

To: QBE NAU Agents & Staff

Re: **ACRSI Issue With FSA**

Date: Monday June 13, 2016

Ref #: 116-16

As a valued agent, QBE NAU is dedicated to keeping you informed of issues discovered in the field so that we may provide the upmost level of customer service. Currently FSA offices are automatically importing all ACRSI data sent by all Approved Insurance Providers that are participating in the ACRSI initiative via RMA's data clearinghouse. FSA's system has a software failure that is allowing the automatic import of the ACRSI data to take place without any human interaction. This automatic data import is over-writing any insured certified data that may have already been in their system. Again, this issue is on the FSA's CARS system which is outside of RMA's clearinghouse and any QBE NAU systems.

The FSA is attempting to resolve this issue soon (and may have already done so by the time you receive this email), but in the meantime, we highly recommend that you contact your producers who may have already certified and suggest that they verify their FSA data is correct.

Please take note this is an industry wide issue, one which QBE NAU does not take lightly. We will keep you informed as additional information becomes available.

Thank you,

QBE NAU