



NMLS Notifications and System Level Emails for Surety Companies & Bond Producers

Notifications are informational messages that are systematically generated and sent when a license, registration, or filing related event occurs in the Nationwide Multi-State Licensing System. These messages are sent to the account administrators who can set up system users to receive specific notifications when certain events occur within institution or individual records.

System Level Emails are messages that are sent to a specific licensed/registered individual after a system event affecting their record occurs. Individuals do not have the ability to opt out of these messages.

Use recommendation: Press CTRL + F (Command + F if using mac) to search this document by keyword.

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Notifications for Surety Companies

Notifications are informational messages that are systematically generated and sent when a license, registration, or filing related event occurs in the Nationwide Multi-State Licensing System. These messages are sent to the account administrators who can set up system users to receive specific notifications when certain events occur within institution or individual records.

System Level Emails are messages that are sent to a specific licensed/registered individual after a system event affecting their record occurs. Individuals do not have the ability to opt out of these messages. View system emails for [surety companies](#) or [surety bond producers](#).

Use recommendation: Press CTRL + F (Command + F if using mac) to search this document by keyword.

1 Surety Bonds

1.1 Broker of Record Change Denied (Surety Company)

Recipient	Rules	Notification Subject	Notification Detail
Surety Company	<ul style="list-style-type: none"> A BOR request has been denied by the Company. Sent to Surety Company that created the BOR request. 	Broker of Record Change Declined by Company.Name (NMLS ID Company.CompanyId)	<p>Below are the details of a broker of record change reported on behalf of Company.Name (NMLS ID Company.CompanyId) that has been declined. Review the Licensee Note for more information.</p> <p>Surety Company: SuretyBondBORChange.SuretyCompanyName SuretyBondBORChange.SuretyCompanyNAIC Outgoing Surety Bond Producer: SuretyBondBORChange.OutgoingBORName SuretyBondBORChange.OutgoingBORNPN Incoming Surety Bond Producer: SuretyBondBORChange.IncomingBORName SuretyBondBORChange.IncomingBORNPN Effective Date: SuretyBondBORChange.EffectiveDate Transaction Date: SuretyBondBORChange.CreatedDate Licensee Note: SuretyBondBORChange.EntityNote</p>

1.1.1 Broker of Record State Authorizations Required (Surety Company)

Recipient	Rules	Notification Subject	Notification Detail
Surety Company	<ul style="list-style-type: none"> A BOR request has been confirmed by the Company but the incoming BOR is not authorized to conduct business in the state under the association with the underwriting company on the bond. Sent to the Surety Company. One email is sent per BOR request containing a list of all impacted bonds. 	Broker of Record State Authorizations Required	<p>Your Surety Company has reported a broker of record change to name SuretyBondBORChange.IncomingBORName (NPN SuretyBondBORChange.IncomingBORNPN) as the new broker of record for SuretyBondBORChange.EntityName NMLS ID SuretyBondBORChange.EntityId. One or more bonds associated to the change are in states where SuretyBondBORChange.IncomingBORName does not have authority to issue bonds either due to insufficient licensing or lack of authority under the underwriting company association.</p> <p><i>Display for each Surety/Underwriting Company where at least one state authorization is not in place for a bond that has been transferred as part of the BOR:</i> UnderwritingCompany.Name <i>List of State(s) for which authorization is needed for the corresponding Underwriting Company</i></p> <p>Management of these bonds will default to your company until authorizations are in place. To update the state</p>

authorizations for the listed underwriting companies, access the [Current Associations](#) section through NMLS. The broker will not be able to manage the bonds for the underwriting companies in the states listed until the associations have been updated.

1.2 Surety Association Representative Removed

Recipient	Rules	Notification Subject	Notification Detail		
Surety Company	Representative in Association removed because the user is no longer a representative.	Surety Association Representative Removed	<p>An association had one or more representatives removed:</p> <ul style="list-style-type: none"> • Surety Company: SuretyCompany.Name (NAIC SuretyCompany.NAICNumber) • Underwriting Company: UnderwritingCompany.Name (NAIC UnderwritingCompany.NAICNumber) • Surety Bond Producer: SuretyBondProducer.Name (NPN SuretyBondProducer.NPN) • Removed Representative(s): <table border="1"> <thead> <tr> <th>Name</th> </tr> </thead> <tbody> <tr> <td>SuretyAssociationRep.DisplayName (NPN SuretyAssociationRep.NPN)</td> </tr> </tbody> </table>	Name	SuretyAssociationRep.DisplayName (NPN SuretyAssociationRep.NPN)
Name					
SuretyAssociationRep.DisplayName (NPN SuretyAssociationRep.NPN)					

1.2.1 Surety Association Request Correction

Recipient	Rules	Notification Subject	Notification Detail
Surety Company	Surety Bond Producer requests correction of Association.	Correction Request: Surety Bond Producer Association	<p>The surety bond producer below requested a correction to an association:</p> <ul style="list-style-type: none"> • Surety Bond Producer: SuretyBondProducer.Name (NPN SuretyBondProducer.NPN) • Underwriting Company: UnderwritingCompany.Name (NAIC UnderwritingCompany.NAICNumber) • States: SuretyAssociation.AssociationStates • Reason for Correction: SuretyAssociation.Note

1.2.2 Surety Association State Removed

Recipient	Rules	Notification Subject	Notification Detail
Surety Company	Removal of State Auth causes state to be removed from association	Surety Association State Removed	<p>One or more state authorizations were removed from an association:</p> <ul style="list-style-type: none"> • Surety Company: SuretyCompany.Name • Underwriting Company: UnderwritingCompany.Name (NAIC UnderwritingCompany.NAICNumber) • Surety Bond Producer: SuretyBondProducer.Name SuretyBondProducer.Name (NPN SuretyBondProducer.NPN) • Association Status: SuretyAssociation.Status • Removed States: <List of SuretyAssociationStates removed from the association> • Current States: <SuretyAssociation.AssociationStates currently in the association>

1.3 Surety Bond Producer Association Accepted

Recipient	Rules	Notification Subject	Notification Detail
Surety Company	Association Accepted by Surety Bond Producer	Surety Bond Producer Association Accepted	<p>The surety bond producer below approved an association:</p> <ul style="list-style-type: none"> • Surety Bond Producer: SuretyBondProducer.Name (NPN SuretyBondProducer.NPN) • Underwriting Company: UnderwritingCompany.Name (NAIC UnderwritingCompany.NAICNumber) • States: SuretyAssociation.AssociationStates

