

**COMMONWEALTH OF VIRGINIA
WORKERS' COMPENSATION COMMISSION**



***WebFile* Guide For Group
Self-Insured Associations**

Instructional Guide for WebFile System

JULY 2009 EDITION

PREFACE

This Guide is designed to assist Group Self-Insured Associations (GSIA) with using **WebFile**, the Virginia Workers' Compensation Commission's self-service GSIA Membership Management system. The Commission implemented this efficient, easy-to-use web-based system so that GSIA could shift away from manual, paper-based processing to an efficient online tool to manage and update Member data. Questions about any of the information provided in this guide should be directed to pocmailbox@vwc.state.va.us.

WELCOME

Welcome to the Virginia Workers' Compensation Commission's **WebFile** system.

The WebFile Guide for GSIA's provides the information and instructions necessary for navigating this web-based membership management tool. It has been designed to be used in two different ways –

- the printed document may be used as a hard-copy comprehensive reference manual or,
- the electronic file may be used as an online reference guide (see the Table of Contents for specific sections of interest)

If after reviewing the guide you do not find an answer to your question about how to use **WebFile**, please e-mail your questions to pocmailbox@vwc.state.va.us. Technical questions can be directed to webfilesupport@vwc.state.va.us.

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TO RETURN TO TOP OF DOCUMENT CLICK  and  BUTTONS

WebFile SECURITY

The **WebFile** system has security protocols to help ensure that information remains confidential.

LOGON USERNAME

The logon username is the user's e-mail address. The e-mail address is also the data used to identify who created and has rights to update GSIA information.

The logon username cannot be changed to be anything other than another e-mail address. If your e-mail address changes and you wish to update your profile, contact the Commission through webfilesupport@vwc.state.va.us.

PASSWORDS

All users are required to use a password along with the logon username. The initial password will be set up by The Commission. The user will then set up a new password at the time of registration.

Password Criteria

- **Must contain one special character (ie. @, #)**
- **Must be at least 8 characters in length**
- **Must have at least one number**
- **Must have at least one letter**
- **Must not have been used within the previous 12 months**

**Passwords expire every 90 days*

TIMEOUT FEATURE

The system has been set up with a 30 minute timeout feature. If there is no activity within 30 minutes, the user will receive a message notifying them that they need to log back in.



Timeout Feature: *The system has been set up with a 30 minute timeout feature. If there is no activity within 30 minutes, the user will receive a message notifying them that they need to log back in.*

LOG IN AND REGISTRATION

This module covers the procedure for logging into *WebFile* for the first time and completing the registration steps. The registration step is required in order to be able to view and manage your clients.

Registration is only required the first time a user logs in.



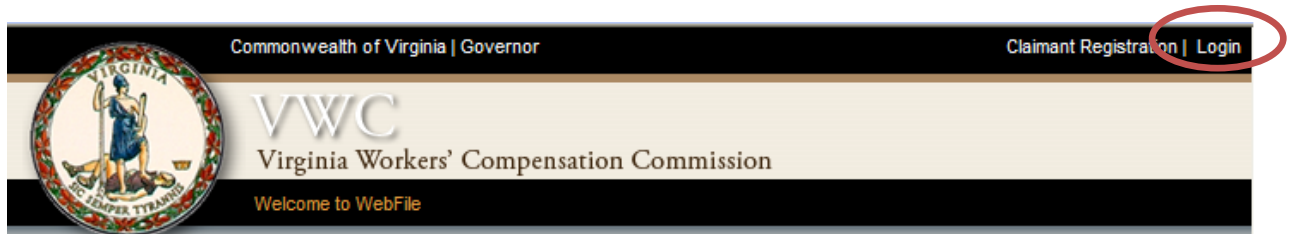
You should have received your logon and temporary password via e-mail. If you have not, then submit an e-mail to webfilesupport@vwc.state.va.us.

Applicable Roles: GSIA Administrator User

Prerequisite Actions: User has been set up in system and a confirmation e-mail has been sent.

Business Scenario: User has received e-mail with logon and temporary password.



1. Go to new website at: <https://webfile.workcomp.virginia.gov>
2. Log into *WebFile*



3. Enter login username and password

A screenshot of a web browser window titled "VWC Portal Login". The window contains two input fields: "Email:" and "Password:". Below the "Password:" field is a link that says "Forgot Password". At the bottom right of the form is a "Login" button.

4. Because this is your first time logging in, you will need to complete the registration page

 This symbol  next to a field indicates a required field.

- Set up a new password. Make sure to create a password that is at least 8 characters in length, has at least 1 number, at least one letter, at least one special character, and no spaces. The password is not re-usable for 12 months.



Passwords will expire after 90 days. If you have not reset your password before it expires you will need to contact the Commission at WebFileSupport@vwc.state.va.us

- The next three fields capture responses to questions that will assist you in case you are ever locked out of the system or forget your password.

- Pick a question and then supply responses in answer fields
- Enter your information

1. Enter first name
2. Enter last name
3. Enter address



The address is validated against the US Postal Service database. A valid address is required for registration.

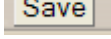
9. Review the Terms and Conditions by clicking on the words “**Terms and Conditions**” at the bottom left hand corner.

