

Effective August 10, 2017, the format of certificates being issued for service of process (SOP) by the Office of the Insurance Commissioner (OIC) will change. The changes are being made as a part of a new software program used to process SOP's.

What's not changing:

- Pertinent details about the SOP documents will remain on the new certificate, however the layout of the certificate will be different.
- Certificates of service and return memos issued prior to August 10, 2017 will remain valid.
- SOP's that have been accepted by the OIC will continue to be sent to both the defendant insurer as well as the plaintiff's attorney.
- SOP documents that have not been accepted by the OIC will continue to be returned to the plaintiff's attorney, along with an explanation for why it was not accepted.

What's changing:

- The new certificate will have a different layout featuring an OIC seal and header at the top, with a footer at the bottom (in comparison to our old certificate which resembled a court document).
- In the past, SOP's that were not accepted by the OIC were returned to the attorney with a "Return Memo" instead of a certificate of service. The return memo will be discontinued.
- The new certificate will be used to indicate when service has been accepted or not accepted. Details on the certificate will indicate whether it is a first attempt, second attempt, return or corrected certificate.

If you have any questions about the changes described above, please contact us at (360) 725-7009 or by email at SOP@oic.wa.gov.

Thank you