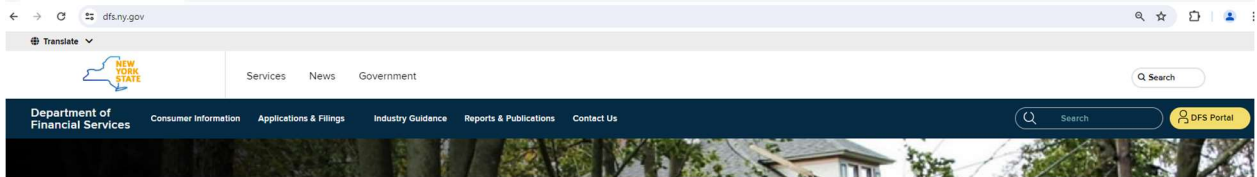


## Creating a Portal Account

At the Department's website [dfs.ny.gov](https://dfs.ny.gov), click on the DFS Portal button



On the sign-in page, click Create Account

A screenshot of the DFS Portal sign-in page. The header includes 'Department of Financial Services', 'Consumer Information', and 'Applications & Filings'. Below the header is the 'DFS Portal' logo. The main heading is 'Sign In to the DFS Portal'. There are input fields for 'Your Email' (with 'Email' as a placeholder) and 'Your Password' (with 'Password' as a placeholder). A 'Remember Me' checkbox is present. A 'Sign In' button is below the password field. At the bottom, there are links for 'Forgot your password?' (with a 'Forgot Password' button) and 'Need an account?' (with a 'Create Account' button).

Complete all of the required fields, click Create Account

A screenshot of the DFS Portal sign-up page. The heading is 'Sign Up for the DFS Portal' with the subtext 'Create an account using your email.' There is a 'Your Email' input field with 'Email \*' as a placeholder. Below it are four input fields: 'Your First Name' (with 'Prefix' dropdown and 'First Name \*' placeholder), 'Your Middle Name' (with 'Middle Name' placeholder), 'Last Name' (with 'Last Name \*' placeholder), and 'Suffix' (with 'Suffix' dropdown). A CAPTCHA image is shown with a 'Refresh CAPTCHA' link. Below the CAPTCHA is a 'Text Verification \*' input field. A 'Create Account' button is at the bottom. At the very bottom, there are links for 'Forgot your password?' (with a 'Forgot Password' button) and 'Remember Your Password?' (with a 'Sign In' button).

An email will be sent to you with instructions to complete the creation of your account. Follow those instructions.

## After you have signed in with your new account, click Request Apps

## Scroll down and click on Provider Complaint Forms

28	Liquidity and Severe Mortality Inquiry Reporting	
29	Lost Policy Finder	The Lost Policy Finder is a free-of-charge service to assist families in locating unclaimed benefits on life insurance policies/certificates and annuity contracts/certificates insuring the life of, or owned by, a deceased immediate family member. The service is not available to individuals, companies, organizations or services that charge consumers a fee for making the request or for locating lost life insurance policies or annuity contracts. <a href="#">Visit the DFS website for more information</a>
30	MUNISHIP	The MUN/SHIP Portal App is used by Municipal Coops and Student Health Plans to submit regulatory quarterly and annual filings electronically, including Financial Statements, Community Rating Methodology, and Form Filings <a href="#">Visit the DFS website for more information</a>
31	Motor Vehicle Law Enforcement Fee	Section 9110 of the New York State Insurance Law requires every insurance company authorized to do business in New York State to collect an annual motor vehicle law enforcement fee from each holder of a policy issued, renewed, or for delivery in this state for motor vehicle liability insurance coverage. <a href="#">Visit the DFS website for more information</a>
32	Payday Lender	
33	Provider Complaint Forms	Healthcare providers should use this online Provider Complaint Form to file a complaint about prompt payment, no fault, or workers compensation claims, or to add additional information to an existing complaint.
34	Public Automobile Classifications (NYL §308)	Public Automobile Classifications (NYL §308)

## On the Request Access page, read all of the information. When done, click Continue

## You should now be set up to file Provider Complaints