

CONSUMER PORTAL • TRAINING GUIDE

HOW DO I: USE THE CONSUMER PORTAL?

The **Consumer Portal** allows consumers to access and review their open cases, communicate with their case investigator, and securely view or upload documents related to their case.

1 GET STARTED

To begin, you will need the confirmation email you received after submitting the complaint that has the **Case Tracking ID**. You will also need the second email you received from the regulator telling you how to access the Consumer Portal.

Click the “**Consumer Portal**” link in the second email. You will need the **Complainant Name or Business Name**, **Complainant Case PIN**, and the **Case Tracking ID**.

07/14/2025

→ Complainant Names:
• Michael Scotts

→ Case Received Date: 07/12/2025

→ Complainant Case PIN: 1725177255
On Tuesday, 07/01/2025 the Department of Insurance began using the SBS Consumer Portal to allow consumers to respond to consumer complaints.

Follow these simple steps to access your consumer complaint information:

Step 1: Go to the SBS Consumer Portal here: [Consumer Portal](#). ←

Step 2: On the Consumer Portal Search page, click to select the State, enter the Case Tracking ID, the Case PIN (see above) and the Complainant Last Name / Business Name as listed above.

Step 3: Click the check box to agree to the Terms and Conditions.

Step 4: Begin using the Consumer Portal Case Summary page to view your consumer case information and correspond with the state.

Sincerely,
Pamela Buseli

Questions? Please contact the NAIC Service Desk with questions at sbshelp@naic.org.

2 SIGN IN

Once the Consumer Portal search page appears, click to select the state or jurisdiction where the inquiry or complaint was submitted. **(Required)**

Enter the **Case Tracking ID**. **(Required)**

Enter the **Case PIN**. **(Required)**

Enter the **Complainant Last Name / Business Name** as listed in the email. **(Required)**

Click the check box to agree to the terms and conditions.

Then, click the blue “**Search**” button.

NAIC
State Based Systems

Consumer Portal

→ State REQUIRED
Kansas

→ Case Tracking ID REQUIRED
811

→ Case PIN REQUIRED
1725177255

→ Complainant Last Name / Business Name REQUIRED
Scotts

→ ☐ I agree to the NAIC's [Terms and Conditions](#)

Search Reset

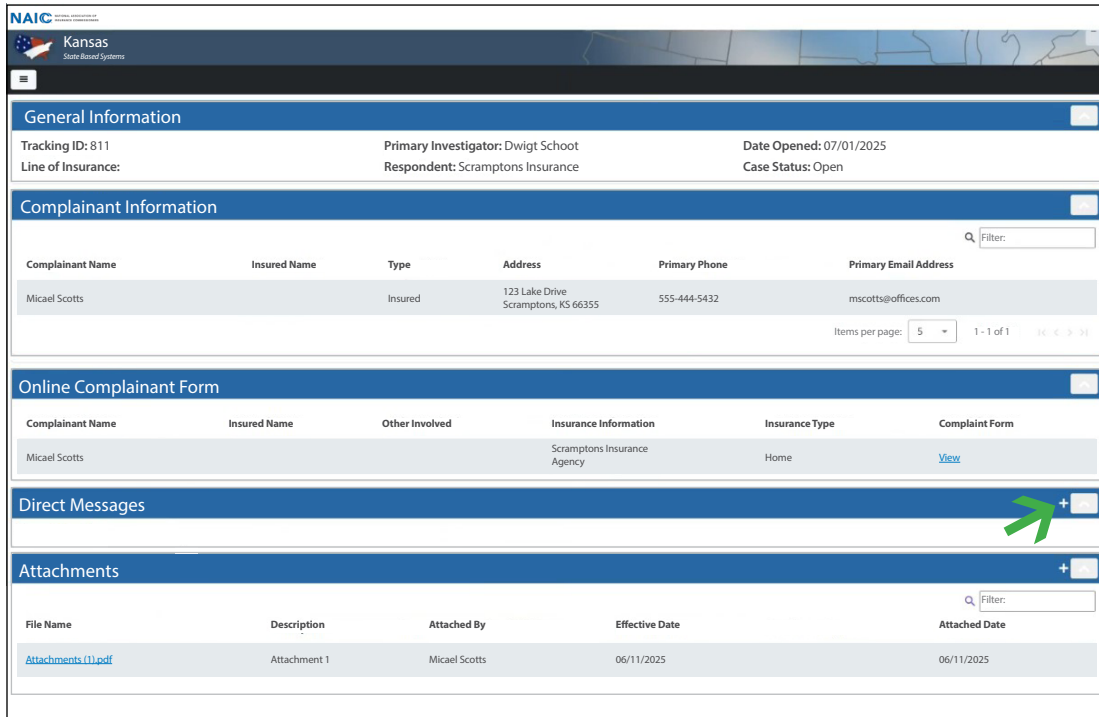
NEED HELP?

