

WA OIC Credit Freeze Survey FAQ

Q: We can't access the survey/my password doesn't work.

A: The survey may be found [here](#). A list of 80 carriers were issued a unique password allowing access to the survey. If you do not have a password or your password isn't working please email DataCall@OIC.WA.gov with your NAIC# to retrieve your password.

Q: Do we have to complete the survey?

A: If your company received an email with information about this survey you are required to respond. This survey was issued under our general authority to request information. (RCW 48.02.060(3)(C)). If your company did not receive an email you are not required to respond.

Q: My company did not receive an email, can we still respond?

A: Unfortunately we are only able to accept surveys from a limited list of respondents.

Q: My company does not use credit reports as part of our rate setting. Do we still need to respond?

A: Yes, the OIC is interested in if and how credit information relating to the Equifax credit freeze is impacting the market for insurance. The survey includes an option to report this information.

Q: What's the difference between "credit freeze" and "no hit/no score?"

A: No hit/No score means the consumer does not have a credit history/There's not enough information to determine the consumer's credit history. Credit freeze: A consumer has a credit score but contacted the credit bureaus to block anyone from accessing the information to reduce identity theft and fraud.

Q: What time period is covered by this survey?

A: We are interested in information representing October 2017.

Q: What lines of business are included in this survey?

A: All property and casualty lines are included in this survey. Only health insurance, which is legally barred from including credit as a rating factor, is excluded.

Q: What information do I need to complete the survey?

A: Most questions pertain to your company's policies relating to credit reporting. If your company normally obtains customer credit scores, you will need count of new and existing policy holders that you obtained a credit score for in October 2017 as well as how many were impacted by the credit freeze issue.

Q: Can I have a copy of the survey so I can craft my answers before entering my answers?

A: Offering a hard copy of the survey is not practical due to the dynamic nature of the survey instrument. This survey is open until 12/15/17 and may be taken multiple times. We will consider only your last submission so if you discover an error, want to preview the questions, or even just want to see how the process works without entering finalized data you are free to do so.

Q: Is there a way to change our answers once we have completed the survey?

A: No, but you are free to take the survey as many times as you need. We will only utilize the last full set of survey answers you report. You are also free to change answers during any individual survey session until you submit the full survey.

Q: We compile our own credit scores using information obtained from sources other than the big three credit bureaus. How do we indicate this in the survey?

A: If you indicate that there were customers who you were able to obtain credit information for the survey will offer you an option of "Other" and a text box. Please briefly describe how you obtained the information.

Q: I'd prefer not to disclose which lines of business credit scoring impacts. Do I have to fill out the last questions?

A: No, these questions are optional. We hope you do choose to provide this information as it helps us understand the market better and helps us craft informed policy.

Q: How long do I have to take the survey?

A: The survey will be available until 11:59 pm PST on December 15th, 2017.

Q: What does "policyholders" refer to?

A: Policyholders refers to newly written and existing policyholders whose credit was checked during the month of October for the purposes of binding a policy? It does not include prospective policyholders, business quoted but not written, or other pricing inquires which did not result in a policy being bound.

Q: What does "subject to a credit freeze mean"?

A: "Subject to a credit freeze" means that the policy holder was indicated to have a freeze on their credit. This information is disseminated in different ways so the OIC leaves it up to the company to decide how many, if any, of your customers seem to be subject to a freeze.