

Real Estate Malpractice Insurance Online Reporting User Manual

Missouri Department of Insurance, Financial Institutions and Professional Registration

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Summary

To further assist our patrons, Real Estate Malpractice Claim Forms can now be opened, updated and closed online through DIFP Statistics Claim Reporting Portal. This tutorial guides users through the online system for claim management. This guide does not provide information about claim requirements or regulations.

Site Address

<https://apps.difp.mo.gov/ProfLiab/Login.aspx>

Account Management

Users require an approved account to open, update or close claims. New users must create an account and receive approval prior to opening, updating or closing claims. Existing users will need to sign in to manage their account information.

Account Registration

Required Information: Users will need to create and/or provide the following information when registering for an account with DIFP:

- Create a User Name
- Provide a valid Email Address
- Create a Password
- Provide Contact Name
- Provide Contact Phone Number
- Provide Contact Address Information
- Provide NAIC number(s) associated with type of filing(s)

Registration Process

New users must register with DIFP to gain access to the application. See instruction for new user sign up: <https://apps.difp.mo.gov/ProfLiab/Login.aspx>

Contact Information Updates

It is important to keep your contact information up-to-date, log in into the account to manage account settings. You can change your password, email account and contact information online through the account settings option. The system automatically approves updates immediately, but account changes process nightly.

To log in, provide your username and password.

- If you forget your account login information, you may request your information sent to your on-file email address by selecting the “Can’t access your account?” link.

STATISTICS CLAIMS REPORTING REGISTRATION

SIGN IN

Account Information

Please enter your username and password.

Username:

Password:

[User Guide](#)

[Can't access your account?](#)

Not Registered? [Sign up](#)

[Contact Us](#)

Once you login, the page redirects to the portal homepage. From the portal homepage, select your NAIC Code and form type.

Reporting

Once you have selected the NAIC Code for your company and form selection, you will be directed to the reporting form. Verify the Name of the Company, NAIC Group and Company Codes are correct. NOTE: Companies who have nothing to report are not required to file.

The Real Estate Malpractice Claim Reporting form, for OPEN claims will appear as follows:

Real Estate Malpractice Claim Form

Section A

Name of Company:	4000 - VICTORIA FIRE & CASUALTY COMPANY
NAIC Company Code:	4000 Change
NAIC Group Code:	0000
For Year Ending:	2014
Name of Submitter:	S. Tackell
Title :	
Telephone Number :	(314) 750-4000
EMAIL :	sttackell@victoriafire.com

Insurer Claim File No.:	<input type="text"/>
City:	<input type="text"/>
Insured's State:	<input type="text" value="Select"/>
Zip Code:	<input type="text"/>
Status of this Claim:	<input type="text" value="Select"/>

Same as Above

First name of report Preparer :	<input type="text"/>
Last name of report Preparer :	<input type="text"/>
Telephone :	<input type="text"/>
EMAIL :	<input type="text"/>

SavePrintHomeCancel

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The top section is pre-populated by the Account Information that was entered when the User Account was created.

The “For Year Ending” field is populated as the current year minus one year.

Status of this Claim: This will be either OPEN or CLOSED. If OPEN is selected, the form can be saved. It can then be re-opened and CLOSED at a later date. If CLOSED is selected, additional entry boxes will appear. All required information will then need to be entered and the form will not be able to be re-opened, once SUBMIT has been selected.

Check the SAME AS ABOVE checkbox to fill the following preparer information with the information from the User Account. If other Preparer information is desired, it may be entered in the boxes.

Once SAVED and ACCEPTED by our office, you will receive a confirmation number. Please print and keep for your records. (See below):



Missouri Department of Insurance
Financial Institutions & Professional Registration
Real Estate Malpractice Claim Form

Welcome [redacted]
[Log Off](#)

Real Estate Malpractice Claim Form

Confirmation Number : **REM4187424**
For Year Ending : **2014**
Company Id : [redacted]
Status : **Form Saved**

[Home](#)

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Once a form has been SAVED, when a user returns to the Real Estate Malpractice Claim Form home screen, their saved OPEN forms will be displayed (see below). Clicking on the CLAIM FILE NUMBER (in blue) will re-open the saved form.



Missouri Department of Insurance
Financial Institutions & Professional Registration
Real EstateMal Malpractice Claim Form

Welcome [redacted]
[Log Off](#)

Real EstateMal Malpractice Claim Form

Name of Company: [redacted]
NAIC Company Code: [redacted] [Change](#)
NAIC Group Code: [redacted]
For Year Ending: 2014
Name of Submitter: [redacted]
Title : [redacted]
Telephone Number : [redacted]
EMAIL : [redacted]

Real Estate Malpractice Open Forms:

Claim File Number	Date Added
R2345	1/9/2015 9:26:16 AM
R1234	1/9/2015 9:22:22 AM

[Add Real Estate Malpractice Form](#)

[Home](#)

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When CLOSED is selected in the Status of this Claim dropdown box, more drop-down and text boxes will be displayed. All of which will need an entry (see screen shot below of a claim that needs to be closed).



