

Telecommunications Manual

CHAPTER IX - SIU IDENTIFICATION SYSTEM

A. GENERAL INFORMATION

CAR's Special Investigative Unit (SIU) Identification File, also known as the Central Index System, is a database of claim information. The information is derived from cases investigated by Servicing Carrier Special Investigative Units. As of December 1993, this file contained approximately 18,000 names for both physical damage and PIP/BI claims. Only SIU personnel have access to this file.

The system allows you to browse through the entire file (regardless of the original reporting company) and add new claims records related to your company's investigations. To access this system, you need an individual's name or license number (usually social security number).

For those companies who submit large volumes of data, you have the option of submitting this data on tape. Please contact CAR's Claim Department for more information.

Telecommunications Manual

CHAPTER IX - SIU IDENTIFICATION SYSTEM

B. SIU IDENTIFICATION SYSTEM

1. Access

To access CAR's SIU Identification File System from TE100 – TELECOMMUNICATIONS MENU (exhibit IX-B-1):

Exhibit IX-B-1

TE100SB	COMMONWEALTH AUTOMOBILE REINSURERS	11/01/2006
TEMENUSA	TELECOMMUNICATIONS	11:15:30
C.A.R. ACCOUNTING PF2	OR 02
SESSION SYSTEM PF3	OR 03
STATISTICAL SYSTEM PF4	OR 04
PRODUCER CODE SYSTEM PF5	OR 05
TAXI INDEX SYSTEM PF6	OR 06
AUDIT & CLAIMS SYSTEM PF7	OR 07
EXPERIENCE RATING SYSTEM PF8	OR 08
TERMINATE C.A.R. SESSION PF12	OR 12
	: :	
	DEPRESS PFKEY OR ENTER PROCESSING OPTION	

- a. **Select PF7 or**
- b. **Tab to the option field, type "07" and hit ENTER**

The TE170 - CAR AUDIT CLAIMS SYSTEM Screen (exhibit IX-B-2) appears.

Telecommunications Manual

CHAPTER IX - SIU IDENTIFICATION SYSTEM

B. SIU IDENTIFICATION SYSTEM (CONTINUED)

1. Access (continued)

To access CAR's SIU Identification File System from TE170 – C.A.R. AUDIT CLAIMS SYSTEM (exhibit IX-B-2):

Exhibit IX-B-2

```
TE170                COMMONWEALTH AUTOMOBILE REINSURERS          11/01/2006
                     C.A.R. AUDIT CLAIMS SYSTEM                11:15:30
                     COMPANY NUMBER . . . . _____

                     CAR POLICY HISTORIES                      . . . .PF2 OR 2
                     SPECIAL INVESTIGATIVE UNIT                . . . .PF3 OR 3
                     ALLOCATED EXPENSE SYSTEM                  . . . .PF4 OR 4
                     REINSURANCE AUDIT ACCESS                   . . . .PF5 OR 5
                     AVERAGE COST PER CLAIM                    . . . .PF6 OR 6

                                     :           :

PF1/01 - HELP                                PF12/12 - RETURN TO MENU
```

- a. Select PF3 or
- b. Tab to the option field, type "03" and hit ENTER

The SIU200 - SIU IDENTIFICATION MAIN MENU screen appears (exhibit IX-B-3).

Telecommunications Manual

CHAPTER IX - SIU IDENTIFICATION SYSTEM

B. SIU IDENTIFICATION SYSTEM (CONTINUED)

1. Access (continued)

Exhibit IX-B-3

```
SIU200                COMMONWEALTH AUTOMOBILE REINSURERS          11/01/2006
                      SPECIAL INVESTIGATIVE UNIT SYSTEM          11:15:30

                      MAIN MENU

                      BROWSE S.I.U. IDENTIFICATION FILE.....PF3 OR 3
                      INQUIRE S.I.U. IDENTIFICATION FILE..... PF4 OR 4
                      ADD/UPDATE S.I.U. IDENTIFICATION RECORDS...PF5 OR 5
                      EXIT TO MAIN TELECOMMUNICATIONS MENU.....PF12 OR 12

                      :      :

                      PRESS APPROPRIATE PF KEY, OR ENTER CORRESPONDING NUMBER IN OPTION BOX
```

The SIU200 screen allows you to BROWSE the SIU Identification File or ADD/UPDATE SIU Identification File records. To select the BROWSE option -

- a. **Select PF3 or**
- b. **Tab to the option field, type "03", and hit "ENTER"**

To select the INQUIRE option-

- a. **Select PF4 or**
- b. **Tab to the option field, type "04" and hit "ENTER"**

To select the ADD/UPDATE option -

- a. **Select PF5 or**
- b. **Tab to the option field, type "05", and hit "ENTER"**

If you selected the BROWSE option, the SIU210 - BROWSE OPTION MENU appears (exhibit IX-B-4).

