VISION Frequently Asked Questions

How do I know who in my company will receive the invoice for our filings?
There are several invoice options, which were determined by your company when the account was setup.

1. Send the invoice to the individual who completed the filing.
2. Send all invoices to one primary billing contact within my company.

How will I receive and pay my invoices now that they are no longer mailed?
Additional details for using the Account Manager system can be found on our website under the NAIC Account Manager section at http://www.naic.org/account_manager.htm.

How do I change the invoicing option or primary billing contact for my company?
Contact a Vision Administrator at securitiessupport@naic.org or by calling 816.783.8500 for assistance.

How long will my filing stay on the system?
Your filings will stay on VISION for three years. You may view and print the filing anytime during that time period.

I already submitted the issuer documents. Why is a subsequent filing making me upload them again?
Issuer level documents are not required for filings after they have been accepted on a filing by a NAIC analyst. Either the previously submitted issuer documents have not been accepted yet, or they have been Info Requested by the analyst.

How do I print the details for my filing?
You can print your filing detail using your browsers print option under the File menu.

How do I delete an ATF?
If the filing has not been submitted to the Analyst, then you can use the Cancel button to discard your work. If you have already submitted your filing, then you will need to ask the Analyst to reject the filing.

How do I respond to an Info Request on a filing that I did not submit?
You can identify the Cusips on your dashboard that have an open Info Request by using the Groupings filter on your security dashboard. Then click on Cusip that has the Info Requested icon beside it and then click on the filing number. The missing supporting document will have a red flag beside it and the