1.3.1 Surety Bond Producer Association Rejected

Recipient	Rules	Notification Subject	Notification Detail
Surety Company	Association Rejected by Surety Bond Producer	Surety Bond Producer Association Rejected	<p>The surety bond producer below rejected an association:</p> <ul style="list-style-type: none"> • Surety Bond Producer: SuretyBondProducer.Name (NAIC SuretyCompany.NAICNumber) • Underwriting Company: UnderwritingCompany.Name (NAIC UnderwritingCompany.NAICNumber) • States: SuretyAssociation.AssociationStates

1.3.2 Surety Bond Producer Representative Name Change - SC

Recipient	Rules	Notification Subject	Notification Detail						
Surety Company	The name for a SBP user who is a representative in an active Surety Entity Association, with the related surety company or one of its underwriting companies, has changed and has been removed from one or more associations with the Surety Company or one of its Underwriting Companies	Representative Removed from Association(s) due to Name Change	<p>The following representative was removed from all active surety associations your company has with <Surety Bond Producer Name> (<NPN Number>) due to a name change:</p> <ul style="list-style-type: none"> • Previous Name: <previous FirstName MiddleName LastName Suffix from user profile> • Current Name: <current FirstName MiddleName LastName Suffix from user profile> <p>Below is a list of all active associations from which the representative was removed:</p> <table border="1"> <thead> <tr> <th>Underwriting Company</th> <th>Status</th> <th>Link</th> </tr> </thead> <tbody> <tr> <td><Surety Company or Underwriting Company Name (<NAIC Number>)></td> <td><Association Status></td> <td>Manage Association <link to manage association detail></td> </tr> </tbody> </table> <p>You may want to contact the surety bond producer to verify the name change prior to adding the user back to the association(s) under their current name.</p>	Underwriting Company	Status	Link	<Surety Company or Underwriting Company Name (<NAIC Number>)>	<Association Status>	Manage Association <link to manage association detail>
Underwriting Company	Status	Link							
<Surety Company or Underwriting Company Name (<NAIC Number>)>	<Association Status>	Manage Association <link to manage association detail>							

1.4 Surety Bond/Rider/RFB Returned

Recipient	Rules	Notification Subject	Notification Detail
Surety Company	<p>Sent to the SC or the SBP that created the bond/rider/RFB when it is returned to the surety by the Company or Regulator. (I.e. SuretyBond.Status has been set to 'Returned to Surety'.)</p> <p>This notification shall be sent to recipients as documented in the table below.</p>	<p>Bond/RFB returned by Company: Surety Bond/Revision Returned by Company.Name (NMLS ID Company.CompanyId)</p> <p>Bond returned by Regulator: Surety Bond for Company.Name (NMLS ID Company.CompanyId) Returned by Regulator.Name</p> <p>RFB returned by Regulator: Revised Form Bond for Company.Name (NMLS ID Company.CompanyId) Returned by Regulator.Name</p>	<p>Bond/Rider/RFB returned by the Company: Below are the details of the surety bond, revised form bond, or rider returned by the licensee. Review the Licensee Note for more information regarding the reason the bond was returned. Licensee: SuretyBond.CompanyName License Type: SuretyBond.LicenseName Surety/Underwriting Company: SuretyBond.UnderwritingCompany (SuretyBond.UnderwritingCompanyNAIC) Broker of Record: SuretyBond.BORName (SuretyBond.BORNPN) Bond Number: SuretyBondRevision.BondNumber Bond Amount: SuretyBondRevision.Amount Effective Date: SuretyBondRevision.BondEffectiveDate Licensee Note: SuretyBondRevision.Note</p> <p><Display for SBP User> Access the Manage Bonds section through NMLS to edit and sign the bond. <Display for SC User> Access the Manage Bonds section through NMLS to edit and sign the bond.</p> <p>Bond returned by the Regulator: Below are the details of the surety bond returned by the regulator. Review Return Reason(s) and Return to Surety Notes for more information regarding the reason the bond was returned. Any pending revisions for the bond have been deleted and riders issued after the bond have been voided and must be reissued if necessary. Licensee: SuretyBond.CompanyName License Type: SuretyBond.LicenseName Surety/Underwriting Company: SuretyBond.UnderwritingCompany (SuretyBond.UnderwritingCompanyNAIC) Broker of Record: SuretyBond.BORName (SuretyBond.BORNPN) Bond Number: SuretyBondRevision.BondNumber Bond Amount: SuretyBondRevision.Amount Effective Date: SuretyBondRevision.BondEffectiveDate Return Reason(s): <comma de-limited list of return reasons> Return to Surety Note: SuretyBondRevision.Note</p> <p><Display for SBP User> Access the Manage Bonds section through NMLS to edit and sign the bond. If the bond needs to be voided, you will need to contact the surety/underwriting company. Additional details regarding the returned bond and any voided riders can be viewed through the Bond Transaction Details.. <Display for SC User> Access the Manage Bonds section through NMLS to edit and sign or void the bond. Additional details regarding the returned bond and any voided riders can be viewed through the Bond Transaction Details.</p> <p>Revised Form Bond returned by the Regulator: Below are the details of the revised form bond returned by the regulator. Review Return Reason(s) and Return to Surety Notes for more information regarding the reason the revised form bond was returned. Any pending revisions for the bond have been deleted and riders issued after the revised bond have been voided. Licensee: SuretyBond.CompanyName License Type: SuretyBond.LicenseName Surety/Underwriting Company: SuretyBond.UnderwritingCompany (SuretyBond.UnderwritingCompanyNAIC) Broker of Record: SuretyBond.BORName (SuretyBond.BORNPN) Bond Number: SuretyBondRevision.BondNumber Bond Amount: SuretyBondRevision.Amount Term Acceptance Date: SuretyBondRevision.BondEffectiveDate Return Reason(s): <comma de-limited list of return reasons> Return to Surety Note: SuretyBondRevision.Note</p>

<Display for SBP User> Access the Manage Bonds section through NMLS to edit and sign or void the revised form bond. Additional details regarding the returned revised form bond and any voided riders can be viewed through the Bond Transaction Details.

