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<td>• New Customer On-Boarding - (including company/group number assignment for new companies, due to mergers, etc., reporting level determination)</td>
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<td>• Personal Lines and Commercial Lines (including Texas) Statistical Plans</td>
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<td>• Data reporting instructions, rules, codes, changes and revisions (Personal &amp; Commercial lines)</td>
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<td>• Texas Commercial Lines Reporting</td>
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<td>• Company Program Exception Review and reporting instruction (other than Texas)</td>
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<td>• Special Risk Review and reporting instructions (Texas)</td>
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<td>• Annual Calls for Statistics/Texas Operating Procedures Manual</td>
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<td>Programs, Edits &amp; Electronic Submissions</td>
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<td>• Company Performance Evaluation (Report Cards)</td>
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<td>• Statistical Reporting Eligibility - Reporting Level Calculations, Tables, Errors, Runoff</td>
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<td>• Annual Verification, Countrywide, SDMS and Texas</td>
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<td>• Extension and Exception requests</td>
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<td>• Statistical Credits/Charges and Billing Inquiries (other than Texas)</td>
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<td>• Submission Processing (including Transmittal and Submission Control records, NILs, submission status)</td>
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<td>• Discontinuation of Run-off reporting requests and instructions</td>
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<td>• Texas Commercial Lines Participation, Exemptions and Extensions</td>
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<td>• Electronic Affidavits - Countrywide and Texas</td>
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<td>• Statistical Web Services and Other Electronic Submissions</td>
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<tr>
<td>• Commercial and Personal Lines Edits</td>
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<td>• TCLSP and SFAA edits</td>
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</table>
Area of Responsibility

Regulatory & Contractual Reporting

- Automobile Lines
- Other than Automobile Lines
- Product & Services
- AIPSO Ratemaking - Personal and Commercial Automobile
- New Jersey Automobile Insurance Risk Exchange (NJAIRE)
- Fast Track Monitoring
- Illinois Cost Containment
- Statistical Data Monitoring (SDMS)
- Terrorism Risk Insurance Program (TRIP)

Data Acquisition

- Data Acquisition and Enhancement
- Emerging data needs

Surety and Fidelity Association of America

- SFAA Statistical Plans
- SFAA Reporting Assignments

Workers Compensation Solutions

- Client Services
- WCS
- wcCapture
- wcAnalyzer
- Sales
- USR/POLS/DCI
- FROI/SROI, NCCI and IAIABC Medical

Analytical Data Management

Data Quality Inquiries on Personal & Commercial Lines:

- Property
- Automobile
- Casualty

ISO/Verisk Customer Support

- ISO Participation
- Electronic Delivery order processing status and billing issues
- Billing Issues
ISO OPERATIONS

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Questions On: Are Answered By:

STATISTICAL DATA MANAGEMENT

Rich Morales, CPCU,CIDM, PMP, Senior Manager
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♦ New Customer On-Boarding (including company/group number assignment for new companies, due to mergers, etc., reporting level determination)
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Olesya Karpenko
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♦ Personal Automobile
Tom Lahey
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Jennifer Adamson
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♦ Homeowners and Mobilehomes
♦ Dwelling Fire
♦ Personal Liability (including Personal Umbrella)
♦ Commercial and Personal Earthquake

Tom Lahey
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Jennifer Adamson
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Questions On:

♦ Commercial and Personal Inland Marine

♦ Cyber (formerly referred to as E-Commerce)
♦ Cyber Special Call

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Ricardo Rolon, AIDM
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Lee Lewis
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♦ Commercial Fire & Allied Lines  (including Flood)
♦ Commercial Farm (including Farmowners-Ranchowners and Farm Fire)
♦ Businessowners
♦ Capital Assets (including Agri-Cap)
♦ Market Segment

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Ricardo.Rolon@verisk.com

Lee Lewis
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Leonarda.Lewis@verisk.com

