SES EIC Roundtable – Suggested Best Practices for Multi-State Exams in SES

1 Preparing for a Multi-state Exam in SES

- Set expectations for team's use of the system.
- Schedule consistent bi-weekly team meetings.
- Agree how the team will communicate.
- Review Information Requests (IRs) before the exam.
- Identify any state specific requests to avoid duplicative IRs.
- Share the spreadsheet of IRs with the exam team early to assist with defining the scope.

4 Documenting Findings

- Consistency is key.
- Findings can be entered as a Violation, Recommendation, or Observation; discuss how each will be used with the exam team.
- Exam team should associate any applicable loan files to their Findings created in SES.
- Finding Commentary will be leveraged for Report content; content must contain sufficient detail to support the Finding and be written appropriately to warrant inclusion within the Report.
- Exam team should notify the EIC if they edit their Findings; SES does not alert the EIC if a change is made but the EIC can use the "last modified on" field to identify edits.
- Only the EIC can delete Findings in SES.

MRA = Matters Requiring Attention
System functionality used by the agency to correspond with the company after the report is sent and/or after the closure of the examination or investigation.

2 The Exam Plan – Communicating Across the Team

- If more than one examiner is assigned to an Area for Review (AFR), the AFR owners should communicate the procedure assignments to the EIC outside of SES. The EIC then enters the details in the exam plan of SES.
- For easier communication with the exam team about procedure assignments outside of SES, use the *'Export to Excel'* feature from the Procedures Quick View filter on the Examination tab.
- When more than one state is assigned to an AFR, the EIC should share contact information with the AFR owners so they can contact their additional contributors.
- Be mindful of general component ratings (specific to MMC exams) and exam review areas when assigning AFRs.

Example: On your multi-state exam, it may be best to assign a single examiner to all financial AFRs, so they are able to get an overall picture of the company's financial condition.

5 Using Matters Requiring Attention (MRAs)

- Exam team should include the SES Finding # and/or assigned Areas for Review (AFRs).
- If an MRA is directly related to a Finding, the MRA should be associated to the Finding.
- MRAs should only be added if response is required from the company once the Report of Examination (ROE) is issued.
- MRAs may be leveraged for Report content; content should be written appropriately for inclusion in the Report, if warranted.
- Exam participants should contact the EIC outside of SES if changes are made to MRAs, so the EIC can re-review prior to sending.

3 Conducting the Exam Work

- EICs should notify the exam team when Information Requests (IRs) and Loan Requests are fulfilled.
- Since anyone with the examiner role can send follow-up requests for IRs on a multi-state exam, EICs should set clear expectations regarding who should be sending follow-up requests to initial IRs.
- If there are 10+ agencies conducting loan file reviews, set delivery dates for the company by agency (highest volume to lowest).
- Provide clear instructions on where the Areas for Review (AFR) Commentary should be added for AFR owners; in SES the AFR Commentary should be added to AFR Summary documentation vs. Report Commentary.
- You can remove a loan file from the Complete status so that you can send it back to the company. Click update loan file and save in progress to revert the status.

6 Using the Peer Review Report Workflow

- This method is helpful for conducting simultaneous reviews of the draft ROE.
- Peer Reviewers must be added as a participant on the exam to review the ROE.
- Set clear expectations with Peer Reviewers on how they will use SES to comment on the ROE.

STATE EXAMINATION SYSTEM