Missouri Department of Insurance
 Financial Institutions & Professional Registration
Real Estate Malpractice Claim Form

Welcome [User Name]
[Log Off](#)

Real Estate Malpractice Claim Form

Section A

Name of Company: [Redacted]
 NAIC Company Code: [Redacted] [Change](#)
 NAIC Group Code: [Redacted]
 For Year Ending: 2014
 Name of Submitter: [Redacted]
 Title :
 Telephone Number : [Redacted]
 EMAIL : [Redacted]

Insurer Claim File No.:
 City:
 Insured's State:
 Zip Code:
 Status of this Claim:

State Where Claim Was Made:
 Population Code:
 How many Licensees were Insured on the Policy:
 How many years had the insured been admitted to practice at the time of the alleged error?:
 What is the insured's type of real estate office?:
 What is the insured's relationship to the claimant?:
 Did the claim arise after the insured made an attempt to collect a fee?:
 Did this claim arise from an area of Real Estate?:
 Date of Occurrence:
 Date first reported to Insurer:

Section B

Date this claim closed or disposed:
 Claim Disposition:
 Amount paid to claimant – Economic Loss: \$
 Amount paid to claimant – Non-Economic Loss: \$
 Amount paid to claimant – Punitive Damages: \$
 Indemnity paid on behalf of defendant - Economic Loss: \$
 Indemnity paid on behalf of defendant - Non Economic Losses: \$
 Amount paid for loss expense (include deductible): \$
 Amount of reserve established for loss payment: \$
 Amount of reserve for loss expense: \$
 Amount of insured's deductible: \$

Section C

Area of Real Estate:
 Major Activity Code:
 Alleged Error or Omission:

First name of report Preparer :
 Last name of report Preparer :
 Telephone :
 EMAIL :

The SUBMIT button checks to verify fields have been completed properly. If not, a Notice Box will appear at the top of the screen and will give direction to what and where the error is. (See example below).

The screenshot shows the 'Real Estate Malpractice Claim Form' interface. At the top, there is a blue header with the Missouri Department of Insurance logo and the title 'Real Estate Malpractice Claim Form'. Below the header, a yellow box contains the message 'Please correct the following:' followed by two red error icons and text: 'Disposition Selection Required' and 'Amount Paid Claimant Non Economic Loss Required'. Below this, a blue bar labeled 'Section A' contains a list of fields: Name of Company, NAIC Company Code, NAIC Group Code, For Year Ending, Name of Submitter, Title, Telephone Number, and EMAIL. The 'Insurer Claim File No.' field is highlighted with a blue border and contains the value 'R1234'. At the bottom of the form, there are 'Print' and 'Cancel' buttons.

Once SUBMITTED and ACCEPTED by our office you will receive a confirmation number. (See example below). Please print and keep for your records.

The screenshot shows the 'Real Estate Malpractice Claim Form' interface after submission. At the top, there is a blue header with the Missouri Department of Insurance logo, the title 'Real Estate Malpractice Claim Form', and a 'Welcome' message with a 'Log Off' link. Below the header, a blue bar contains the title 'Real Estate Malpractice Claim Form'. Below this, a white box contains the following information: Confirmation Number: REM4187424, For Year Ending: 2014, Company Id: 42889, and Status: Form Submitted. Below this information, there is a blue 'Home' button. At the bottom of the page, there is a dark blue footer with links for Privacy Policy, Accessibility, Contact Us, Data Policy, Alerts, and Follow us on Google+.

PRINT: Prints the form.

HOME: Returns to the HOME screen for form selection OR to enter/submit data for another company you are reporting for.

CANCEL: Removes all unsaved entries and returns to the HOME screen.

Contact Us

Contact the Department of Insurance, Financial Institutions, and Professional Registration, Statistics Section, for help completing this online claims system by emailing: Statistics@insurance.mo.gov

User Guide

This User Guide can be obtained from the **User Guide** menu as well as from the DIFP web site at http://insurance.mo.gov/industry/filings/stats/Stats_Portal_Real_Estate_Malpractice_Guide.pdf

Logout

Before closing the application, be sure to logout. To logout, select the Sign Out hyperlink at the top right corner of the page. Upon successful logout, the system redirects you to a confirmation page.