♦ Fidelity and Forgery - SFAA Package
♦ Commercial Lines Company Program Exception review and reporting instructions (Other than Texas - all lines except automobile)
♦ Texas Operating Procedures Manual (TOPM)

David Lemus
(201) 469-2277
David.Lemus@verisk.com

Lynne Hess
(201) 469-2236
Lynne.Hess@verisk.com

♦ Commercial Lines Company Program Exception review and reporting instructions (Texas Commercial Lines)
**Questions On:**

| Upcoming Statistical Reporting Changes Summary by Effective Date - Quarterly Circular | David Lemus  
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| Annual Calls for Statistics: | David Lemus  
(201) 469-2277  
David.Lemus@verisk.com |
|   - CSP, CSP-i and CSAP Call | |
|   - PASP and PLSAP-AUTO Call | |
|   - PLSP-OTA and PLSAP-OTA Call | |
| Electronic Numerical Listing - Commercial and Personal Lines (CLENL/PLENL) | Tom Lahey  
(201) 469-2237  
Thomas.Lahey@verisk.com |
| Special Calls/Surveys | David Lemus  
(201) 469-2277  
David.Lemus@verisk.com |
|   - Call for New York No-Fault 2% Interest Penalty | |
|   - Special Call for Puerto Rico Personal Automobile Discounts | |
|   - Filing Schedule | |
| Company Performance Evaluation (Report Cards) | Marcy Gillman-Harris  
(201) 469-2255  
Marcy.Gillman-Harris@verisk.com |
| Statistical Reporting Eligibility Tables, (Reporting Group/Company Assignment for new companies, mergers, etc.), Eligibility Error Messages, and Insurer Runoff: | |
|   - Commercial Lines (Including Texas) | |
|   - Personal Lines | |
|   - Calculation of Eligibility for Level of Reporting (All Statistical Plans) | |
| Texas Commercial Lines Reporting Requirements: | Donna Geller  
(201) 469-2264  
Donna.Geller@verisk.com |
|   - Statistical Agent Participation | |
|   - Exemptions | |
|   - Extensions | |
|   - Billing Invoices | |
| Statistical Charges and Credits, and Billing Invoices (other than Texas) | |
| Electronic Submission of Countrywide and Texas Affidavits | |