CONTACT THE SBS HELP DESK

SBShelp@NAIC.org • 816-783-8500

3 DIRECT MESSAGES

Within the Direct Messages section, you can view messages received as well as send a direct message to the investigator. To send a direct message click the white plus sign in the the **Direct Messages** section. Here you can access and respond to the messages about the case.



NAIC Kansas State Based Systems

General Information

Tracking ID: 811 Primary Investigator: Dwigt Schoot Date Opened: 07/01/2025
 Line of Insurance: Respondent: Scramptons Insurance Case Status: Open

Complainant Information

Complainant Name	Insured Name	Type	Address	Primary Phone	Primary Email Address
Micael Scotts		Insured	123 Lake Drive Scramptons, KS 66355	555-444-5432	msscotts@offices.com

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Online Complainant Form

Complainant Name	Insured Name	Other Involved	Insurance Information	Insurance Type	Complaint Form
Micael Scotts			Scramptons Insurance Agency	Home	View

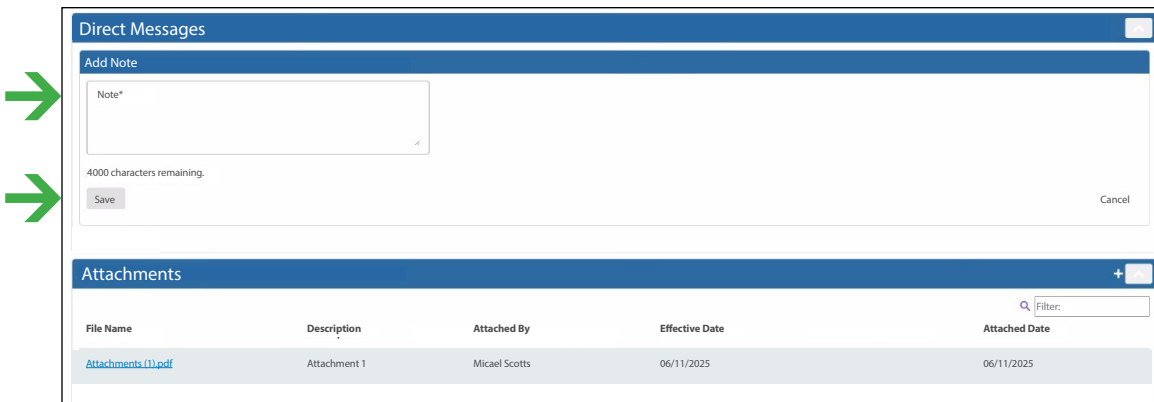
Direct Messages +

Attachments +

File Name	Description	Attached By	Effective Date	Attached Date
Attachments (1).pdf	Attachment 1	Micael Scotts	06/11/2025	06/11/2025

4 ADD A MESSAGE

Click in the "Add Note" section box to write a note. Click "Save" to save your message.



Direct Messages

Add Note

Note*

4000 characters remaining.

Save Cancel

Attachments +

File Name	Description	Attached By	Effective Date	Attached Date
Attachments (1).pdf	Attachment 1	Micael Scotts	06/11/2025	06/11/2025

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5 ATTACHMENTS

Here you can access and upload attachments. To open the **Attachments** section, click the white plus sign in the the **Attachments** section. This gives you the ability to add an attachment.

The screenshot shows the NAIC Kansas State-Based Systems Consumer Portal. The **Attachments** section is highlighted with a green arrow pointing to the plus sign in the header. The page displays various sections: General Information, Complainant Information, Online Complainant Form, Direct Messages, and Attachments. The Attachments section shows a table with one attachment: "Attachments (1).pdf".