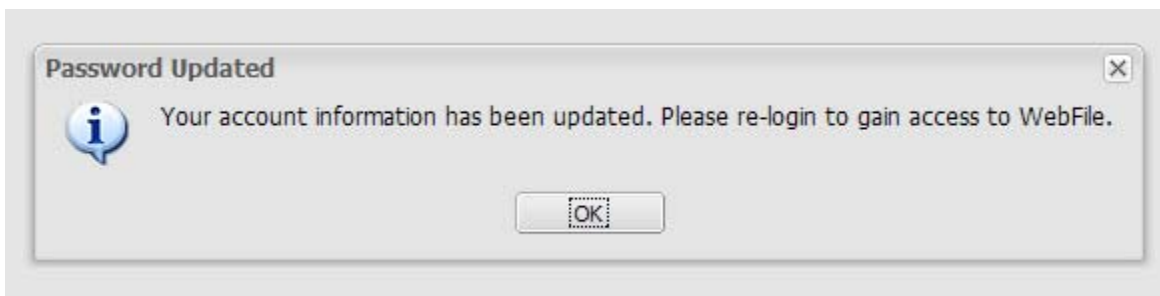
Check this box to accept **Terms and Conditions**

10. After reviewing, check the box to accept the terms



The user will be asked to re-accept terms and agreements if the terms are changed significantly and/or user forgets password and requests a reset.

11. Click the  button



Once saved, you will be directed to the main page, where you will need to log back in using your new password.

RESET YOUR PASSWORD

This module covers how to reset your password. The directions differ based on your scenario. Scenario 1 is for forgotten or expired passwords. Scenario 2 is for voluntarily resetting your password.

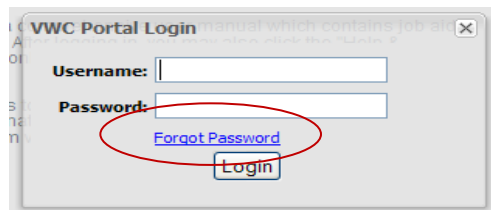
Applicable Roles: GSIA Administrator User

Prerequisite Actions: User has been set up and has registered in *WebFile*.

Business Scenario 1: User forgot their password or it has been 90 days and password has expired.

When the log in screen displays, you have the option to request a new password yourself.

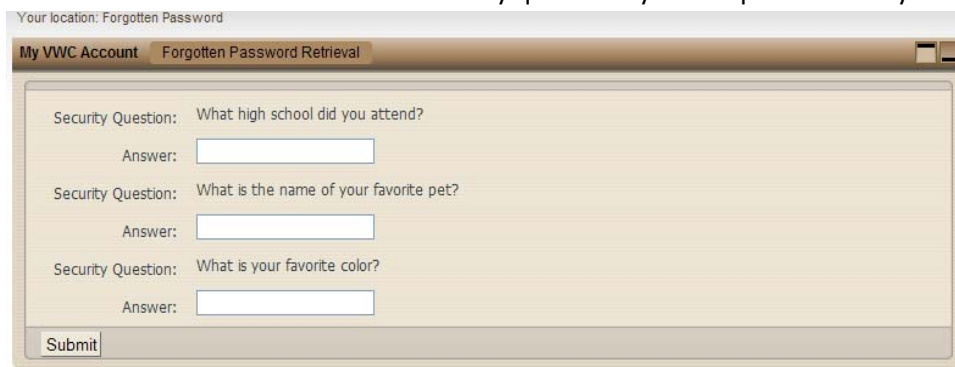
1. Click on FORGOT PASSWORD



2. You will be asked to enter your Logon Username. Click SUBMIT

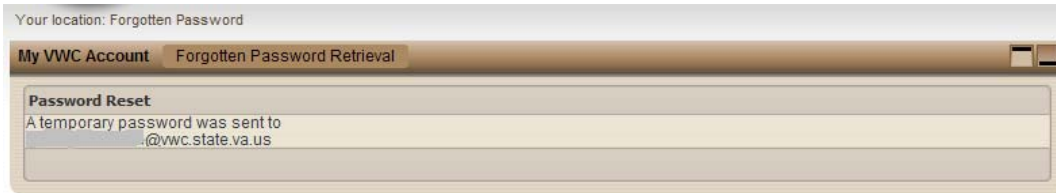


3. You will need to answer the three security questions you completed when you first registered.



4. Once you have entered your answers. Click SUBMIT

5. A confirmation message will appear.



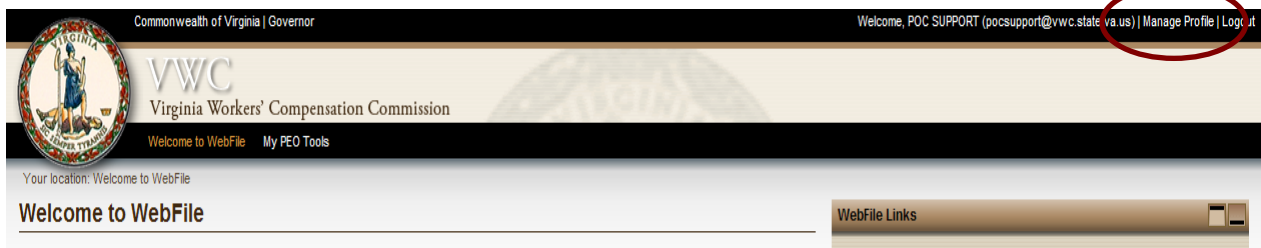
6. You will receive an e-mail with a temporary password.
7. When you login you will be required to re-register.



If you cannot remember the answers to your security questions then contact the Commission at WebFileSupport@vwc.state.va.us.

Business Scenario 2: User logs in with current password which has not expired but wishes to reset it.