<Display for SC User> Access the Manage Bonds section through NMLS to edit and sign or void the revised form bond. Additional details regarding the returned revised form bond and any voided riders can be viewed through the Bond Transaction Details.

1.4.1 Recipients for the Surety Bond/Rider/RFB Returned Notification

The *Surety Bond/Rider/RFB Returned Notification* shall be sent to the surety entity (SC or SBP) recipient(s) as follows. All references to "Creator" refer to the user that created the revision that has been returned.

Bond Has Active BOR?	Creator User is SBP?	Creator User is SC?	User Account is Active (i.e. it is not disabled or deleted)	Recipient(s)
Y	Y	-	Y	Email to Creator
Y	Y	-	N	Notification to BOR/SBP subscribers
Y	N	-	Y	Notification to BOR/SBP subscribers
Y	N	-	N	Notification to BOR/SBP subscribers
N	-	Y	Y	Email to Creator
N	-	Y	N	Notification to SC subscribers
N	-	N	Y	Notification to SC subscribers
N	-	N	N	Notification to SC subscribers

1.4.2 Surety Bond/Rider/RFB Signed by Surety Bond Producer

Recipient	Rules	Notification Subject	Notification Detail
Surety Company	Sent to the current underwriter associated to the bond when the bond, a rider, or an RFB is signed by a Surety Bond Producer user. This notification is only sent to the Underwriter and only if the Underwriter is subscribed to receive such notification. If no Underwriter is assigned, or if the assigned Underwriter is not subscribed to this notification, the notification shall NOT be sent to another recipient.	Surety Bond (No. SuretyBond.BondNumber) Signed By SuretyBondProducer.Name	You are receiving this notification because you have an active notification subscription and are the Underwriter assigned to the following surety bond signed by SuretyBondProducer.Name : <ul style="list-style-type: none"> • License: SuretyBond.CompanyName • License Type: SuretyBond.LicenseName • Surety/Underwriting Company: SuretyBond.UnderwritingCompanyName • Bond Number: SuretyBondRevision.BondNumber • Bond Amount: SuretyBondRevision.Amount • Bond Effective Date: SuretyBondRevision.BondEffectiveDate

1.4.3 Surety Bond Returned by Regulator

Recipient	Rules	Notification Subject	Notification Detail
Surety Company	A Regulator has returned a bond to the surety entity.	<p><i>For an original bond:</i> Surety Bond Returned by Regulator.Name</p> <p><i>For a Revised Form Bond:</i> Revised Form Bond Returned by Regulator.Name</p>	<p>Below are the details of the surety bond returned by the regulator. Review the Return Reason(s) and Return to Surety Note for more information regarding the reason the bond was returned. Any pending revisions for the bond have been deleted and riders issued after the bond have been voided. This information has been provided to the surety. You will be required to sign any updated bonds issued by the surety in response to the regulator's return of the bond.</p> <p>Licensee: SuretyBond.CompanyName License Type: SuretyBond.LicenseName Surety/Underwriting Company: SuretyBond.UnderwritingCompany (SuretyBond.UnderwritingCompanyNAIC) Broker of Record: SuretyBond.BORName (SuretyBond.BORNPN) Bond Number: SuretyBondRevision.BondNumber Bond Amount: SuretyBondRevision.Amount Effective Date: SuretyBondRevision.BondEffectiveDate Return Reason(s): <List of returned reason(s)> Return to Surety Note: SuretyBondRevision.Note</p> <p>Access the Manage Bonds section through NMLS to edit and sign or void the bond. Additional details regarding the returned bond and any voided riders can be viewed through the Bond Transaction Details.</p>

1.4.4 Surety Bond Returned to Surety (Bond Form Version Change) (Surety Entity)

Recipient	Rules	Notification Subject	Notification Detail
Surety Company	A new bond form template has become effective and: 1.The SBP is the current BOR on one or more bonds which have been unsigned and returned to the surety for upgrade. OR 2.The SC is associated to one or more bonds which have been unsigned and returned to the surety for upgrade AND for which no underwriter is assigned. OR 3.The user is associated as an Underwriter to one or more bonds which have been unsigned and returned to the surety for upgrade.	Undelivered Bond(s) Returned to Surety for Upgrade and Signature Due to New Bond Form Version	<p>One or more undelivered bonds associated with your company have been returned for upgrade and signature due to a new bond form version introduced by one or more state regulators. Undelivered bonds for the following license type(s) will need to be upgraded to the new bond form version:</p> <p><License Name(s)></p> <p>Note: Both the Surety Company and Surety Bond Producer will be receiving this notification.</p>

1.5 Surety Entity Annual Certification Required

Recipient	Rules	Notification Subject	Notification Detail
Surety Company	The Annual Certification and Verification period has begun and the	Annual Surety Attestation must be completed for	The Annual Surety Attestation period has started. An authorized user must complete the attestation for SuretyEntity.Name by ApplicationConfig.SuretyEntityAnnualCertificationEndDate (format Month Day,

	entity needs to perform attestation.	SuretyEntity.Name	Year). ACTION REQUIRED: Users authorized to manage SuretyEntity.Name 's profile can access the <i>Annual Surety Attestation</i> page, located under the <i>Surety Company Profile</i> section, to complete the attestation. Upon logging in, a message also displays to navigate users to this page. IMPORTANT: If attestation is not completed by ApplicationConfig.SuretyEntityAnnualCertificationEndDate (format <i>Month Day, Year</i>), all users are prohibited from the <i>Surety Bond Management</i> features until attestation is complete.
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1.5.1 Surety Entity Annual Certification Required Reminder

Recipient	Rules	Notification Subject	Notification Detail
Surety Company	The Annual Certification and Verification period is at the midpoint and the entity still needs to perform attestation. (This is NOT sent to entities that are overdue from a prior certification period.)f	Annual Surety Attestation must be completed for SuretyEntity.Name	Thirty (30) days remain in the Annual Surety Attestation period. An authorized user must complete the attestation for SuretyEntity.Name by ApplicationConfig.SuretyEntityAnnualCertificationEndDate (format <i>Month Day, Year</i>). ACTION REQUIRED: Users authorized to manage SuretyEntity.Name 's profile can access the <i>Annual Surety Attestation</i> page, located under the <i>Surety Company Profile</i> section, to complete the attestation. Upon logging in, a message also displays to navigate users to this page. IMPORTANT: If attestation is not completed by ApplicationConfig.SuretyEntityAnnualCertificationEndDate (format <i>Month Day, Year</i>), all users are prohibited from the <i>Surety Bond Management</i> features until attestation is complete.