File Name	Description	Attached By	Effective Date	Attached Date
Attachments (1).pdf	Attachment 1	Micael Scotts	06/11/2025	06/11/2025

6 UPLOAD AN ATTACHMENT

To upload attachments, click the **"Choose File"** button to find the attachment you want to upload from your device.

Add a description of the attachment in the box.

Click the **"Save"** button to save your uploaded attachment.

You can add another attachment by clicking the **"Add Another Attachment"** button and then follow these steps under number 6 again.

The screenshot shows the **Upload Attachments** form. Green arrows point to the **"Choose File"** button, the description field (containing "Attachment 2"), the **"Save"** button, and the **"Add Another Attachment"** button. The form also includes an **"Effective Date"** field set to 7/02/2025 and a **"Cancel"** button. Below the form is a table showing the uploaded attachment.

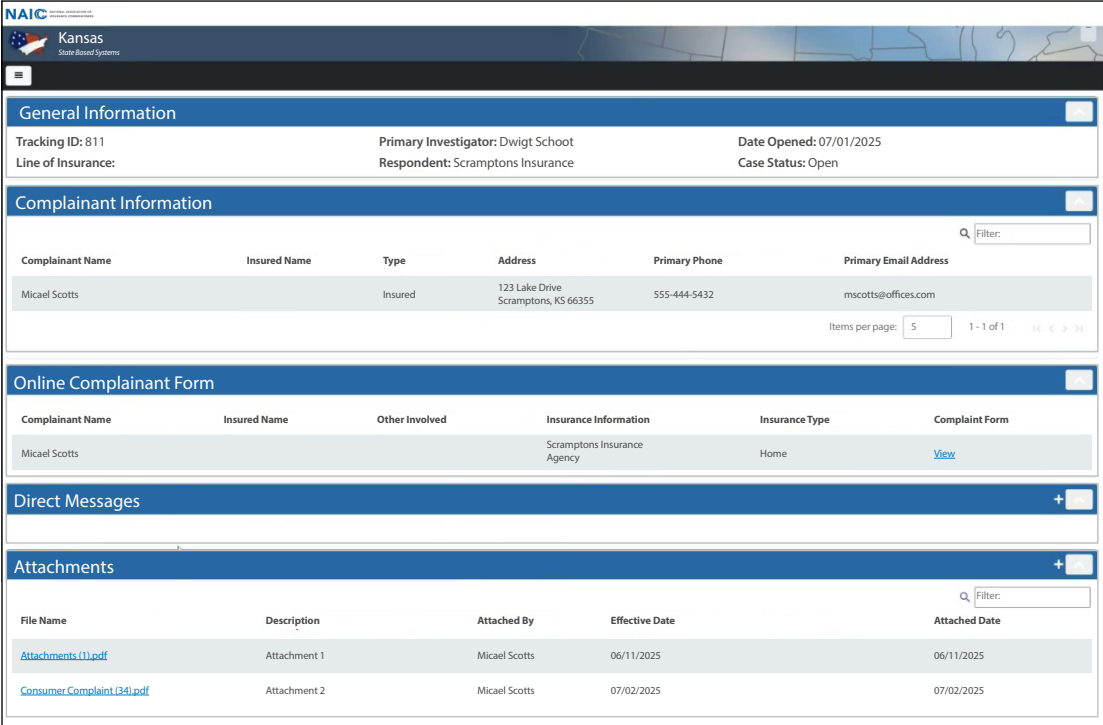
File Name	Description	Attached By	Effective Date	Attached Date
Attachments (1).pdf	Attachment 1	Micael Scotts	06/11/2025	06/11/2025

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- 7 You can see any uploaded **Attachments** submitted by you or shared by the investigator in the **Attachments** section on the Case Summary Page.



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Complainant Name	Insured Name	Type	Address	Primary Phone	Primary Email Address
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Items per page: 5 1 - 1 of 1 (1) < > (1)

Online Complainant Form

Complainant Name	Insured Name	Other Involved	Insurance Information	Insurance Type	Complaint Form
Micael Scotts			Scramptons Insurance Agency	Home	View

Direct Messages

Attachments

File Name	Description	Attached By	Effective Date	Attached Date
Attachments (1).pdf	Attachment 1	Micael Scotts	06/11/2025	06/11/2025
Consumer Complaint (34).pdf	Attachment 2	Micael Scotts	07/02/2025	07/02/2025

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