1. From the main *WebFile* menu, click on Manage Profile



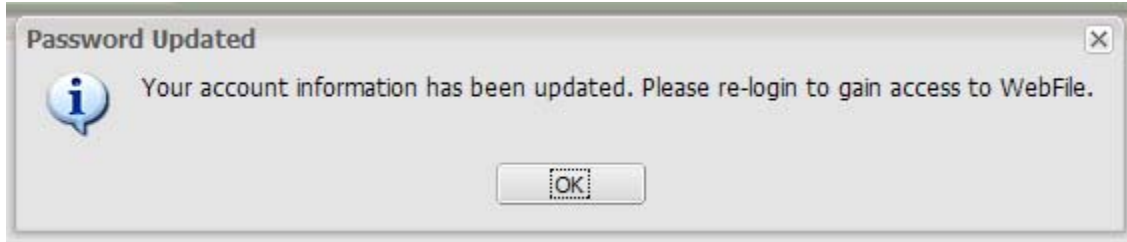
2. Manage Account Profile screen will display

3. Scroll down to the “Manage Account Password” section
4. Enter current password, then new password twice.



Make sure to create a password that is at least 8 characters in length, has at least one number, has at least one letter, has at least one special character, and has no spaces. The password is not re-usable for 12 months.

5. Click RESET.



6. Click OK to return to main *WebFile* page.
7. You will need to log back in with the new password.

UPDATING YOUR USER PROFILE

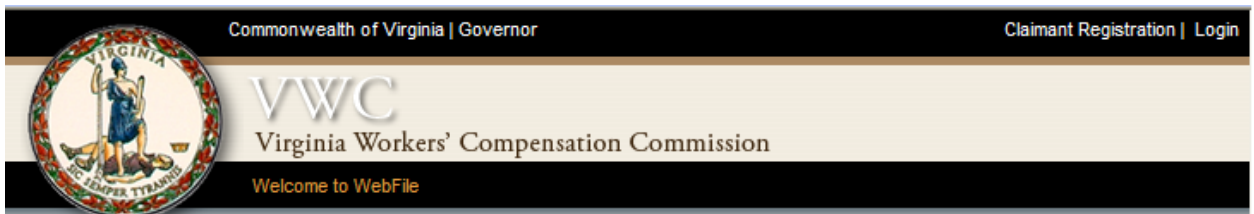
This module covers the steps for updating your own personal profile.

Applicable Roles: GSIA Administrator User

Prerequisite Actions: User has been set up and has registered in *WebFile*.

Business Scenario: User needs to update address originally set up during registration process.

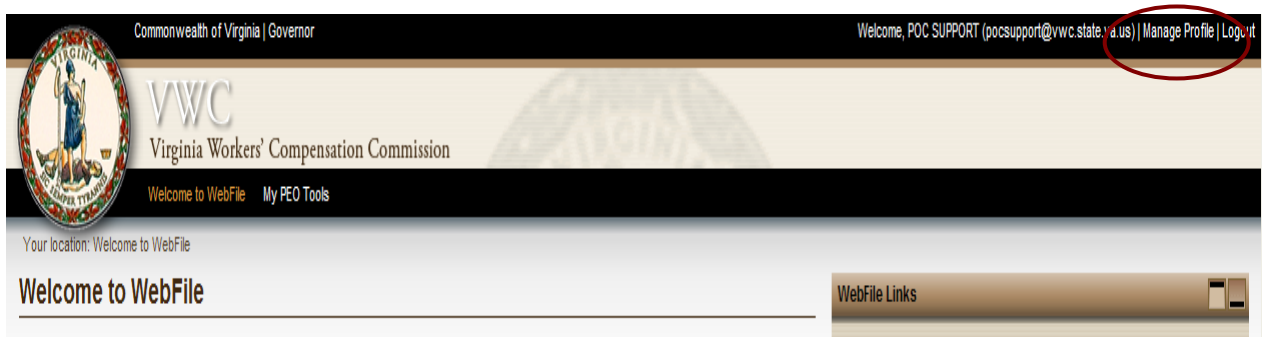
1. Go to new website at: <https://webfile.workcomp.virginia.gov>
2. Log into *WebFile*



3. Enter login id and password

The screenshot shows a "VWC Portal Login" window. It contains two input fields: "Email:" and "Password:". Below the password field is a link for "Forgot Password" and a "Login" button.

4. From the main *WebFile* menu, click on Manage Profile

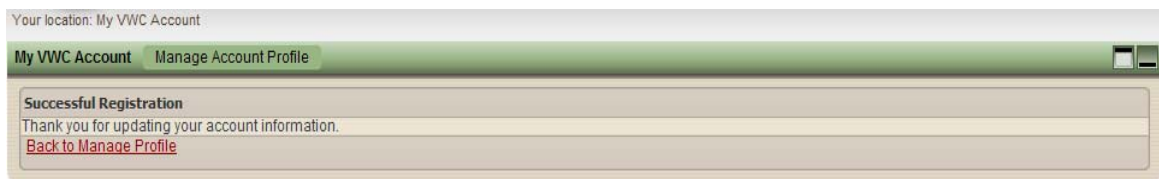


5. Manage Account Profile screen will display

The screenshot shows a web browser window titled "My VWC Account" with a sub-tab "Manage Account Profile". The form contains the following fields:

- First Name:
- Middle Name:
- Last Name:
- Mailing Address:
 - Address: Street:
 - City:
 - State:
 - Postal Code:
 - Country:
- Check this box to accept **Terms and Conditions**
-

6. Make whatever changes are necessary
7. Check the box to accept the Terms and Conditions
8. Click SAVE
9. A confirmation page will display



WEB FORM FUNCTIONS

This module covers the functionality available for managing and updating GSIA Member and Subsidiary Data using the Web Form option.

Applicable Roles: GSIA Administrator User

Prerequisite Actions: A GSIA has properly registered with the Commission.

