



CALIFORNIA DEPARTMENT OF INSURANCE 2015 INSURER SUPPLIER DIVERSITY SURVEY

FREQUENTLY ASKED QUESTIONS

*The FAQs complement the [Statistical Plan](#) and **should not** be read independently of them
For detailed instructions and examples, reference the [Statistical Plan](#) directly*

TECHNICAL FAQs

1. Why am I receiving emails about this survey if I'm not the correct contact?

The Department has made multiple attempts to inquire about the appropriate contact persons for the 2015 ISD Survey. If you are not the correct contact for your company, please email Jean.Choi@insurance.ca.gov with the correct contact person's information: Name, Title, Organization, Work Phone and Work Email.

2. How do I access the survey?

Follow the directions in Part V "Retrieving the ISD-2015 Report Package from the Internet" on page 8 of the Statistical Plan to access the official survey.

If you're having trouble accessing the Statistical Plan or have any technical issues, email Jean.Choi@insurance.ca.gov with your request and she will send you the information needed to access the 2015 ISD Survey.

3. How do I save and submit the survey?

Follow the directions in Part IV "Method of Reporting" on page 7 and Part V on page 8 of the Statistical Plan to see how to access and submit the survey.

Ideally, once you've accessed the site by inputting the password, you will be able to download all survey documents to your desktop and save them as you work. Once the survey is complete, you may automatically submit your survey by clicking the "Submit by Email" button located on the upper right hand corner of the form. (The "Submit by Email" button remains on the document you save to your computer/desktop)

If you're facing technical difficulties in accessing, downloading, and/or submitting the survey, email Jean.Choi@insurance.ca.gov with your request and she will send you the information needed to resolve these issues.

4. Is it acceptable to return the survey before July 1?

Yes, the surveys are due by July 1, but you may submit completed surveys before then.

5. Is it possible to receive an extension on the survey?

Yes, however, extension requests **must be received no later than Friday, June 19 by 5 PM (PST)**.

6. If I am filing as group do I need an Affidavit for each company that we are filing for under our group?

If you're completing a GROUP report, you only need to mail in **one** Affidavit with the group name and group code you're filing under.

If you're completing multiple INDIVIDUAL reports, you need to mail in an Affidavit for **each individual report** you are filing.

7. Does the Affidavit have to be sent in before July 1 or can it be postmarked July 1?

The Affidavit has to be postmarked July 1. Send the Affidavit(s) to:

DEBRA BUENCONSEJO
Project Manager, Property and Casualty
Attention: ISD-2015
CALIFORNIA DEPARTMENT OF INSURANCE
Statistical Analysis Division
300 South Spring Street, 14th Floor
Los Angeles, CA 90013
Debra.Buenconsejo@insurance.ca.gov
Fax: (213) 897-6571

NARRATIVE FAQs

1. At the beginning of the Narrative there are two boxes marked A & B, why are they there? Do I need to check a box?

California Insurance Code (CIC) Section 927.2 (a) (3) states that "an insurer that does not enter into contracts to procure goods or services in California satisfies the requirements of paragraph (2) by filing a statement with the commissioner attesting that it does not enter into procurement contracts in California."

- **Check Box 'A' if** your company/group enters into contracts to procure goods or services in California
 - If checked, your company/group must complete the remainder of the survey in its entirety
- **Check Box 'B' if** your company does not enter into contracts to procure goods or services in California
 - If checked, do not fill out the remainder of the survey
 - Checking this box will satisfy the requirement of CIC 927.2 (a) (3), as noted above

2. If I check box 'B' which states: "if your company does not enter into contracts to procure goods or services in California," then this statement ties back to the definition of supplier diversity spend in CA if the vendor's headquarter office is in CA.

If so, then no other information needs to be completed and any spend in CA will not need to be reported since the vendor by definition is not considered a diversity vendor in the state. Correct?

If your company met the threshold to report you are required to fill out the survey in its entirety, the only optional portion of the surveys are Charts 3 & 4 which ask for the company's national spend.

The only way your company / group will not be required to complete the survey in its entirety is if you **do not** procure **any** contracts for goods and services from **any** vendor headquartered in the state of California. There is an explanation for how to file for this process on page 10 of the 2015 Insurer Supplier Diversity Statistical Plan:

California Insurance Code (CIC) Section 927.2 (a) (3) states that "an insurer that does not enter into contracts to procure goods or services in California satisfies the requirements of paragraph (2) by filing a statement with the commissioner attesting that it does not enter into procurement contracts in California."