**Questions On:**

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<td>Are Answered By:</td>
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<tr>
<th>Questions On:</th>
<th>Are Answered By:</th>
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<tbody>
<tr>
<td>♦ <strong>DATA VALIDATION</strong> (Edits &amp; Electronic Submissions):</td>
<td>Carolin Paidoussis, CPCU, CIDM, APA, Senior Manager</td>
</tr>
<tr>
<td></td>
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<td></td>
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<td></td>
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<tr>
<td>❖ Statistical Web Services</td>
<td>Jason Panicker, AIDM</td>
</tr>
<tr>
<td></td>
<td>(201) 469-2242</td>
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<tr>
<td></td>
<td><a href="mailto:Jason.Panicker@verisk.com">Jason.Panicker@verisk.com</a></td>
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<td></td>
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<tr>
<td>❖ Commercial Lines Edits - (CSP, CSP PLUS, CSP-i, CSAP)</td>
<td>Jason Panicker, AIDM</td>
</tr>
<tr>
<td></td>
<td>(201) 469-2242</td>
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<tr>
<td></td>
<td><a href="mailto:Jason.Panicker@verisk.com">Jason.Panicker@verisk.com</a></td>
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<tr>
<td></td>
<td>Kiranmayi Nimmala, PMP</td>
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<tr>
<td></td>
<td>(201) 469-2259</td>
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<tr>
<td></td>
<td><a href="mailto:Kiranmayi.Nimmala@verisk.com">Kiranmayi.Nimmala@verisk.com</a></td>
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<tr>
<td>❖ Personal Auto Edits - (PASP, PLSAP-AUTO)</td>
<td>Cathy Bogerman</td>
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<tr>
<td></td>
<td>(201) 469-2282</td>
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<tr>
<td></td>
<td><a href="mailto:Cathy.Bogerman@verisk.com">Cathy.Bogerman@verisk.com</a></td>
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<tr>
<td>❖ Personal Lines Edits (Other Than Auto) - (PLSP-OTA, PLSAP-OTA)</td>
<td>Cathy Bogerman</td>
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<tr>
<td></td>
<td>(201) 469-2282</td>
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<td><a href="mailto:Cathy.Bogerman@verisk.com">Cathy.Bogerman@verisk.com</a></td>
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<tr>
<td>❖ Texas Commercial Lines Statistical Plan Edits</td>
<td>Satyajit Deshpande</td>
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<tr>
<td></td>
<td>(201) 469-2231</td>
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<tr>
<td></td>
<td><a href="mailto:Satyajit.Deshpande@verisk.com">Satyajit.Deshpande@verisk.com</a></td>
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<tr>
<td>❖ Surety and Fidelity Association of America Monoline Edits</td>
<td>Jason Panicker, AIDM</td>
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<td>(201) 469-2242</td>
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<td><a href="mailto:Jason.Panicker@verisk.com">Jason.Panicker@verisk.com</a></td>
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<tr>
<td>❖ Technical Requirements</td>
<td>Jason Panicker, AIDM</td>
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<td></td>
<td>(201) 469-2242</td>
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<td><a href="mailto:Jason.Panicker@verisk.com">Jason.Panicker@verisk.com</a></td>
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<td>Questions On:</td>
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<tr>
<td>➢ Electronic Submissions - PGP</td>
<td>Satyajit Deshpande</td>
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<td>(201) 469-2231</td>
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<td><a href="mailto:Satyajit.Deshpande@verisk.com">Satyajit.Deshpande@verisk.com</a></td>
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<tr>
<td>➢ Electronic Submissions - ISOeSubm</td>
<td>Anamica Singh</td>
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<tr>
<td></td>
<td>(201) 469-2267</td>
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<td><a href="mailto:Anamica.Singh@verisk.com">Anamica.Singh@verisk.com</a></td>
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<td>Questions On:</td>
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<tr>
<td>♦ DATA VERIFICATION</td>
<td>Winnell Turpin, CPCU, CIDM Manager</td>
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<tr>
<td></td>
<td>(201) 469-2271</td>
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<td><a href="mailto:Winnell.Turpin@verisk.com">Winnell.Turpin@verisk.com</a></td>
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<tr>
<td>➢ Special Call for LCM/RDF 999 Data/Deviation Factor Reporting Requirements</td>
<td>Joseph Walsh</td>
</tr>
<tr>
<td>(LCM/RDF)</td>
<td>(201) 469-2322</td>
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<td><a href="mailto:Joseph.Walsh@verisk.com">Joseph.Walsh@verisk.com</a></td>
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<tr>
<td>➢ Statistical Data Monitoring System (SDMS): Certification Statement,</td>
<td>Nicolette Plummer Smith</td>
</tr>
<tr>
<td>Reconciliation of Statistical Data Reported to ISO for Outstanding Losses</td>
<td>(201) 469-2281</td>
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<tr>
<td></td>
<td><a href="mailto:Nicolette.Smith@verisk.com">Nicolette.Smith@verisk.com</a></td>
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<tr>
<td>♦ Annual Verification (All States, Including Texas)</td>
<td>Nicolette Plummer Smith</td>
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<td></td>
<td>(201) 469-2281</td>
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<td><a href="mailto:Nicolette.Smith@verisk.com">Nicolette.Smith@verisk.com</a></td>
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<tr>
<td>♦ Submission Processing Results and Problems, Delinquency Reports, Special</td>
<td>Nicolette Plummer Smith</td>
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<td>Processing Requests:</td>
<td>(201) 469-2281</td>
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<td><a href="mailto:Nicolette.Smith@verisk.com">Nicolette.Smith@verisk.com</a></td>
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<td>➢ Commercial Statistical Plans (CSP, CSP-i, CSAP, CMSP Intermediate</td>
<td>Nicolette Plummer Smith</td>
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<tr>
<td>Run-off)</td>
<td>(201) 469-2281</td>
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<td>➢ Texas Commercial Lines Statistical Plans (TCLSP &amp; CSP+)</td>
<td><a href="mailto:Nicolette.Smith@verisk.com">Nicolette.Smith@verisk.com</a></td>
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<td>➢ Personal Lines Statistical Plans (Auto)</td>
<td>Melissa Visconti</td>
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<tr>
<td>➢ Personal Lines Statistical Plans (Other Than Auto)</td>
<td>(201) 469-2247</td>
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<td>➢ Requests for Extension of Filing Due Dates</td>
<td><a href="mailto:Melissa.Visconti@verisk.com">Melissa.Visconti@verisk.com</a></td>
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</table>
REGULATORY & CONTRACTUAL REPORTING