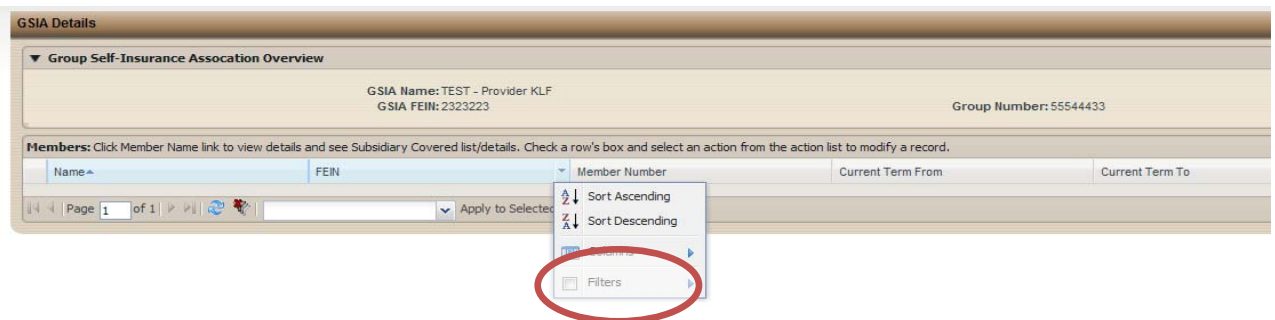
Business Scenario: GSIA needs to provide new or updated Member or Subsidiary data to the Commission using the online Web Form.

1. Login to WebFile.
2. The “Managed GSIA List” will display (it is possible that only one will display if you are managing Members for one GSIA). Click the GSIA Name to access the Member list.

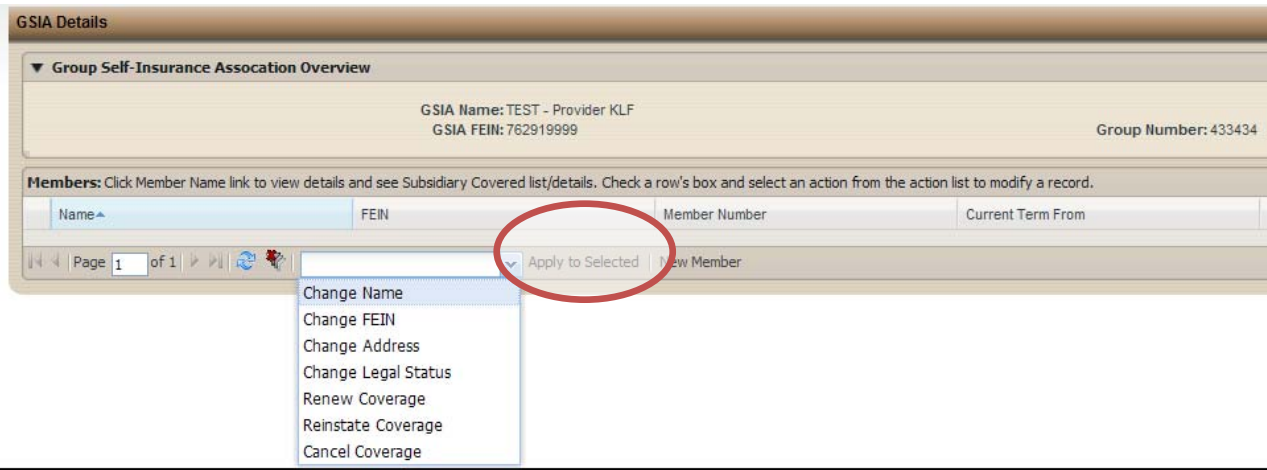


3. Select the Member record to update by clicking the check box next to the Member Name.

i All Columns have “Filtering Capability.” This allows users to hone in on a particular record (or set of records); filtering begins as soon as one character is entered. The sample below shows the drop down for filtering by FEIN, but the drop down choice is the same of each column.



4. To update Member data, click the drop down menu and highlight the data you wish to update. Then click the “Apply to Selected” button. This will launch the appropriate pop-up window.



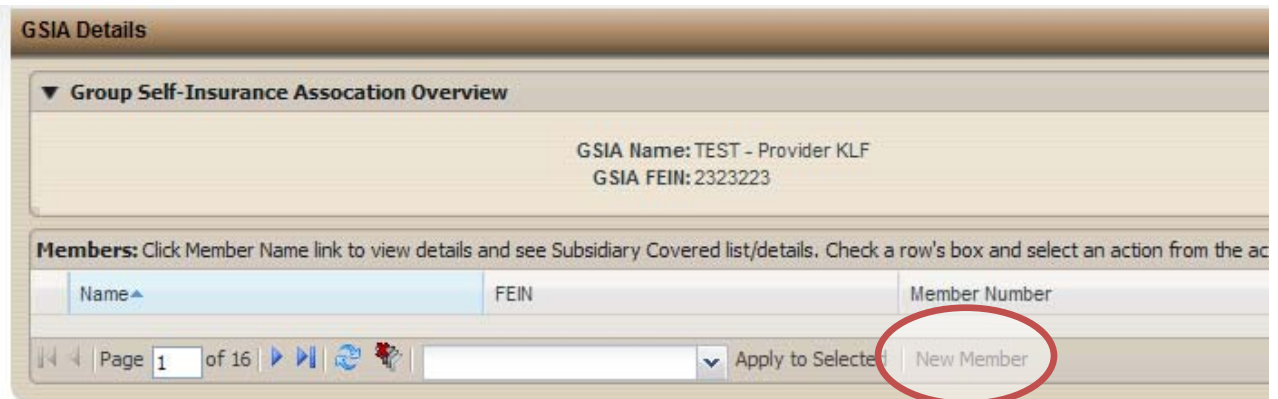
5. To update a Subsidiary of a member, click the Member Name, then select the check box next to the Subsidiary Name.
6. Similar to how you update Member information, click the drop down menu and highlight the data you wish to update. Then click the Apply to Selected button. This will launch the appropriate pop-up window.