Telecommunications Manual

CHAPTER IX - SIU IDENTIFICATION SYSTEM

B. SIU IDENTIFICATION SYSTEM (CONTINUED)

2. Browse (continued)

Exhibit IX-B-4

```
SIU210                COMMONWEALTH AUTOMOBILE REINSURERS          11/01/06
                      SPECIAL INVESTIGATIVE UNIT SYSTEM        11:15:30

                      BROWSE OPTION MENU

                      LAST NAME----->

TO SELECT RECORDS FROM THE FILE FOR BROWSING, ENTER ANY NUMBER OF LETTERS
FROM THE LAST NAME. STARTING AT THE BEGINING -- THANK YOU --

NOTE A MAXIMUM OF 109 RECORDS WILL BE DISPLAYED PER BROWSE

INPUT DATA FOR THE DESIRED IDENTIFICATION RECORDS THEN HIT THE ENTER KEY

TO EXIT BROWSE OPTION MENU, HIT PF12 OR ENTER 12 IN OPTION BOX BELOW.

                      :      :
```

You may browse the file by Last Name only.

After you enter the selection criteria, hit "**ENTER**". The SIU215 - BROWSE screen (exhibit IX-B-5) appears.

Telecommunications Manual

CHAPTER IX - SIU IDENTIFICATION SYSTEM

B. SIU IDENTIFICATION SYSTEM (CONTINUED)

2. Browse (continued)

Exhibit IX-B-5

```
SIU215                COMMONWEALTH AUTOMOBILE REINSURERS                11/01/2006
                        SPECIAL INVESTIGATIVE UNIT SYSTEM                11:15:30
RECORD 001 OF 071          BROWSE
LAST NAME  INSURED          FIRST NAME  INSURED  INITIAL
CARRIER   999              CLAIM NO.  999999-999  ALIAS
LOSS DATE  01 / 24 / 2006  LOSS TYPE  1  1=THEFT 2=BI 3=COLL 4=FIRE 5=AO
                        MM      DD      YYYY
ADDRESS - STREET  MAIN STREET          NUMBER  69          APT
CITY            ANYTOWN                STATE   MA           ZIP    99999
DATE OF BIRTH   03 / 13 / 1974        AREA CODE          TELEPHONE
                        MM      DD      YYYY
LICENSE  999999999          V. I. N.
POLICY    1234567
                        AUTOMOBILE INFO
YEAR  2005      MAKE OF CAR  BUICK          MODEL  SKYLARK
COMMENTS  THEFT

:  _  :
TO PAGE FORWARD..PF8 OR ENTER 8          TO PAGE BACK.....PF7 OR ENTER 7
TO RETURN TO PRIOR SCREEN HIT PF12 OR ENTER 12
```

The SIU215 - BROWSE Screen displays one SIU Identification File record per screen. The "RECORD ## OF ##" statement reflects the total number of records meeting the selection criteria and the number of the record being displayed. The system displays all records meeting the selection criteria. Within BROWSE, you may view data from all companies reporting to CAR.

Use PF7 (SCROLL FORWARD) and PF8 (SCROLL BACKWARD) to view all records.

On the following page, you will find a description of the fields.

Telecommunications Manual

CHAPTER IX - SIU IDENTIFICATION SYSTEM

B. SIU IDENTIFICATION SYSTEM (CONTINUED)

2. Browse (continued)

FIELD	DESCRIPTION
LAST NAME, FIRST, INITIAL	Name of the subject
CARRIER	Company Code Number
CLAIM NO.	Claim # assigned by reporting company
ALIAS	Other names associated with subject
LOSS DATE	MM//DD/YYYY Format
LOSS/TYPE	1 = Theft Loss 2 = Bodily Injury Loss 3 = Collision Loss 4 = Fire Loss 5 = All Other Losses
ADDRESS	Subject's address
DATE/OF/BIRTH	MM/DD/YYYY Format
AREA CODE & TELEPHONE	Subject's telephone number
LICENSE	Subject's license number
V.I.N.	Vehicle Identification Number
POLICY	Company policy number
AUTOMOBILE/INFO	Automobile involved in claim
COMMENTS	Any relative comments

3. Add/Update Option

When you select the ADD/UPDATE option from SIU200 - SIU IDENTIFICATION SYSTEM MAIN MENU, the SIU220 - FILE MAINTENANCE screen appears (exhibit IX-B-6). This screen initially displays no information.

