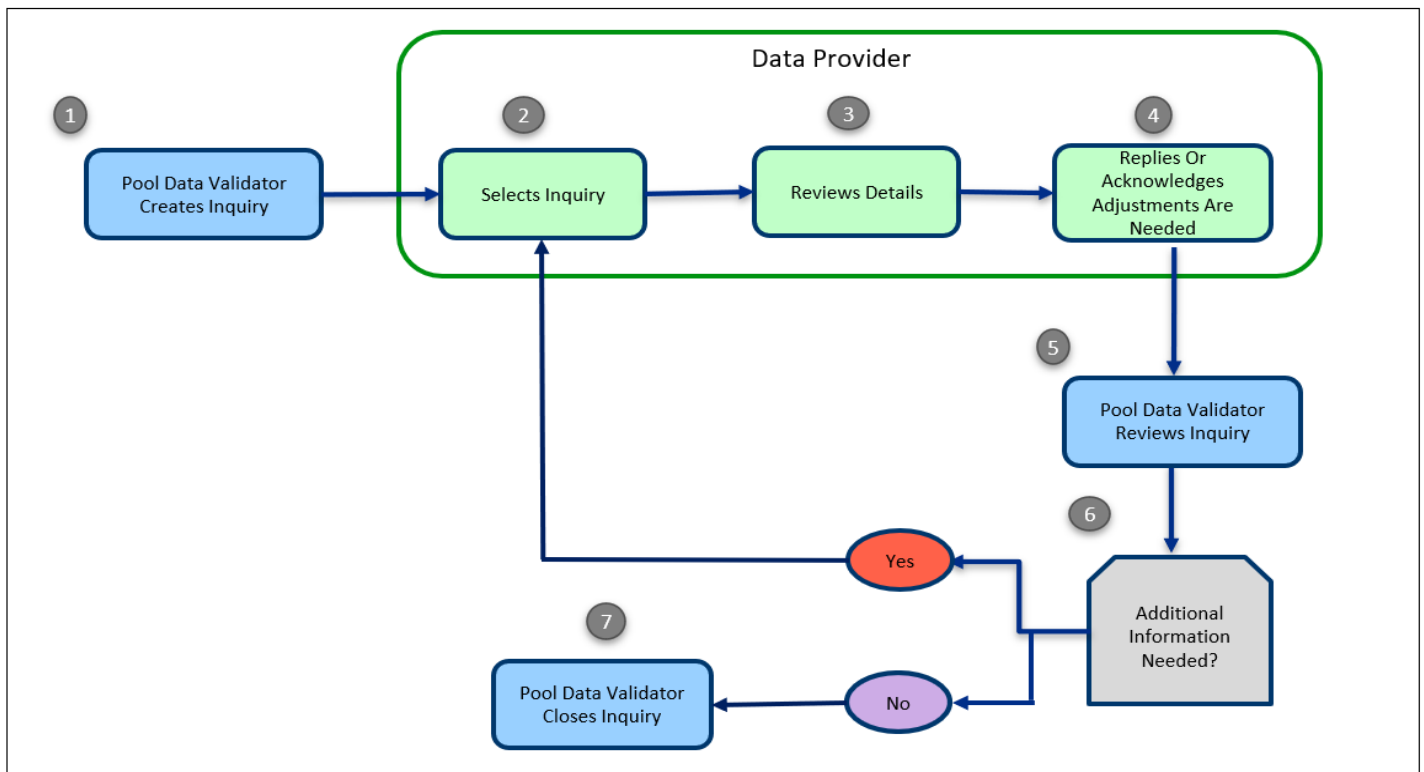




Inquiry Workflow

1. NCCI creates the inquiry in the **Pool** Message Center.
2. The data provider selects the inquiry to review.
3. The data provider reviews the details of the inquiry.
4. The data provider:
 - Replies with a detailed explanation if the data is correct.
 - Identifies adjustments for next quarter's submission.
5. NCCI reviews the inquiry reply.
6. NCCI determines if additional information is needed:
 - Yes—NCCI sends an additional response to the inquiry (go to Step 2).
 - No—NCCI does not send an additional response (go to Step 7).
7. NCCI closes the inquiry.





