

## Frequently Asked Questions for Structured Securities

### **Where can I find additional information about using the application?**

- Please review the user's guide available on our website at [http://www.naic.org/structured\\_securities/structured\\_securities\\_faq.htm](http://www.naic.org/structured_securities/structured_securities_faq.htm) or on the dashboard of the application under Help > Online Tutorials.

### **When searching for my company/group information in the Structured Securities system, it shows that we have not paid the current year invoice and I can't see any modeled results.**

- You will see your specific report once the initial invoice has been paid and once the modeled data has been made available.

### **When searching for my company/group information in the Structured Securities system, it shows that it has not been invoiced and I can't see any modeled results.**

- Please see the NAIC website at [www.naic.org/index\\_structured\\_securities.htm](http://www.naic.org/index_structured_securities.htm) to see when initial invoices will be sent.
- Please note: We will not generate invoices for companies that did not own RMBS/CMBS securities as of June 30<sup>th</sup> annually. Please contact Customer Support at **816-783-8300** or [securitiessupport@naic.org](mailto:securitiessupport@naic.org) for assistance.

### **When searching for my company/group information in the Structured Securities system, it shows that the modeled results are not available.**

- Please see the NAIC website at [www.naic.org/index\\_structured\\_securities.htm](http://www.naic.org/index_structured_securities.htm) to see when the modeled data will be available in the AVS application.

### **I do not see a company that I should be associated to for the Structured Securities system.**

- Please contact Customer Support at **816-783-8300** or [securitiessupport@naic.org](mailto:securitiessupport@naic.org) for assistance.

### **How do I pay my invoice?**

1. Log in to Account Manager at <https://exp.naic.org/psp/fnpexp/NAICCUST/?cmd=login&languageCd=ENG&>.
2. Click on eBill Payment > Customers
3. Select the appropriate company name
4. Click on eBill Payment > Bills
5. Select the Invoice in the list by clicking on the Invoice Number
6. Select Add to Payment Cart on the Invoice screen
7. Review and/or update your billing information and select Next
8. Select Credit Card as the payment method and select Make Payment
9. Select Pay This Amount
10. Enter the credit card information and select Pay Ru.147ot ar

**I just paid my invoice but do not see my RMBS/CMBS securities.**

**When opening my downloaded report in Microsoft® Excel, the information in the CUSIP Issuer column looks strange. How do I fix that?**

1. Save the modeled data file to an easily accessible location (e.g., your desktop).
2. Open a new, blank Microsoft Excel workbook. Across the main menu, locate the Data > Import External Data > Import Data.
3. A Select Data Source dialogue box will display. Using the Look in field, identify the file you saved to your desktop. Highlight the file you want to import and select Open.
4. A Text Import Wizard box will display. Choose the Delimited radio button and select Next.
5. The next Text Import Wizard box will display. Select the Comma radio button and Next.
6. The final Text Import Wizard box will display. Select Text as the Column Data Format and click Finish.
7. The Import Data box will display. Click Ok
8. Your data should now properly display within the spreadsheet and the leading zeroes for the CUSIP Issuer column should be populated.