For more information on the type and format of data required in each field, see the **Field and Function Matrix** at the end of this document. Click [here](#) to navigate to that section.

Add New Member

1. New Members may be added from the same "GSIA Details" portlet.



2. Enter all required data, and click Submit.

GSIA Details

Group Self-Insurance Association Overview

GSIA Name: TEST - Provider KLF
GSIA FEIN: 2323223

Group Number: 55544433

Add New Member

Name:

FEIN:

Legal Status:

Member Number:

Coverage Effective Date:

Coverage Expiration Date:

Street Address:

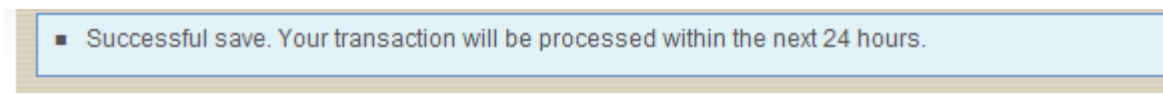
City:

State:

Postal Code:

Cancel Submit

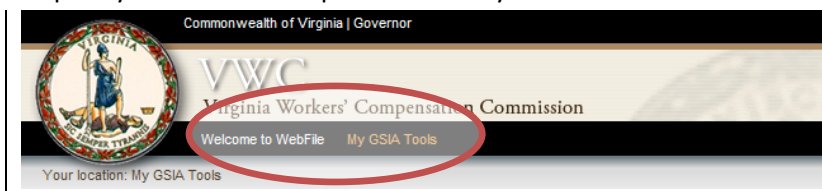
3. The following confirmation message will appear:



Because WebFile employs a batch process run after business hours to upload all Member and Subsidiary data received throughout the day, updated records are not visible until the following business day.



Remember to use the “Breadcrumbs” at the top of the page for easier navigation, especially to quickly return to the top level of the system.



REPORT UPLOAD FUNCTIONS

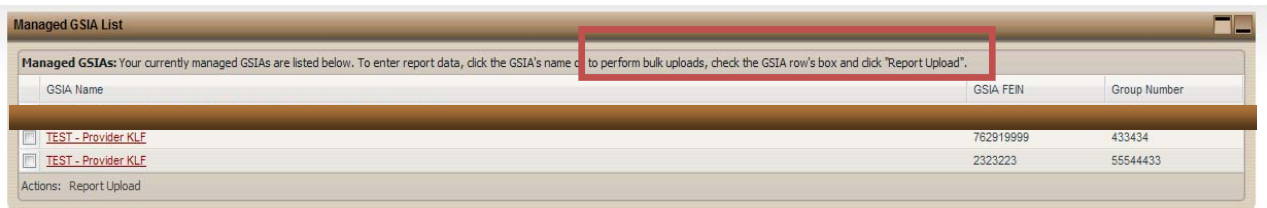
This module covers the functionality available for managing and updating GSIA Member Data using the Report Upload option.

Applicable Roles: GSIA Administrator User

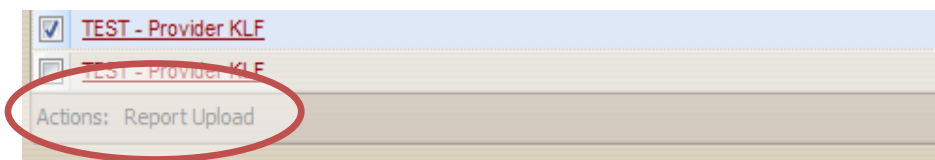
Prerequisite Actions: A GSIA has properly registered with the Commission.

Business Scenario: GSIA needs to provide updated Member data to the Commission using the Report Upload option.

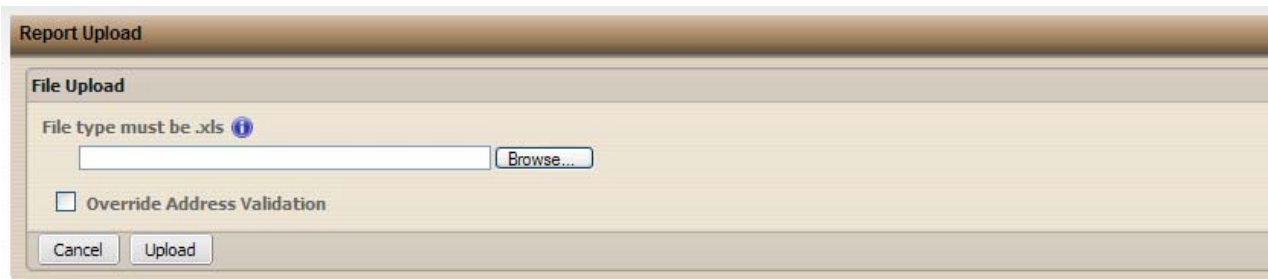
1. Login to WebFile.
2. The “Managed GSIA List” will display.
3. Follow the directions provided to upload data for multiple Members via the “Report Upload” function.



4. Place a check next to the appropriate GSIA, and click the “Report Upload” button.



5. The File Upload portlet appears. Select the Browse button to open the “Choose File” option (not shown here), allowing you to access the spreadsheet you wish to upload from its location on your computer or network.





Please note that the only file type accepted by WebFile is Excel. Supported versions are 95, 97, 2000, XP, and 2003. If you are using Excel 2007 as part of the Office 2007 suite, please “Save As” to a supported version.

