**Email Subject: [Insert Agency Name] Transition to SES for Consumer Complaint Handling**

The [insert agency name] will begin sharing consumer complaints with your organization, [name of company], through a new supervision platform known as the State Examination System (SES).

This new system was launched in a handful of state regulatory agencies in the fall of 2019. Since its launch, several more state agencies are either using the system, or are expected to be using it soon.

**About the State Examination System (SES)**

SES was developed by the Conference of State Bank Supervisors (CSBS), the same organization behind the Nationwide Multistate Licensing System (NMLS). Just as NMLS supports the licensing process of state regulators and their licensed companies, SES is now supporting the supervision process. SES is a secure online platform that manages the end-to-end workflow for examinations, investigations, and consumer complaint handling of state licensed companies.

Your company will interact with the agency in SES to receive the complaint and share information about the complaint. SES will provide efficiencies for your company in the following ways:

* Securely respond and upload appropriate documentation related to the consumer complaint.
* View and track state agency supervisory activities in one system.

**Company Enrollment in SES**

To enroll in SES, your company will receive an email notification which will come from *SES notifications*. This notification has important information on how to active your Okta account and guidance on the company enrollment process. Once the Okta account is activated, the company representative will be able to access the system and follow additional steps to view any pending tasks related to the consumer complaint in the system.

**IMPORTANT: Please take action when this email is received as it is the first step in establishing your company’s account in SES.** [**Review this resource**](https://stateexaminationsystem.org/chapterMaps/gettingStarted/topics/r_agency_compEnroll_video.html) **(including the video at the bottom of the screen) to understand the company enrollment process.**

Please visit [this link](https://stateexaminationsystem.org/chapterMaps/gettingStarted/topics/c_company_getStart_AppA.html) to: 1) ensure that the URLs and email addresses associated to SES are not blocked by your company’s internal security systems; 2) view a sample of the notification that will be sent to your company by email. The state agency determines who will receive the notification within your organization, most likely the existing consumer complaints contact at your company for the agency.

**SES Resources**

* Access the [SES Complaints Quick Start Guide for Companies](https://stateexaminationsystem.org/chapterMaps/gettingStarted/topics/c_companyQS.html) for more details about this process, including steps for managing users, assigning a point of contact to a complaint, and responding to information requests from a complaint Please visit this resource site often, as training material will be regularly updated.
* Visit the [State Examination Knowledge Base](http://www.stateexaminationsystem.org/) for other training articles, videos, [industry FAQs](https://stateexaminationsystem.org/businessContent/faq/topics/c_company_SES_FAQ.html) and system policies.
* Visit <https://www.csbs.org/aboutSES> for information on the state agencies that are using SES and system release updates.

Need assistance completing these steps? The SES Call Center is available to help at 800-269-6189. For questions about the consumer complaint that will be shared with your organization in SES, please contact the [insert agency contact information].