**Questions from 05/26/2021 Mortality Experience Data Collection**

**Company Administrator Training**

1. Who do I contact about adding addition user accounts?

**A:** You can email us at [experience\_reporting@naic.org](mailto:experience_reporting@naic.org) to request additional users. We will request their logins and ensure that they have the appropriate permissions to access the RDC system.

1. If we have an old or “failed” submission, what happens to the files?

**A:** RDC maintains all files that were submitted. If you choose to cancel your submission, then the file is deleted from RDC. Likewise, if there is a condition that causes RDC to reject your submission then the file is deleted.

1. If we add users to the PBR2018 filing, will they carry forward to future filings (PBR2019, PBR2020, etc.).

**A:** Each data call functions independently in RDC. This means that you will need to set up users within each data call.

1. If we create subfolders in FTP, will NAIC communicate or send files using “our” folder/naming convention? Is there some naming convention we should use?

**A:** We will make every effort to use whatever naming convention you have set up. Our recommendation would be to have a folder for each observation year and then subfolders within those to designate different submission dates.

1. Can we have multiple users for both RDC and FTP?

**A:** RDC is set up to allow for multiple secondary users. However, the FTP site is set up for only one user per company.

1. I have not received a username or password yet. When will I be receiving this?

**A:** Due to the large number of emails we received regarding company administrators, we have had a bit of a back log on setting up users. You should be receiving your credentials shortly. Any user requests that were sent after 6/1/2021 will take approximately 10 business days. If you have any questions regarding a user request, you can email us at [experience\_reporting@naic.org](mailto:experience_reporting@naic.org) and we will follow up on your request.