6. After you have selected the file, WebFile will auto-insert the file pathway beginning with the letter of the drive where the file is located. Click the Upload Button.

7. If all data is properly entered and formatted on the spreadsheet, the following confirmation message will appear.



Because WebFile employs a batch process run after business hours to upload all Member and Subsidiary data received throughout the day, updated records are not visible until the following business day.

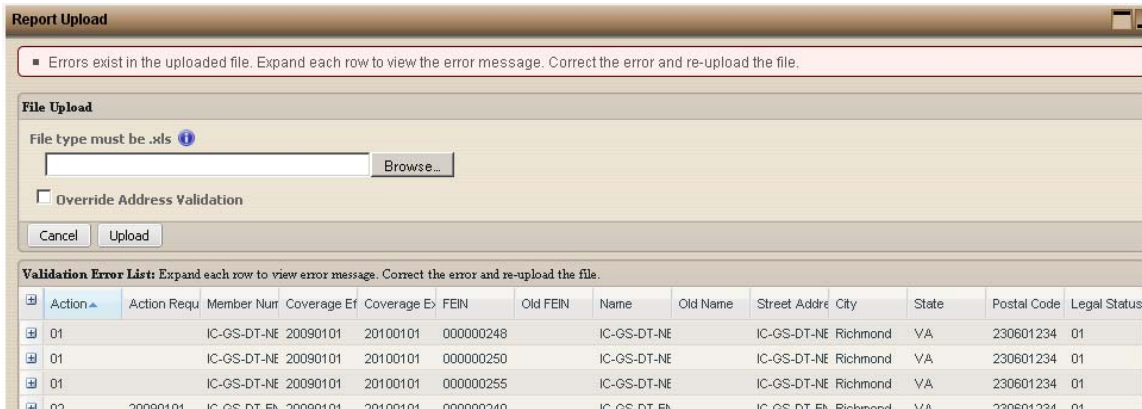
Common Errors During the Report Upload Process

WebFile validates uploaded report data against Commission standards, as well as against (for Address data specifically) the US Postal Service’s address database. The two most common reasons for error messages, therefore, involve

1. Improperly Formatted or Missing Data in Required Fields
2. Invalid Address Data [Street, City, State, Zip Code]


Beginning on page 20 below, the **Report Upload Spreadsheet Field and Function Matrix** provides details on the type and format of data required in the spreadsheet GSIA's upload to **WebFile**. It also contains a list of system error messages and how to correct them.

The following two screen shots illustrate how WebFile displays errors. The summary view shows a list of only those rows from the uploaded report which contains errors.



By clicking the + button, users may expand the view to see a description of the error, along with suggested next steps for each row.



 If, as illustrated above, the errors are limited to Address Data, users may check “Override Address Validation.” **WebFile** will then return a Successful Upload message after the Report is uploaded again.



Non-Address data errors cannot be overridden, and must be corrected on the source spreadsheet and reloaded before **WebFile will accept the Report.**

REPORT UPLOAD SPREADSHEET FIELD AND FUNCTION MATRIX

Spreadsheet Column	Required Format of Data	Maximum Width	Required / Optional	Common System Error Messages	Description of Data Element
Action	2-digit number between 01 and 21	2	Required for All Transactions	<i>Action Code Not Valid</i> <i>Maximum length for the Action Code is 2</i>	An Action Code corresponds to a specific transaction type. See the last page for “Action Code Reference Table” for a list of each Action Code, Name, and Description.
Action Request Effective Date	YYYYMMDD (Example: May 5 th , 2009 is entered as 20090505)	8	Required for All Transactions	<i>Action Request Effective Date is required</i> <i>Maximum length for the Action Request Effective Date is 8</i>	This date reflects the effective date of the action being requested.
Member Number	Can be Alpha-Numeric, and can include special characters	18	Required for All Transactions	<i>Member Number is required</i> <i>Maximum length for the Member Number is 18</i>	This number is generated by the Group Self-Insured Association.
Coverage Term Effective Date	YYYYMMDD (Example: June 1 st , 2009 is		Required for All Transactions	<i>Coverage Effective Date is required</i>	The effective date of the coverage contract for the new certificate or the renewal certificate.

Spreadsheet Column	Required Format of Data	Maximum Width	Required / Optional	Common System Error Messages	Description of Data Element
	entered as 20090601)	8		<i>Maximum length for the Coverage Effective Date is 8</i>	
Coverage Term Expiration Date	YYYYMMDD (Example: June 1 st , 2010 is entered as 20100601)	8	Required for All Transactions	<i>Coverage Expiration Date is required</i> <i>Maximum length for the Coverage Expiration Date is 8</i>	The end date of the certificate contract for the new business certificate or the renewal certificate.
FEIN	9-digit Federal Employer Identification Number (FEIN)	9	Required for All Transactions	<i>Federal Employer Identification Number is required</i> <i>Maximum length for a FEIN is 9</i>	
Old FEIN	Former 9-digit Federal Employer Identification Number	9	Required Only When Changing/Updating the Original Member or Subsidiary FEIN (Transactions 02 or 06)	<i>Federal Employer Identification Number is required</i> <i>Maximum length for a FEIN is 9</i>	FEIN as it existed prior to being updated in the FEIN field. Note: Other terms for Subsidiary include "Trading As" or "Doing Business As"

