

SUBLICENSEE HISTORY							
NAME	CLASS	SUBLICENSE	EFFECTIVE DATE	TERM DATE	ASSOCIATED ON	UPD DATE	UPD USER
ADAMSON, SHANNON LEE							
	NG	Y	04/27/2006	12/15/2007	04/27/2006	02/21/2008	sweeks

COMPANY APPOINTMENT						
NAME	CPAF NUM	CLASS	APPT DT	TERM DT	UPD DATE	UPD USR
WESTERN SURETY COMPANY						
	10672	NG	05/19/2006	06/01/2007	06/12/2007	whemphil
NAU COUNTRY INSURANCE COMPANY						
	13433	NG	11/16/2004	06/19/2007	07/02/2007	ctruax
DAIRYLAND INS CO						
	10446	NG	09/23/2002	04/18/2008	04/18/2008	sweeks

HISTORY

A BARGAIN INSURANCE AGENCY for CHRISTOPHER JOSEPH & COMPANY

License Number NG 239308

QUALIFICATION HISTORY

QUAL TYPE	CLASS	ACQDT	LOST DT	UPD DATE	UPD USER
LI	NG	04/27/2006	04/18/2008	04/18/2008	sweeks
PL	NG		04/18/2008	04/18/2008	sweeks
MAR	NG	07/17/2002	04/18/2008	04/18/2008	sweeks
PROP	NG	07/17/2002	04/18/2008	04/18/2008	sweeks
SUR	NG	07/17/2002	04/18/2008	04/18/2008	sweeks
CAS	NG	07/17/2002	04/18/2008	04/18/2008	sweeks

Appendix 15

Department Technical Architecture (Info. Systems)

Department Technical Architecture

Network Core - Enterasys N3 Chassis with 240 Gbps switching speed with Enterasys C2 stacking switches connected via Fiber to adjacent buildings which house the Criminal Investigation Division, Public Employee Claims Division and via 802.11N to our Liquidation division. This core is protected by a Palo Alto Networks PA2020 next generation application firewall. The connection to the state network backbone speed is 10Mbps.

Server Core – Four Dell R815 servers with 24 cores and 96GB RAM each running VMWare Vsphere 4.1. The department has over 50 VMs in production consisting of Windows 2003, Windows 2008 R2 and linux servers.

Storage Core – One IBM DS4700 SAN Redundant Array with over 16 TB of ESATA and Fiber Channel storage. Tape backups are to Dell TL2000 LTO4 drives.

Application Stack – Department databases consist of SQL server 2000, SQL server 2008 and SQL Server 2008R2 database servers which house the department licensing system and other divisional databases. The department's web presence is maintained in house on and IIS 6 platform. Database front end applications are developed in MS Access 2003/2010 and Alpha Five.

Client Hardware – The department is deploying Wyse V10LE thin clients to replace Windows XP desktops. These thin clients connect via remote desktop to MS windows 2008R2 terminal servers. We have over 100 laptops/netbooks/tablets which connect both in house and via 3G data connections.