

## **ELECTRONIC BAIL BOND MONTHLY REPORT FILING**

### **Frequently Asked Questions**

**1. When are professional bail bondsmen monthly reports due when submitted electronically to the Department?**

Monthly reports submitted electronically are due on or before the 15<sup>th</sup> of each month pursuant to North Carolina G.S. § 58-71-165.

**2. Are professional bail bondsmen required to electronically submit their monthly reports through SBS Connect?**

Yes, professional bail bond reports are required to be filed electronically pursuant to North Carolina Administrative Code, Title 11, NCAC 13.0521.

**3. What is the filing end date that is requested during the electronic report process?**

The filing end date is the day that the monthly report is due to be filed with the Department. *For example, the filing end date for the March 2011 monthly report is 4/15/2011.*

**4. Why is the monthly report filed by a professional bondsman not considered confidential data?**

Professional bail bondsman monthly reports are public records and are not confidential data. With very few exceptions, the information in Agent Services Division is in the public domain and subject to public records requests.

**5. If there is no state fee for filing an electronic monthly report why is there a transaction fee charged for the electronic monthly report filing?**

There is no state fee due to the North Carolina Department of Insurance for filing a professional bail bond monthly report. The electronic filing service is provided by State Based Systems (SBS) through SBS Connect service. SBS charges administrative fees for each monthly report filing transaction. These fees are paid directly to SBS by credit card or electronic check when the monthly report is electronically submitted. The fees associated with electronic filing are the responsibility of the licensee pursuant to North Carolina G.S. § 58-2-250.

**6. What number would I call to check the balance of my custodial account over the phone?**

The phone number to call for information regarding your custodial account balance is 1-877-877-2143. This is the same number you are currently using for all other U.S. Bank custodial account information and questions.

**7. Can I access my custodial account balance online myself?**

U.S. Bank's on line system TrustNow Essentials (TNE) will provide professional bail bondsmen with secure access to account information via the internet. TNE provides real-time access to your account information 24 hours/7 days a week. You can review your accounts from anywhere you have access to the internet. TNE offers many benefits including the ability to download transaction history and statement information. Individually, a professional bail bondsman can request online access from U.S. Bank at anytime during their normal hours of operation. Please contact your U.S. Bank representative at 1-877-877-2143 for additional information.

**8. During the electronic filing process, you are asked to submit the name of the individual with the greatest outstanding liability. What if more than one individual has this same amount of outstanding liability?**

If more than one individual has the same amount of greatest outstanding liability, select the individual by alphabetical order of last name and only enter that individual's first and last name in the field. *For example, enter John Adams in the field if both John Adams and Paul Smith have the same amount of total outstanding liability.*

**9. Where can I get an electronic copy of the bail bond monthly report in Microsoft Word/Excel format?**

Professional bail bond monthly reports are available in Microsoft Word or Excel format on the Department's website in the following location: [www.ncdoi.com/asd/asd\\_licensee\\_reports.asp](http://www.ncdoi.com/asd/asd_licensee_reports.asp)

**10. What happens if I submit my monthly report electronically through SBS Connect and need to file an amended report at a later time due to an error?**

SBS charges an administrative fee for each monthly report filing transaction. So if you need to file an amended report later in a different transaction, you will be required to pay an administrative fee for the second transaction. Conversely, if you need to submit a late monthly report at the same time as a current monthly report, you will only be charged one administrative fee as long as both monthly reports are filed in the same transaction.

**11. What happens if I forget my SBS account user name or password?**

Go to the SBS Connect login page at [https://sbs-nc.naic.org/Lion-Web/jsp/login/login\\_lsx.jsp](https://sbs-nc.naic.org/Lion-Web/jsp/login/login_lsx.jsp). Under the password field, select the link that says Forgot User Name or Password. You will then be asked to submit the e-mail address and the city of birth you listed in your SBS Connect account registration information. SBS will then verify the information and automatically send an e-mail with your user name and password to the e-mail address listed in your SBS account registration information.

**12. Can my support staff file my monthly report electronically on my behalf?**

Yes, your support staff can file your electronic bail bond monthly report for you if you provide them with your SBS Connect account registration information. During the filing transaction, SBS Connect will prefill in the name of the professional bail bondsmen license to which the SBS Connect account is registered in the monthly report submitter field. This is for report ordering purposes and the submitter name cannot be changed to the name of the support staff that is actually filing the report for you.

**13. What do I do because I do not have a computer with internet access and am unable to file the reports electronically as now required by the state?**

Most public libraries in North Carolina provide computers with internet access for use by the public. Please check with your local library.

**14. What happens if my reports show that I am in violation of the 1/4 and 1/8 statutory requirement for liabilities undertaken?**

The Agent Services Division will advise you by written correspondence that you are in violation of North Carolina G.S. § 58-71-175 and/or North Carolina G.S. § 58-71-145 and indicate the amount that **must be** immediately deposited in your custodial trust account. As a result of this violation administrative action may be taken.

**15. What happens if my report is late?**

The Agent Services Division will advise you by written correspondence that you have failed to submit your report in accordance with North Carolina G.S. § 58-71-165(c); you should immediately submit the missing monthly report. Failing to submit your report in the time specified by the statute may lead to administrative action.

**16. What happens if I fail to turn in a report?**

The Agent Services Division will advise you by written correspondence that you have failed to submit your report in accordance with North Carolina G.S. § 58-71-165(a); you should immediately submit the missing monthly report. Failing to submit your report in the time specified by the statute may lead to administrative action.

**14. I like to bring the printed report to the Department of Insurance. May I continue to do this?**

No, professional bail bondsmen should not bring their printed monthly report to the Department. The SBS Connect Service is available to all professional bail bondsmen as of April 1, 2011 and monthly reports are required to be submitted electronically pursuant to North Carolina G.S. § 58-71-165.