Spreadsheet Column	Required Format of Data	Maximum Width	Required / Optional	Common System Error Messages	Description of Data Element
Name	Data must match precisely with what is already in WebFile , including punctuation	90	Required for All Transactions	<i>Name is required</i> <i>Maximum length for a Name is 90</i> <i>Member/Subsidiary name, FEIN, and Member Number combination is not valid</i>	Name of Member. This data may be found by accessing WebFile and reviewing the Member / Subsidiary record. This data represents what was initially provided by the GSIA and loaded to the Commission's database.
Old Name	Former Name of Member	90	Required Only When Changing/Updating Original Member Name (Transactions 03 or 07)	<i>Name is required</i> <i>Maximum length for a Name is 90</i>	Member Name as it exists prior to being updated in this transaction.
Address	US Post Office standard, including use of standard abbreviations as needed. (Example: 1119 West Main Street or 1119 W. Main St.)	60	Required for All Transactions	<i>Street Address is required</i> <i>Maximum length for a Street Address is 60</i>	Address of Member. This data may be found by accessing WebFile and reviewing the record. This data represents what was initially provided by the GSIA and loaded to the Commission's database.

Spreadsheet Column	Required Format of Data	Maximum Width	Required / Optional	Common System Error Messages	Description of Data Element
City	US Post Office standard naming; no commas in field	30	Required for All Transactions	<i>City is required</i> <i>Maximum length for a City is 30</i>	The city of the Member's primary address or the city of the Member's address in the jurisdiction.
State	US Post Office Standard 2-letter Abbreviation (Examples: VA, NC, MN)	2	Required for All Transactions	<i>State is required</i> <i>Maximum length for a State is 2</i>	The State/jurisdiction of the Member's primary address or the State/jurisdiction of the Member's address in the jurisdiction.
Zip	US Post Office 5-digit or 9-Digit Zip Code	9	Required for All Transactions	<i>Postal Code is required</i> <i>Maximum length for a Postal Code is 9</i>	The postal code of the Member's primary address or the postal code of the Member's address in the jurisdiction.
Legal Status	2-digit number	2	Required for All Transactions	<i>Legal Status is required</i> <i>Maximum length for the Legal Status is 2</i>	The code associated with the Nature of Business.

Spreadsheet Column	Required Format of Data	Maximum Width	Required / Optional	Common System Error Messages	Description of Data Element
					<p>Values:</p> <p>01 = Individual</p> <p>02 = Partnership</p> <p>03 = Corporation</p> <p>04 = Assoc., Labor Union, Religious Organization</p> <p>05 = Limited Partner</p> <p>06 = Joint Venture</p> <p>10 = Limited Liability Company (LLC)</p> <p>11 = Trust or Estate</p> <p>12 = Executor or Trustee</p> <p>13 = Limited Liability Partnership (LLP)</p> <p>14 = Governmental Entity</p> <p>99 = Other</p>

REPORT UPLOAD SPREADSHEET SAMPLE – NO ERRORS

Action	Action Request Effective Date	Member #	Coverage Term Eff Dt	Coverage Term Exp Dt	FEIN	Old FEIN	Name	Old Name	Address	City	State	Zip	Legal Status
12	20090101	IC-GS-DT-REI-0221	20090101	20100101	000000221		IC-GS-DT-REI-0221-Employer Name		IC-GS-DT-REI-0221-Primary Address	Richmond	VA	230601234	01
12	20090101	IC-GS-DT-REI-0222	20090101	20100101	000000222		IC-GS-DT-REI-0222-Employer Name		IC-GS-DT-REI-0222-Primary Address	Richmond	VA	230601234	01
12	20091030	IC-GS-DT-REI-0223	20090101	20100101	000000223		IC-GS-DT-REI-0223-Employer Name		IC-GS-DT-REI-0223-Primary Address	Richmond	VA	230601234	01
12	20090101	IC-GS-DT-REI-0224	20090101	20100101	000000224		IC-GS-DT-REI-0224-Employer Name		IC-GS-DT-REI-0224-Primary Address	Richmond	VA	230601234	01
06	20090101	IC-GS-DT-END-0225	20090101	20100101	000000225	000099999	IC-GS-DT-END-0225-Employer Name		IC-GS-DT-END-0225-Primary Address	Richmond	VA	230601234	01
05	20090101	IC-GS-DT-END-0226	20090101	20100101	000000226		IC-GS-DT-END-0226-Employer Name		IC-GS-DT-END-0226-Primary Address	Richmond	VA	230601234	01
08	20090101	IC-GS-DT-END-0228	20090101	20100101	000000228		IC-GS-DT-END-0228-Employer Name		IC-GS-DT-END-0228-Primary Address New	Richmond	VA	230601234	01
07	20090101	IC-GS-DT-END-0229	20090101	20100101	000000229		IC-GS-DT-END-0229-Employer Name New	IC-GS-DT-END-0229-Employer Name Old	IC-GS-DT-END-0229-Primary Address	Richmond	VA	230601234	01
09	20090101	IC-GS-DT-END-0230	20090101	20100101	000000230		IC-GS-DT-END-0230-Employer Name		IC-GS-DT-END-0230-Primary Address	Richmond	VA	230601234	01
03	20090101	IC-GS-DT-END-0231	20090101	20100101	000000231		IC-GS-DT-END-0231-Employer Name New		IC-GS-DT-END-0231-Primary Address New	Richmond	VA	230601234	01
02	20090101	IC-GS-DT-END-0240	20090101	20100101	000000240	000999999	IC-GS-DT-END-0240-Employer Name		IC-GS-DT-END-0240-Primary Address	Richmond	VA	230601234	01
11	20090101	IC-GS-DT-REN-0242	20090101	20100101	000000242		IC-GS-DT-REN-0242-Employer Name		IC-GS-DT-REN-0242-Primary Address	Richmond	VA	230601234	01
11	20090101	IC-GS-DT-REN-0243	20090101	20100101	000000243		IC-GS-DT-REN-0243-Employer Name		IC-GS-DT-REN-0243-Primary Address	Richmond	VA	230601234	01
10	20090101	IC-GS-DT-REN-0244	20090101	20100101	000000244		IC-GS-DT-REN-0244-Employer Name		IC-GS-DT-REN-0244-Primary Address	Richmond	VA	230601234	01
19	20090101	IC-GS-DT-CAN-0245	20090101	20100101	000000245		IC-GS-DT-CAN-0245-Employer Name		IC-GS-DT-CAN-0245-Primary Address	Richmond	VA	230601234	01
13	20090101	IC-GS-DT-CAN-0246	20090101	20100101	000000246		IC-GS-DT-CAN-0246-Employer Name		IC-GS-DT-CAN-0246-Primary Address	Richmond	VA	230601234	01
14	20090101	IC-GS-DT-CAN-0247	20090101	20100101	000000247		IC-GS-DT-CAN-0247-Employer Name		IC-GS-DT-CAN-0247-Primary Address	Richmond	VA	230601234	01
01	20090101	IC-GS-DT-NEW-0248	20090101	20100101	000000248		IC-GS-DT-NEW-0248-Employer Name		IC-GS-DT-NEW-0248-Primary Address	Richmond	VA	230601234	01
01	20090101	IC-GS-DT-NEW-0250	20090101	20100101	000000250		IC-GS-DT-NEW-0250-Employer Name		IC-GS-DT-NEW-0250-Primary Address	Richmond	VA	230601234	01
10	20090101	IC-GS-DT-REN-0254	20090101	20100101	000000254		IC-GS-DT-REN-0254-Employer Name		IC-GS-DT-REN-0254-Primary Address	Richmond	VA	230601234	01
01	20090101	IC-GS-DT-NEW-0255	20090101	20100101	000000255		IC-GS-DT-NEW-0255-Employer Name		IC-GS-DT-NEW-0255-Primary Address	Richmond	VA	230601234	01