1.5.2 Surety Entity Annual Certification Overdue

Recipient	Rules	Notification Subject	Notification Detail
Surety Company	The Annual Certification and Verification period has ended and the entity still needs to perform attestation.	Activity Restricted - Annual Surety Attestation Overdue for SuretyEntity.Name	The Annual Surety Attestation for SuretyEntity.Name is overdue. Activity has been restricted for SuretyEntity.Name: Users are prohibited from accessing and taking action under <i>Tasks - Surety Bond Management</i> on behalf of SuretyEntity.Name and its related companies until attestation is complete. ACTION REQUIRED: Users authorized to manage SuretyEntity.Name 's profile can access the <i>Annual Surety Attestation</i> page, located under the <i>Surety Company Profile</i> section, to complete the attestation. A message also displays to navigate users to this page.

1.6 Surety Entity Association Removed

Recipient	Rules	Notification Subject	Notification Detail
Surety Company	Association Removed by the Surety Bond Producer or Surety Company	Surety Entity Association Removed	The association below is removed: <ul style="list-style-type: none"> • Surety Company: SuretyCompany.Name (NAIC SuretyCompany.NAICNumber) • Underwriting Company: UnderwritingCompany.Name (NAIC UnderwritingCompany.NAICNumber)

- Surety Bond Producer: **SuretyBondProducer.Name** (NPN **SuretyBondProducer.Name.NPN**)
- States: **SuretyAssociation.AssociationStates**

1.7 Surety Entity Authorization Granted (Surety Company)

Recipient	Rules	Notification Subject	Notification Detail
Surety Company	<p>A Company has granted authority (a SuretyEntityAuthorization record has been created) for the SC to issue and manage bonds on its behalf.</p> <p><u>OR</u></p> <p>The system has inherently granted authority (a SuretyEntityAuthorization record has been created) to the SC because a bond was issued by an SBP on behalf of the SC.</p>	Authority Granted to Issue Bonds	<p>Company.Name (NMLS ID Company.CompanyId) has granted you authority to manage bonds on their behalf in NMLS.</p> <p>Access the Create New Bond or Report BOR section through NMLS to initiate the bond creation process.</p>

1.7.1 Surety Entity Authorization Removed (Surety Company)

Recipient	Rules	Notification Subject	Notification Detail
Surety Company	<p>A Company has removed authority for the SC to issue and manage bonds on its behalf. (I.e. SuretyEntityAuthorization.RemovedDate has been populated.)</p>	Authority to Issue Bonds Removed for Company.Name (NMLS ID Company.CompanyId)	<p>Your authority to manage bonds in NMLS has been removed for:</p> <p>Licensee Name: Company.Name NMLS ID: Company.CompanyId By: <<i>LICENSEE</i> or <i>SYSTEM</i>> Granted Date: SuretyEntityAuthorization.GrantedDate Removed Date: SuretyEntityAuthorization.RemovedDate</p> <p>If authority was removed by SYSTEM, the record for the licensee is no longer active in NMLS. In addition, any bonds that were in a "Pending Rep Signature" status have been deleted.</p> <p>All bond activity prior to removal is viewable on the Manage Bonds section through NMLS.</p>

1.8 Surety State Authorization Update

Recipient	Rules	Notification Subject	Notification Detail
Surety Company	Surety Company or Underwriting	Surety State Authorization	The following state authorizations have been updated:

	Company state authorization request has been updated by NMLS Support.	Request Updated for SuretyCompany.Name or UnderwritingCompany.Name	<ul style="list-style-type: none"> • Approved States: <List of states set to "Approved" in a single user event> • Rejected States: <List of states set to "Rejected" in a single user event > • Correction Requested States: <List of states set to "Request Correction" in a single user event> • Comment: SuretyUnderwriterLog.Comment
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1.8.1 Surety State Bond Limit Change Approved/Rejected

Recipient	Rules	Notification Subject	Notification Detail
Surety Company	Bond Limit change approved or rejected by SRR	Surety Bond Limit Request Updated for < SuretyCompany.Name or UnderwritingCompany.Name >	<p>The following bond limits changed:</p> <ul style="list-style-type: none"> • Accepted Bond Limits: <List of states with bond limits accepted in a single user event > • Rejected Bond Limits: <List of states with bond limits rejected in a single user event > • Comment: SuretyUnderwriterLog.Comment

1.9 Underwriting Company Status Changed

Recipient	Rules	Notification Subject	Notification Detail
Surety Company	Underwriting Company Status Changed (Covers the following status changes: Approved, Rejected, Request Correction.)	Underwriting Company Status Changed	<ul style="list-style-type: none"> • Surety Company: SuretyCompany.Name • Underwriting Company: UnderwritingCompany.Name • Status: UnderwritingCompany.Status • Note: UnderwritingCompany.VerificationNote

Notifications for Surety Bond Producers

Notifications are informational messages that are systematically generated and sent when a license, registration or filing related event occurs in the Nationwide Multi-State Licensing System. Regulator and company users must specify which notifications they would like to receive when certain events occur within company, institution, branch and/or individual records. Regulator and company users will have the ability to set up system users as notification contacts.

System Level Emails are messages that are sent to a specific licensed/registered individual after a system event affecting their record occurs. Individuals do not have the ability to opt out of these messages. View system emails for [surety companies](#) or [surety bond producers](#).

Use recommendation: Press CTRL + F (Command + F if using mac) to search this document by keyword.

1 Surety Bonds

1.1 Broker of Record Change Confirmed (Incoming BOR)

Recipient	Rules	Notification Subject	Notification Detail
Surety Bond Producer	<ul style="list-style-type: none"> A BOR request has been confirmed by the Company. Sent to the incoming Surety Bond Producer for the BOR request. 	Broker of Record Change Confirmed – Incoming BOR	The broker of record change processed by SuretyBondBORChange.SuretyCompanyName (NAIC SuretyBondBORChange.SuretyCompanyNAIC) on behalf of SuretyBondBORChange.EntityName (NMLS ID SuretyBondBORChange.EntityId) has been confirmed. As the incoming broker of record, SuretyBondBORChange.IncomingBORName (NPN SuretyBondBORChange.IncomingBORNPN) will now be able to manage existing bonds SuretyBondBORChange.EntityName on behalf of SuretyBondBORChange.SuretyCompanyName . These bonds are now available in the Manage Bonds section through NMLS.