Mary Annese, Director
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Mary.Annese@verisk.com

Questions On:  Are Answered By:

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  ➢ Personal Automobile  Ernest Baingana
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  ➢ Fast Track Monitoring System (all lines)  Thomas Haggerty
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Questions On:

- Statistical Data Monitoring System (SDMS)
  - Sampling
  - Reasonability Testing

- Texas Statistical Agent

Are Answered By:

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- Rebecca Ueno
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♦ Other than Automobile

- Illinois Cost Containment
- Aircraft/Aviation
- Commercial Fire & Allied Lines
- Commercial Earthquake
- Personal Property (all lines)
- Commercial Inland Marine
- Crime (B&T and F&F)
- Equipment Breakdown (B&M)
- Farm
- Fidelity & Forgery
- Glass

- General Liability
- Medical Professional Liability
- Professional Liability (other than Medical)
- Businessowners

♦ Terrorism Risk Insurance Program (TRIP)

- Mike McAuley, Senior Manager
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  - Michael.Mcauley@verisk.com

- Thomas Haggerty
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♦ DATA ACQUISITION
  ➢ Data Acquisition and Enhancement
  ➢ Emerging data needs

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Denise Soppas
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<table>
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<tr>
<th>Questions On:</th>
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<tr>
<td>♦ SFAA Statistical Plans</td>
<td>Ed O'Donnell, Statistical Manager&lt;br&gt;Surety and Fidelity Association of America (SFAA)&lt;br&gt;Website: <a href="http://www.surety.org">www.surety.org</a>&lt;br&gt;Direct Phone Line: (202) 778-3632&lt;br&gt;Main Phone Line: (202) 463-0600&lt;br&gt;FAX: (202) 463-0606&lt;br&gt;<a href="mailto:eodonnell@surety.org">eodonnell@surety.org</a></td>
</tr>
<tr>
<td>♦ SFAA Reporting Assistance</td>
<td>Mike McAuley, Senior Manager&lt;br&gt;Insurance Services Office&lt;br&gt;(201) 469-2323&lt;br&gt;<a href="mailto:Michael.McAuley@verisk.com">Michael.McAuley@verisk.com</a></td>
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## Workers Compensation Solutions

**Alfred Faber, WCP, Director**  
(201) 469-2375  
Alfred.Faber@verisk.com

<table>
<thead>
<tr>
<th>Questions On:</th>
<th>Are Answered By:</th>
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</table>
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| ♦ POLS        | Jon Walters, ACAS, MAAA, Manager  
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Questions On: Are Answered By:

♦ Participation for ISO Services:
  ♦ Participation additions/deletions of statistical agent service
  ♦ Coordinating with Sales and Insurer Billing
  
♦ Electronic Delivery order processing status and billing issues:
  ♦ Statistical Plans on ISOnet
  ♦ Company Edit Package/Actuarial Edit Definitions order processing
  ♦ Statistical Circulars

♦ Billing Issues
  
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