- Check Box 'A' on the survey narrative if your company/group enters into contracts to procure goods or services in California
 - If checked, your company/group must complete the remainder of the survey in its entirety

- Check Box 'B' on the survey narrative if your company does not enter into contracts to procure goods or services in California
 - If checked, do not fill out the remainder of the survey
 - Checking this box will satisfy the requirement of CIC 927.2 (a) (3), as noted above

If the vendors you work with are not headquartered in California, you may check Box 'B' and leave the rest of the survey narrative and charts blank. Please remember, however, that the stipulation above is not limited to work with diverse vendors; it applies to any diverse or non-diverse vendor you may work with in the state of California.

3. Do I need to complete the Affidavit even if I checked box 'B'?

Yes, *all* companies are required to submit an Affidavit. Your survey will be considered incomplete if an Affidavit for the 2015 ISD Survey is not received by the Department.

4. In question 8, what do you mean by "General Contact"?

"General Contact" can be any contact created for general inquiry purposes, i.e. supplierdiversity@insurancecompany.com Please note that this contact should be a general contacts for supplier diversity stakeholders, not a general contact for the company overall (for example, "info@insurancecompany.com" is not acceptable).

CHARTS FAQs

1. How do I know if a diverse business is Multi-Certified?

If a diverse business has more than one certification, it is considered Multi-Certified. If a diverse business is certified as a Women Business Enterprise (WBE) and a Minority Business Enterprise (MBE) it would be considered a Multi-Certified diverse business.

For the purposes of the 2015 ISD Survey, Multi-Certified is limited to any combination of the following four certifications: WBE, MBE, DVBE, and LGBTBE. All available combinations of these four certifications may be found on the Charts portion of the survey in Table 5D.

2. If one of our diverse businesses is multi-certified, with one of their certifications is listed as MBE (minority business enterprise), and we know their ethnicity (i.e. African American, Native American, API, Hispanic/Latino, Multi-Ethnic, etc.) where would we include the Total Diverse Spend by Ethnicity? I noticed there is a space to do this for businesses *only* certified as MBEs in Table 2D on the Charts, but I don't see one for Multi-Certified businesses.

This is a great question and we hope to rectify this problem in the future.

For now, if you have a Multi-Certified business, with one of their certifications listed as MBE, and you know their ethnicity, please go ahead and include this information in the "Additional Comments" section, found in Question 7 of the Narrative portion of the survey.

Please be very careful on how you report the data. As the Total Diverse Spend (\$) by Ethnicity for Multi-Certified businesses would follow the same format for Total Diverse Spend (\$) by Ethnicity for MBEs, **the reporting format should match *exactly* that of Table 2D found on the Charts (see capture below).** Any data reported in the "Additional Comments" section that does not follow the ***exact*** format shown below, will be considered incomplete until resubmitted.

TABLE 2D - MINORITY BUSINESS ENTERPRISES (MBE)						
Total Diverse Spend (\$) by Ethnicity in 2013						
	(a) African American	(b) Asian/Pacific Islander	(c) Latino/Hispanic	(d) American Indian	(e) Multi-Ethnic	TOTAL
TOTAL	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

3. Where do I include spend that's less than \$50,000?

The 2013 ISD Survey did not include a space for reporting spend that is less than \$50,000. This year's survey does not break down spend by dollar range and the company reporting is asked only for total figures (see all the "A" Tables in the charts section). Thus, ALL spend (\$) – regardless of amount – should be included in the total figures given in the "A" Tables for the corresponding certification you are reporting on.

NOTE: The one set of charts that retains a breakdown by dollar range are the "C" Tables in the Charts section. However, this table may only be used to report the TOTAL NUMBER (#) OF UNIQUE PAID SUPPLIERS to whom a company / group paid an invoice out to. (Dollar amounts should not be reported in this section.)

Please see the [Statistical Plan](#) for a more detailed explanation of each Table.

GLOSSARY FAQs

1. What is a California diverse supplier?

As defined by Section 927.2 (a.)(2)(C) of the California Insurance Code, a California Diverse Supplier is any "minority and women business enterprises with a headquarters' address in California*", and from disabled veteran business enterprises, as defined in subdivision (b) of Section 927.1."

****IMPORTANT: The definition of a California diverse supplier was amended in AB 2734 in 2014, and is different than the definition applied to the 2013 ISD Survey.***