1.1.1 Broker of Record Change Confirmed (Outgoing BOR)

Recipient	Rules	Notification Subject	Notification Detail
Surety Bond Producer	<ul style="list-style-type: none"> A BOR request has been confirmed by the Company. Sent to the outgoing Surety Bond Producer for the BOR request. 	Broker of Record Change Confirmed – Outgoing BOR	The broker of record change processed by SuretyBondBORChange.SuretyCompanyName (NAIC SuretyBondBORChange.SuretyCompanyNAIC) on behalf of SuretyBondBORChange.EntityName (NMLS ID SuretyBondBORChange.EntityId) has been confirmed. As the outgoing broker of record, SuretyBondBORChange.OutgoingBORName (NPN SuretyBondBORChange.OutgoingBORNPN) will no longer be able to manage existing bonds for SuretyBondBORChange.EntityName on behalf of SuretyBondBORChange.SuretyCompanyName . View-only access to these bonds is still available from the Previous BOR Bonds section through NMLS.

1.1.2 Broker of Record Change Denied (Surety Bond Producer)

Recipient	Rules	Notification Subject	Notification Detail
Surety Bond Producer	<ul style="list-style-type: none"> A BOR request has been denied by the Company. Sent to the outgoing <u>and</u> the incoming Surety Bond Producer for the BOR request. 	Broker of Record Change Declined by Company.Name (NMLS ID Company.CompanyId)	Below are the details of a broker of record change reported on behalf of Company.Name (NMLS ID Company.CompanyId) that has been declined. Review the Licensee Note for more information. Surety Company: SuretyBondBORChange.SuretyCompanyName SuretyBondBORChange.SuretyCompanyNAIC Outgoing Surety Bond Producer: SuretyBondBORChange.OutgoingBORName

			SuretyBondBORChange.OutgoingBORNPN Incoming Surety Bond Producer: SuretyBondBORChange.IncomingBORName SuretyBondBORChange.IncomingBORNPN Effective Date: SuretyBondBORChange.EffectiveDate Transaction Date: SuretyBondBORChange.CreatedDate Licensee Note: SuretyBondBORChange.EntityNote
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1.1.3 Broker of Record State Authorizations Required (Surety Bond Producer)

Recipient	Rules	Notification Subject	Notification Detail
Surety Bond Producer	<ul style="list-style-type: none"> A BOR request has been confirmed by the Company but the incoming BOR is not authorized to conduct business in the state under the association with the underwriting company on the bond. Sent to the incoming BOR. One email is sent per BOR request containing a list of all impacted bonds. 	Broker of Record State Authorizations Required	<p>A broker of record change has been processed by SuretyBondBORChange.SuretyCompanyName (NAIC SuretyBondBORChange.SuretyCompanyNAICId) involving your surety entity, (SuretyBondBORChange.IncomingBORName (NPN SuretyBondBORChange.IncomingBORNPN)), on behalf of SuretyBondBORChange.EntityName (NMLS ID SuretyBondBORChange.EntityId). One or more bonds associated to the change are in states where your entity does not currently have authority to issue bonds either due to insufficient licensing or lack of authority under the underwriting company association(s) listed below.</p> <p><i>Display for each Surety/Underwriting Company where at least one state authorization is not in place for a bond that has been transferred as part of the BOR:</i></p> <p>UnderwritingCompany.Name <i>List of State(s) for which authorization is needed for the corresponding Underwriting Company</i></p> <p>As the new broker of record, your entity will not be able to manage these bonds until authorizations are in place. Contact the surety company to request your association(s) be updated in NMLS in order to begin managing the bonds.</p>

1.2 Surety Association Representative Removed

Recipient	Rules	Notification Subject	Notification Detail		
Surety Bond Producer	Representative in Association removed because the user is no longer a representative.	Surety Association Representative Removed	<p>An association had one or more representatives removed:</p> <ul style="list-style-type: none"> Surety Company: SuretyCompany.Name (NAIC SuretyCompany.NAICNumber) Underwriting Company: UnderwritingCompany.Name (NAIC UnderwritingCompany.NAICNumber) Surety Bond Producer: SuretyBondProducer.Name (NPN SuretyBondProducer.NPN) Removed Representative(s): <table border="1" style="width: 100%;"> <tr> <td>Name</td> </tr> <tr> <td>SuretyAssociationRep.DisplayName (NPN SuretyAssociationRep.NPN)</td> </tr> </table>	Name	SuretyAssociationRep.DisplayName (NPN SuretyAssociationRep.NPN)
Name					
SuretyAssociationRep.DisplayName (NPN SuretyAssociationRep.NPN)					

1.2.1 Surety Association State Removed

Recipient	Rules	Notification Subject	Notification Detail
Surety Bond Producer	Removal of State Auth causes state to be removed from association	Surety Association State Removed	<p>One or more state authorizations were removed from an association:</p> <ul style="list-style-type: none"> • Surety Company: SuretyCompany.Name • Underwriting Company: UnderwritingCompany.Name (NAIC UnderwritingCompany.NAICNumber) • Surety Bond Producer: SuretyBondProducer.Name SuretyBondProducer.Name (NPN SuretyBondProducer.NPN) • Association Status: SuretyAssociation.Status • Removed States: <List of SuretyAssociationStates removed from the association> • Current States: <SuretyAssociation.AssociationStates currently in the association>

1.3 Surety Bond Producer Association Requested

Recipient	Rules	Notification Subject	Notification Detail
Surety Bond Producer	Association Requested by Surety Company	Request: Surety Bond Producer Association	<ul style="list-style-type: none"> • Surety Company: SuretyCompany.Name (NAIC SuretyCompany.NAICNumber) • Underwriting Company: UnderwritingCompany.Name (NAIC UnderwritingCompany.NAICNumber) • States: SuretyAssociation.AssociationStates