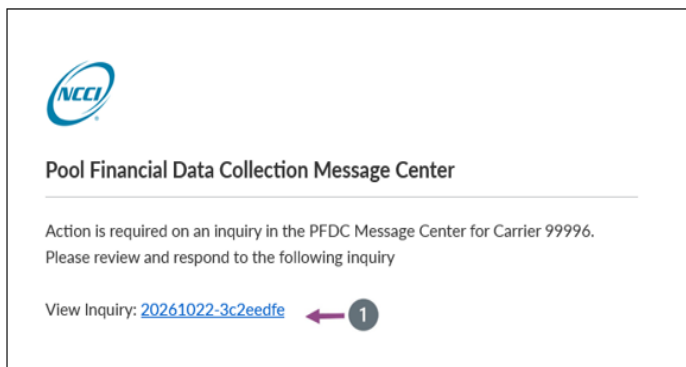
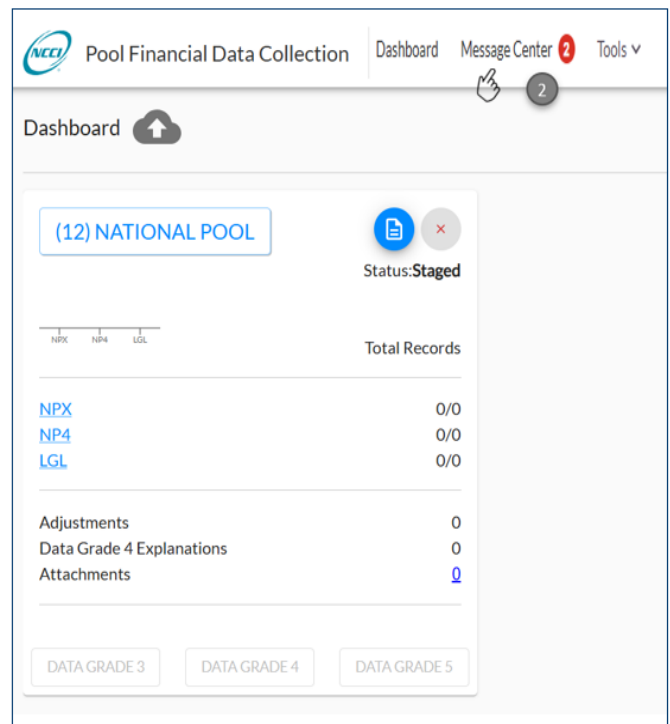
Pool Financial Data Collection (PFDC)-Tool Subscription Options

Access to the **Pool** Message Center is based on your current subscription to **PFDC** (inquiry or update). With inquiry access, you'll be able to view inquiries in the Message Center and monitor the number of pending or closed inquiries. With update access, you'll receive email notifications of the inquiries and have full access to the Message Center to review, reply, and monitor your inquiries.

Accessing the Message Center

There are two methods for accessing the **Pool** Message Center:

1. **Email Link:** A system-generated email is sent when the NCCI **Pool** data validator creates an inquiry.
2. **PFDC Tool:** Access the Message Center from the **PFDC** tool menu.





Message Center Components

1. **Search Options**—Search for inquiries based on:
 - Carrier Code—The numeric code assigned to the data provider (servicing carrier) by NCCI.
 - Data Type—Associated data type (i.e., NP4, NPX, LGL, etc.)
 - Pool—Associated pool
 - State—Associated state
 - Reporting Quarter—Associated reporting quarter
 - Policy Year—Associated policy year
 - ID—A unique NCCI-generated number to identify the inquiry
2. **Carrier Review**—The inquiries that require your review or are pending your action.
3. **NCCI Review**— These are inquiries for which you have submitted responses and are currently under NCCI review. No action is required currently. If further action is needed, NCCI will respond to the inquiry, and its status will return to Carrier Review in the Message Center.
4. **Closed**—The inquiries that have been closed by NCCI, and no further action is required by you. All closed inquiries are retained here for historical reference.
5. **Inquiry Details Metadata:** (Status, Carrier, Updated, Data Type, Pool, State, Reporting Quarter, Policy Year, ID)
6. **Inquiry Elements**—When an inquiry is selected, the elements that identify specific details for the inquiry are sent by NCCI.
7. **Documents**—Access any attached documents provided by NCCI that include pertinent information for the data in question.
8. **Body of Inquiry**—The details of the inquiry selected.
9. **Compose Message**—A New Message option opens, allowing you to respond to NCCI’s inquiry.

Message Center

1

Search by subject or inquiry ID...

2

Carrier Review

3

NCCI Review

4

Closed

5

STATUS	CARRIER	UPDATED	DATA TYPE	POOL	STATE	REPORTING QUARTER	POLICY YEAR	ID
<div>1</div> <div>CARRIER REVIEW</div>	99996 NCCI INC - PUP 1	Today, 11:03 AM	LGL	12	321	3Q 2026	2025	20261022-3c2eedfe
<div>1</div> <div>CARRIER REVIEW</div>	99996 NCCI INC - PUP 1	Yesterday, 4:13 PM	NP1	12	021	2Q 2026	2021	20261021-c43b40e2

<

1

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(10 / page)



Pool Data Collection (PFDC) Message Center

←

ID 20261027-136e74b8

CARRIER REVIEW

Compose Message

9

6

CARRIER CODE
99996

POOL CODE
12

YEAR
2025

REPORTING QUARTER
2Q 2026

STATE
321

INQUIRY DATA TYPE
LGL

DOCUMENTS 1

pasted-image-1.png

Kim Expresion-Martins

15.1 KB · Oct 27, 11:48 AM

Preview

7

From: Kim Expresion-Martins To: PFDC UPDATE TEST ID PFDC UPDATE TEST ID

Oct 27, 11:48 AM

8

Good morning,

Our actuarial department has requested additional claim details to support the reported incurred amounts for the following North Carolina large loss claim:

Claim # CLMTEST12345

Accident Date: 08/01/2025

DELETE	POOL/TRANSACTION CODE	CLAIM NUMBER ID	POLICY NUMBER ID	POOL STATE CODE	REPORT TYPE	POLICY EFFECTIVE DATE	ACCIDENT DATE
☐	LGL	CLMTEST12345	POLTEST98765	321	T	07/04/2025	08/01/2025
OCCURRENCE INDICATOR		CLAIM STATUS	ACCUMULATED PAID LOSSES - INDENTITY	ACCUMULATED PAID LOSSES - MEDICAL	CASE OUTSTANDING - INDENTITY	CASE OUTSTANDING - MEDICAL	
0		C	\$ 259,300.50	\$ 550,060.00	\$ 0.00	\$ 0.00	

EDITS

✓ ReadBy: PFDC UPDATE TEST ID PFDC UPDATE TEST ID



Pool Data Collection (PFDC) Message Center

Selecting, Reviewing, and Responding to an Inquiry

After selecting an inquiry to review from the Dashboard:

1. Review the specific details of the inquiry.
2. Review any attached documents provided by NCCI that include pertinent information for the data in question.
3. Click **Compose Message** and enter your detailed reply in the New Message window. Add any screenshots, if necessary, to the body of the reply.
Note: You can resize the New Message window by dragging its left edge to the left or right.
4. Add any supporting documents by selecting the **Attach files** option.
5. **Send** your message to NCCI.
6. To return to the Message Center, click **Message Center** link or use the **Back** arrow button.

[←](#) ID 20261027-136e74b0 [CARRIER REVIEW](#) [Compose Message](#) 3

CARRIER CODE 99996	POOL CODE 12	YEAR 2025	REPORTING QUARTER 2Q 2026	STATE 321	INQUIRY DATA TYPE LGL
-----------------------	-----------------	--------------	------------------------------	--------------	--------------------------

DOCUMENTS 1


pasted-image-1.png
Kim Expression-Martins
15.1 KB - Oct 27, 11:48 AM

Preview 2

From: Kim Expression-Martins To: PFDC UPDATE TEST ID PFDC UPDATE TEST ID 1 Oct 27, 11:48 AM

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Claim # CLMTEST12345
Accident Date: 08/01/2025

DELETE	POOL TRANSACTION CODE	CLAIM NUMBER ID	POLICY NUMBER ID	POOL STATE CODE	REPORT TYPE	POLICY EFFECTIVE DATE	ACCOUNT DATE
☐	LGL	CLMTEST12345	POLTEST98765	321	T	07/04/2025	08/01/2025

OCURRENCE INDICATOR	CLAIM STATUS	ACCUMULATED PAID LOSSES - INDEMNITY	ACCUMULATED PAID LOSSES - MEDICAL	CASE OUTSTANDING - INDEMNITY	CASE OUTSTANDING - MEDICAL
0	C	\$ 259,300.50	\$ 550,060.00	\$ 0.00	\$ 0.00

EDITS

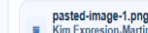
✓ ReadBy: PFDC UPDATE TEST ID PFDC UPDATE TEST ID

 Pool Financial Data Collection [Dashboard](#) [Message Center](#) [Tools](#) 3Q 2026 99996 - NCCI INC - PUP 1 1

[←](#) ID 20261027-136e74b0 [CARRIER REVIEW](#) [Compose Message](#) 6

CARRIER CODE 99996	POOL CODE 12	YEAR 2025	REPORTING QUARTER 2Q 2026	STATE 321	INQUIRY DATA TYPE LGL
-----------------------	-----------------	--------------	------------------------------	--------------	--------------------------

DOCUMENTS 1


pasted-image-1.png
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15.1 KB - Oct 27, 11:48 AM

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☐	LGL	CLMTEST12345	POLTEST98765	321	T	07/04/2025	08/01/2025

OCURRENCE INDICATOR	CLAIM STATUS	ACCUMULATED PAID LOSSES - INDEMNITY	ACCUMULATED PAID LOSSES - MEDICAL	CASE OUTSTANDING - INDEMNITY	CASE OUTSTANDING - MEDICAL
0	C	\$ 259,300.50	\$ 550,060.00	\$ 0.00	\$ 0.00

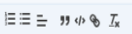
EDITS

✓ ReadBy: PFDC UPDATE TEST ID PFDC UPDATE TEST ID

New Message ×

[Send](#) [Attach files](#) 4

5 Up to 10 files, 50.0 MB each and 100.0 MB in total.

B I U G A 

Claimant was on roof and fell approx. 20 feet sustaining multiple injuries. Claim settled and closed via Clincher Agreement.



Pool Data Collection (PFDC) Message Center

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