Commonwealth Automobile Reinsurers

Telecommunications Manual

CHAPTER IX - SIU IDENTIFICATION SYSTEM

B. SIU IDENTIFICATION SYSTEM (CONTINUED)

3. Add/Update Option (continued)

Exhibit IX-B-6

```

SIU220                COMMONWEALTH AUTOMOBILE REINSURERS                11/01/2006
                        SPECIAL INVESTIGATIVE UNIT SYSTEM                11:15:30
                        FILE MAINTENANCE
LAST NAME _____ FIRST NAME _____ INITIAL _
CARRIER _____ CLAIM NO. _____ ALIAS _____
LOSS DATE ____ / ____ / ____ LOSS TYPE _ 1=THEFT 2=BI 3=COLL 4=FIRE 5=AO
      MM      DD      YYYY
ADDRESS - STREET _____ NUMBER _____ APT _____
CITY _____ STATE _____ ZIP _____
DATE OF BIRTH ____ / ____ / ____ AREA CODE ____ TELEPHONE _____
      MM      DD      YYYY
LICENSE _____ V.I.N. _____
POLICY _____
AUTOMOBILE INFO
YEAR _____ MAKE OF CAR _____ MODEL _____
COMMENTS _____
      TO ADD A RECORD ENTER ALL INFORMATION
      TO UPDATE A RECORD ENTER NAME AND CARRIER CODE ONLY

: _ :
TO ADD RECORD...PF3 OR ENTER 3      TO UPDATE RECORD...PF5 OR ENTER 5
FOR HELP.....PF1 OR ENTER 1      TO EXIT.....PF12 OR ENTER 12

```

To add a new record to the S.I.U. Identification File -

- a. Enter the requested information into the fields on the screen
- b. Select PF3 or type "03" in the option field and hit "ENTER"

At a minimum, you must input the LAST NAME, FIRST NAME, CARRIER, and LOSS/TYPE fields to add a new record.

Because the CARRIER field represents the Company Code Number CAR assigns, you may enter data for your CARRIER code only.

Once you successfully added a record to the file, a message appears indicating the number of records contained on the SIU Identification File having the same LAST NAME/FIRST NAME value as the record you just added.

Telecommunications Manual

CHAPTER IX - SIU IDENTIFICATION SYSTEM

B. SIU IDENTIFICATION SYSTEM (CONTINUED)

3. Add/Update Option (continued)

To browse through these records -

- a. Select PF7 or
- b. Tab to the option box, type "07", and hit "ENTER"

At any time, you may access the HELP function. To access HELP -

- a. Select PF1 or
- b. Tab to the option field, type "01", and hit "ENTER".

To exit the SIU220 - FILE MAINTENANCE screen and return to the SIU200 - SIU IDENTIFICATION SYSTEM MAIN MENU -

- a. Select PF12 or
- b. Tab to the option box, type "12", and hit "ENTER"

To update an existing record on the SIU Identification File

- a. Enter information into the LAST NAME, FIRST NAME, INITIAL, and CARRIER fields on a blank SIU220 - FILE MAINTENANCE screen
- b. Select PF5 or type "05" in the panel option box and hit "ENTER"

Records with the same field values as those you input will appear one record at a time on the File Maintenance panel (exhibit IX-B-7).

Commonwealth Automobile Reinsurers

Telecommunications Manual

CHAPTER IX - SIU IDENTIFICATION SYSTEM

B. SIU IDENTIFICATION SYSTEM (CONTINUED)

3. Add/Update Option (continued)

Exhibit IX-B-7

```
SIU220                COMMONWEALTH AUTOMOBILE REINSURERS                11/01/2006
                        SPECIAL INVESTIGATIVE UNIT SYSTEM                11:15:30
                        FILE MAINTENANCE
LAST NAME  INSURED          FIRST NAME  INSURED          INITIAL
CARRIER  999              CLAIM NO.  999999-999        ALIAS
LOSS DATE 01 / 24 / 2006  LOSS TYPE  1  1=THEFT 2=BI 3=COLL 4=FIRE 5=AO
          MM   DD   YYYY
ADDRESS - STREET  MAIN STREET          NUMBER          APT
CITY             ANYTOWN          STATE  MA          ZIP  99999
DATE OF BIRTH  03 / 13 / 1974  AREA CODE          TELEPHONE
          MM   DD   YYYY
LICENSE  999999999          V.I.N.
POLICY   9998756
          AUTOMOBILE INFO
YEAR  2005  MAKE OF CAR  BUICK          MODEL  SKYLARK
COMMENTS  THEFT
          IF THIS IS THE RECORD YOU WANT TO UPDATE ENTER Y AND HIT
          ENTER, ELSE ENTER AN N TO GET NEXT RECORD AND HIT ENTER

          :   _   :
TO ADD RECORD...PF3 OR ENTER 3          TO UPDATE RECORD...PF5 OR ENTER 5
FOR HELP.....PF1 OR ENTER 1          TO EXIT.....PF12 OR ENTER 12
```

If the record shown is not the one you want to update, then bypass it. To bypass the record-

- a. **Tab to the option field**
- b. **Enter an "N"**
- c. **Hit "ENTER"**

To select a record to update -

- a. **Enter a "Y" in the option field**
- b. **Hit "ENTER"**

To UPDATE this record -

- a. **Type over the incorrect information listed on the screen**
- b. **Hit "ENTER"**

This process rewrites the file with the updated record.

Telecommunications Manual

CHAPTER IX - SIU IDENTIFICATION SYSTEM

B. SIU IDENTIFICATION SYSTEM (CONTINUED)

3. Add/Update Option (continued)

To select a different record to update, you must exit from the FILE MAINTENANCE application. To exit,

a. Select PF12 or

b. Tab to the option box, type "12", and hit "ENTER"

This returns you to the SIU200 - SIU IDENTIFICATION SYSTEM MAIN MENU.