1.4 Surety Bond Producer Representative Name Change – SBP

Recipient	Rules	Notification Subject	Notification Detail								
Surety Bond Producer	The name for a SBP user who is an active representative has changed.	Representative User Name Change	<p>The name for the following user identified as a representative for your company has changed:</p> <ul style="list-style-type: none"> • Username: <username of user> • Previous Name: <previous FirstName MiddleName LastName Suffix from user profile> • Current Name: <current FirstName MiddleName LastName Suffix from user profile> <p>As a result of the name change, this user has been removed as a representative from the following associations:</p> <p><u>[If not actively included as a representative on a surety association display the following message:]</u> This user is not currently included as a representative on any active associations.</p> <p><u>[If actively included as an active representative on at least one surety association display the following table:]</u></p> <table border="1"> <thead> <tr> <th>Surety Company</th> <th>Underwriting Company</th> <th>Status</th> <th>Link</th> </tr> </thead> <tbody> <tr> <td><name of Surety Company> (<NAIC Number>)</td> <td><name of Underwriting Company> (<NAIC>)</td> <td><Association Status></td> <td>Manage Association <link to manage></td> </tr> </tbody> </table>	Surety Company	Underwriting Company	Status	Link	<name of Surety Company> (<NAIC Number>)	<name of Underwriting Company> (<NAIC>)	<Association Status>	Manage Association <link to manage>
Surety Company	Underwriting Company	Status	Link								
<name of Surety Company> (<NAIC Number>)	<name of Underwriting Company> (<NAIC>)	<Association Status>	Manage Association <link to manage>								

						association detail>
<p>Username should not be transferred from one user to another. If the name change was made in error, please update or delete the user account as needed. A new username should be created for any new users. Contact the NMLS Call Center if an administrator change is required. Otherwise, any surety/underwriting company this user was an active representative with may contact you regarding the name change prior to adding the user back to the association(s) under their current name.</p>						

1.5 Surety Bond/Rider/RFB Returned

Recipient	Rules	Notification Subject	Notification Detail
Surety Bond Producer	<p>Sent to the SC or the SBP that created the bond/rider/RFB when it is returned to the surety by the Company or Regulator. (I.e. SuretyBond.Status has been set to 'Returned to Surety'.)</p> <p>This notification shall be sent to recipients as documented in the table below.</p>	<p><i>Bond/RFB returned by Company:</i> Surety Bond/Revision Returned by Company.Name (NMLS ID Company.CompanyId)</p> <p><i>Bond returned by Regulator:</i> Surety Bond for Company.Name (NMLS ID Company.CompanyId) Returned by Regulator.Name</p> <p><i>RFB returned by Regulator:</i> Revised Form Bond for Company.Name (NMLS ID Company.CompanyId) Returned by Regulator.Name</p>	<p><i>Bond/Rider/RFB returned by the Company:</i> Below are the details of the surety bond, revised form bond, or rider returned by the licensee. Review the Licensee Note for more information regarding the reason the bond was returned. Licensee: SuretyBond.CompanyName License Type: SuretyBond.LicenseName Surety/Underwriting Company: SuretyBond.UnderwritingCompany (SuretyBond.UnderwritingCompanyNAIC) Broker of Record: SuretyBond.BORName (SuretyBond.BORNPN) Bond Number: SuretyBondRevision.BondNumber Bond Amount: SuretyBondRevision.Amount Effective Date: SuretyBondRevision.BondEffectiveDate Licensee Note: SuretyBondRevision.Note</p> <p><Display for SBP User> Access the <u>Manage Bonds</u> section through NMLS to edit and sign the bond. <Display for SC User> Access the <u>Manage Bonds</u> section through NMLS to edit and sign the bond.</p> <p><i>Bond returned by the Regulator:</i> Below are the details of the surety bond returned by the regulator. Review Return Reason(s) and Return to Surety Notes for more information regarding the reason the bond was returned. Any pending revisions for the bond have been deleted and riders issued after the bond have been voided and must be reissued if necessary. Licensee: SuretyBond.CompanyName License Type: SuretyBond.LicenseName Surety/Underwriting Company: SuretyBond.UnderwritingCompany (SuretyBond.UnderwritingCompanyNAIC) Broker of Record: SuretyBond.BORName (SuretyBond.BORNPN) Bond Number: SuretyBondRevision.BondNumber Bond Amount: SuretyBondRevision.Amount Effective Date: SuretyBondRevision.BondEffectiveDate Return Reason(s): <comma de-limited list of return reasons> Return to Surety Note: SuretyBondRevision.Note</p> <p><Display for SBP User> Access the <u>Manage Bonds</u> section through NMLS to edit and sign the bond. If the bond needs to be voided, you will need to contact the surety/underwriting company. Additional details regarding the returned bond and any voided riders can be viewed through the Bond Transaction Details.. <Display for SC User> Access the <u>Manage Bonds</u> section through NMLS to edit and sign or void the bond. Additional details regarding the returned bond and any voided riders can be viewed through the Bond Transaction Details.</p> <p><i>Revised Form Bond returned by the Regulator:</i></p>

			<p>Below are the details of the revised form bond returned by the regulator. Review Return Reason(s) and Return to Surety Notes for more information regarding the reason the revised form bond was returned. Any pending revisions for the bond have been deleted and riders issued after the revised bond have been voided.</p> <p>Licensee: SuretyBond.CompanyName License Type: SuretyBond.LicenseName Surety/Underwriting Company: SuretyBond.UnderwritingCompany (SuretyBond.UnderwritingCompanyNAIC) Broker of Record: SuretyBond.BORName (SuretyBond.BORNPN) Bond Number: SuretyBondRevision.BondNumber Bond Amount: SuretyBondRevision.Amount Term Acceptance Date: SuretyBondRevision.BondEffectiveDate Return Reason(s): <i><comma de-limited list of return reasons></i> Return to Surety Note: SuretyBondRevision.Note</p> <p><i><Display for SBP User></i> Access the Manage Bonds section through NMLS to edit and sign or void the revised form bond. Additional details regarding the returned revised form bond and any voided riders can be viewed through the Bond Transaction Details. <i><Display for SC User></i> Access the Manage Bonds section through NMLS to edit and sign or void the revised form bond. Additional details regarding the returned revised form bond and any voided riders can be viewed through the Bond Transaction Details.</p>
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1.5.1 Recipients for the Surety Bond/Rider/RFB Returned Notification

The *Surety Bond/Rider/RFB Returned Notification* shall be sent to the surety entity (SC or SBP) recipient(s) as follows. All references to "Creator" refer to the user that created the revision that has been returned.