General Error Messages During Spreadsheet Upload

The Following Error Messages May Display During the Spreadsheet Upload Process:

An error occurred during the document upload; please verify that the file is of the correct file type. The correct file type is Microsoft Excel; supported versions are 95, 97, 2000, XP, and 2003. If you are using Excel 2007 as part of the Office 2007 suite, please “Save As” to a supported version.

An error occurred during the document upload; the administrator has been contacted. If the problem persists, please contact the administrator. The WebFile Administrator can be contacted at Webfilesupport@vwc.state.va.us.

Errors exist in the uploaded file. Expand each row to view the error message. Correct the error and re-upload the file. This message will no longer display once all of the data and formatting requirements have been met. If errors persist, please attach the spreadsheet (with errors highlighted) in an e-mail to Webfilesupport@vwc.state.va.us.

The address you entered was not recognized by the United States Postal Service. Please correct the address or check the Override Address Validation box to skip validation.

The system validates address data against the US Postal Service database to ensure quality data is loaded to the system. You may override this step so that your Address Data is accepted. See the Spreadsheet Upload Section above for details.

REPORT UPLOAD SPREADSHEET – ACTION CODE REFERENCE TABLE

Action Code Reference Table			
Action Code	Action Name	Action Description	<i>Use This Action Code to...</i>
01	Add New Member (Primary)	Add New Insured Member	
02	Change Member FEIN	Change Existing Insured FEIN to new FEIN - must also insert former FEIN in Old FEIN field	
03	Change Member Name	Change Legal Status of Insured (see "Legal Status" row above for specific status options)	
04	Change Member Address	Change Official Address for Insured	
05	Add New Subsidiary / Trading Name / Doing Business As*	Add New Employer	
06	Change Subsidiary FEIN	Change existing Employer FEIN to New FEIN - must also insert former FEIN in Old FEIN field	
07	Change Subsidiary Name	Change existing Employer name to new Name - must also insert former name in Old Name field	
08	Change Subsidiary Address	Change existing Employer address to new address	
09	Remove Subsidiary	Delete Employer	
10	Renew Member	Renew existing Insured Member - must also insert Member Number in "Member #" field	
11	Renew Subsidiary	Renew existing Employer - must also insert Member Number in "Member #" field	
12	Reinstate Member	Reinstate currently inactive Insured Member	
13	Cancel Member Due to Non-Payment (Group's request)	Cancel Insured Member Due to Non-Payment; action generated by Group	
14	Cancel Member Due to Underwriting Reason (Group's request)	Cancel Insured Member Due to Underwriting Reason; action generated by Group	
15	Cancel/Non-renew Member Due to Cov Placed Elsewhere (Member's request)	Cancel Due to Member Coverage moved to competitor; action initiated by Member	
16	Cancel/Non-renew Member Due to Change of Ownership (Member's request)	Cancel Due to Change of Ownership; action initiated by Member	
17	Cancel/Non-renew Member Due to No Empl/No Expos/No Ops (Member's request)	Cancel Due to No Employer, No Expos (?), No Ops (?)	
18	Cancel/Non-renew Member Due to Out of Business (Member's request)	Cancel Due to Member going out of business; action initiated by Member	
19	Cancel/Non-renew Member Reason Unknown (Member's request)	Cancel when action initiated by Member, with no reason given	
20	<i>Not An Active Action Code</i>	N/A	
21	Non-renew Member Due to Underwriting Discretion (Group's request)	Non-renew Member Due to Underwriting decision; action initiated by Group	
22	Change Legal Status	Update the 2-digit code associated with the Nature of Business	
	<i>*Note: Other Terms for Subsidiary are "Trading Name" and "Doing Business As"</i>		