Bond Has Active BOR?	Creator User is SBP?	Creator User is SC?	User Account is Active (i.e. it is not disabled or deleted)	Recipient(s)
Y	Y	-	Y	Email to Creator
Y	Y	-	N	Notification to BOR/SBP subscribers
Y	N	-	Y	Notification to BOR/SBP subscribers
Y	N	-	N	Notification to BOR/SBP subscribers
N	-	Y	Y	Email to Creator
N	-	Y	N	Notification to SC subscribers
N	-	N	Y	Notification to SC subscribers
N	-	N	N	Notification to SC subscribers

1.5.2 Surety Bond Returned by Regulator

Recipient	Rules	Notification Subject	Notification Detail
Surety Bond Producer	A Regulator has returned a bond to the surety entity.	<i>For an original bond:</i> Surety Bond Returned by	Below are the details of the surety bond returned by the regulator. Review the Return Reason(s) and Return to Surety Note for more information regarding the reason the bond was returned. Any pending revisions for the

		Regulator.Name <i>For a Revised Form Bond:</i> Revised Form Bond Returned by Regulator.Name	bond have been deleted and riders issued after the bond have been voided. This information has been provided to the surety. You will be required to sign any updated bonds issued by the surety in response to the regulator's return of the bond. Licensee: SuretyBond.CompanyName License Type: SuretyBond.LicenseName Surety/Underwriting Company: SuretyBond.UnderwritingCompany (SuretyBond.UnderwritingCompanyNAIC) Broker of Record: SuretyBond.BORName (SuretyBond.BORNPN) Bond Number: SuretyBondRevision.BondNumber Bond Amount: SuretyBondRevision.Amount Effective Date: SuretyBondRevision.BondEffectiveDate Return Reason(s): <i><List of returned reason(s)></i> Return to Surety Note: SuretyBondRevision.Note Access the Manage Bonds section through NMLS to edit and sign or void the bond. Additional details regarding the returned bond and any voided riders can be viewed through the Bond Transaction Details.
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1.5.3 Surety Bond Returned to Surety (Bond Form Version Change) (Surety Entity)

Recipient	Rules	Notification Subject	Notification Detail
Surety Bond Producer	A new bond form template has become effective and: 1.The SBP is the current BOR on one or more bonds which have been unsigned and returned to the surety for upgrade. OR 2.The SC is associated to one or more bonds which have been unsigned and returned to the surety for upgrade AND for which no underwriter is assigned. OR 3.The user is associated as an Underwriter to one or more bonds which have been unsigned and returned to the surety for upgrade.	Undelivered Bond(s) Returned to Surety for Upgrade and Signature Due to New Bond Form Version	One or more undelivered bonds associated with your company have been returned for upgrade and signature due to a new bond form version introduced by one or more state regulators. Undelivered bonds for the following license type(s) will need to be upgraded to the new bond form version: <License Name(s)> Note: Both the Surety Company and Surety Bond Producer will be receiving this notification.

1.6 Surety Entity Annual Certification Required

Recipient	Rules	Notification Subject	Notification Detail
Surety Bond Producer	The Annual Certification and Verification period has begun and the entity needs to perform attestation.	Annual Surety Attestation must be completed for SuretyEntity.Name	The Annual Surety Attestation period has started. An authorized user must complete the attestation for SuretyEntity.Name by ApplicationConfig.SuretyEntityAnnualCertificationEndDate (<i>format Month Day, Year</i>). ACTION REQUIRED: Users authorized to manage SuretyEntity.Name 's profile can access the <i>Annual Surety Attestation</i> page, located under the <i>Surety Company Profile</i> section, to complete the attestation. Upon logging in, a message also displays to navigate users to this page.

IMPORTANT: If attestation is not completed by **ApplicationConfig.SuretyEntityAnnualCertificationEndDate** (format Month Day, Year), all users are prohibited from the *Surety Bond Management* features until attestation is complete.

1.6.1 Surety Entity Annual Certification Required Reminder

Recipient	Rules	Notification Subject	Notification Detail
Surety Bond Producer	The Annual Certification and Verification period is at the midpoint and the entity still needs to perform attestation. (This is NOT sent to entities that are overdue from a prior certification period.)f	Annual Surety Attestation must be completed for SuretyEntity.Name	<p>Thirty (30) days remain in the Annual Surety Attestation period. An authorized user must complete the attestation for SuretyEntity.Name by ApplicationConfig.SuretyEntityAnnualCertificationEndDate (format Month Day, Year).</p> <p>ACTION REQUIRED: Users authorized to manage SuretyEntity.Name's profile can access the <i>Annual Surety Attestation</i> page, located under the <i>Surety Company Profile</i> section, to complete the attestation. Upon logging in, a message also displays to navigate users to this page.</p> <p>IMPORTANT: If attestation is not completed by ApplicationConfig.SuretyEntityAnnualCertificationEndDate (format Month Day, Year), all users are prohibited from the <i>Surety Bond Management</i> features until attestation is complete.</p>

1.6.2 Surety Entity Annual Certification Overdue

Recipient	Rules	Notification Subject	Notification Detail
Surety Bond Producer	The Annual Certification and Verification period has ended and the entity still needs to perform attestation.	Activity Restricted - Annual Surety Attestation Overdue for SuretyEntity.Name	<p>The Annual Surety Attestation for SuretyEntity.Name is overdue.</p> <p>Activity has been restricted for SuretyEntity.Name: Users are prohibited from accessing and taking action under <i>Tasks - Surety Bond Management</i> on behalf of SuretyEntity.Name and its related companies until attestation is complete.</p> <p>ACTION REQUIRED: Users authorized to manage SuretyEntity.Name's profile can access the <i>Annual Surety Attestation</i> page, located under the <i>Surety Company Profile</i> section, to complete the attestation. A message also displays to navigate users to this page.</p>

1.7 Surety Entity Association Removed

Recipient	Rules	Notification Subject	Notification Detail
Surety Bond Producer	Association Removed by the Surety Bond Producer or Surety Company	Surety Entity Association Removed	<p>The association below is removed:</p> <ul style="list-style-type: none"> • Surety Company: SuretyCompany.Name (NAIC SuretyCompany.NAICNumber) • Underwriting Company: UnderwritingCompany.Name (NAIC UnderwritingCompany.NAICNumber) • Surety Bond Producer: SuretyBondProducer.Name (NPN SuretyBondProducer.Name.NPN) • States: SuretyAssociation.AssociationStates

1.7.1 Surety Entity Association Updated

Recipient	Rules	Notification Subject	Notification Detail
Surety Bond Producer	Association Updated by Surety Company	Association Update for SuretyCompany.Name (NAIC SuretyCompany.NAICNumber)	The surety company below updated its association with your company: <ul style="list-style-type: none"> • Surety Company: SuretyCompany.Name (NAIC SuretyCompany.NAICNumber) • Underwriting Company: UnderwritingCompany.Name (NAIC UnderwritingCompany.NAICNumber) • Association Status: SuretyAssociation.Status

1.8 Surety Entity Authorization Granted (Surety Bond Producer)

Recipient	Rules	Notification Subject	Notification Detail
Surety Bond Producer	A Company has granted authority (a SuretyEntityAuthorization record has been created) for the SBP to issue and manage bonds on its behalf.	Authority Granted to Issue Bonds	Company.Name (NMLS ID Company.CompanyId) has granted you authority to manage bonds on their behalf in NMLS. Access the Create New Bond section through NMLS to initiate the bond creation process.

1.8.1 Surety Entity Authorization Removed (Surety Bond Producer)

Recipient	Rules	Notification Subject	Notification Detail
Surety Bond Producer	A Company has removed authority from the SBP to issue and manage bonds on its behalf. <u>OR</u> Authority has been removed by the system through the processing of a confirmed BOR change. (I.e. SuretyEntityAuthorization.RemovedDate has been populated.)	Authority to Issue Bonds Removed for Company.Name (NMLS ID Company.CompanyId)	Your authority to manage bonds in NMLS has been removed for: Licensee Name: Company.Name NMLS ID: Company.CompanyId By: < <i>LICENSEE</i> or <i>SYSTEM</i> > Granted Date: SuretyEntityAuthorization.GrantedDate Removed Date: SuretyEntityAuthorization.RemovedDate If authority was removed by SYSTEM, the record for the licensee is no longer active in NMLS. In addition, any bonds that were in a "Pending Rep Signature" status have been deleted All bond activity prior to withdrawal is viewable on the Previous BOR Bonds section through NMLS.

System Level Emails for Surety Companies

System Level Emails are messages that are sent to a specific licensed/registered individual after a system event affecting their record occurs. Individuals do not have the ability to opt out of these messages.

Use recommendation: Press CTRL + F (Command + F if using mac) to search this document by keyword.

1 Account Admin

1.1 Attempt to Login to Disabled Account- Account Admin User Account Enabled (Surety Company)

Recipient	Rules	Subject	Body
Surety Company Account Admin	Sent when user account of a Surety Company account administrator is enabled.	An Administrator's Account was recently enabled	<p>This serves as a courtesy notification that an Account Administrator, <UserAccount.FullName corresponding to UserAccount.EntityID> (User Name: UserAccount.UserName), for your organization, <Entity.Name corresponding to UserAccount.EntityID> (NAIC SuretyUnderwriter.NAICID), has recently logged into their account in NMLS after extended inactivity.</p> <p>No further action is required from you if this is an expected event. If this access was unwarranted, please contact the NMLS Call Center at CallCenter.TelephoneNumber.</p> <p>Notification.Disclaimer</p>

1.2 Change Password

Recipient	Rules	Subject	Body
All Users	Sent when the password is changed for the corresponding NMLS user account.	NMLS Password Changed	<p>You have recently changed your password in NMLS. You must use the new password the next time you log into NMLS. If you did not make this change, please contact the NMLS Call Center at CallCenter.TelephoneNumber.</p> <p>Notification.Disclaimer</p>

1.3 User Account Locked (Surety Company Admin)

Recipient	Rules	Subject	Body
Surety Company Account Admin	Sent when the user is locked out	Unsuccessful Attempt to Access NMLS with your User Account	<p>An attempt was made to log in to the NMLS record for <Entity.Name corresponding to NMLS ID UserAccount.EntityID> (NAIC SuretyUnderwriter.NAICID) with your user account (User Name: UserAccount.UserName). The attempt was not successful. If this attempt was made without your knowledge or if you need assistance to access your record, please contact the NMLS Call Center at CallCenter.TelephoneNumber.</p>

			Notification.Disclaimer
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1.4 User Account Locked (Surety Company Non-Admin)

Recipient	Rules	Subject	Body
Surety Company Non-Admin	Sent when the user is locked out.	Unsuccessful Attempt to Access NMLS with your User Account	An attempt was made to log in to the NMLS record for <Entity.Name corresponding to UserAccount.EntityID > (NAIC SuretyUnderwriter.NAICNumber) with your user account (User Name: UserAccount.UserName). The attempt was not successful. If this attempt was made without your knowledge or if you need assistance to access your record, please contact your Account Administrator. Notification.Disclaimer

1.5 User Profile Update

Recipient	Rules	Subject	Body
All Users	Sent when the user profile is changed for the corresponding NMLS user account.	NMLS User Profile Updated	You have recently changed your user profile information for user name UserAccount.Username . If you did not make this change, please contact the NMLS Call Center at CallCenter.TelephoneNumber . Notification.Disclaimer

1.6 User Profile Update by Support

Recipient	Rules	Subject	Body
All Users	Sent when the user profile is changed for the corresponding NMLS user account by support user.	NMLS User Profile Updated	An update was made to your user profile information for user name UserAccount.Username . If you did not make or request this change, please contact the NMLS Call Center at CallCenter.TelephoneNumber . Notification.Disclaimer

2 Surety Bonds

2.1 Account Requests

2.1.1 Surety Company Account Request Approved

Recipient	Rules	Subject	Body
AccountRequest.SubmittedEmail	A Surety Company limited account request has been	NMLS Account Request Approved	The Surety Company Account Request Form submitted on AccountRequest.RequestedDate for AccountRequest.CompanyName has been approved.

	approved.		<p>To complete a company account in NMLS, you will need to log into NMLS, provide the required information, attest and submit the full application. Username and password information for the submitting user is sent in separate emails.</p> <p>Prior to submission, we encourage you to visit the NAIC Database <http://links.nationwidelicensingsystem.org/575> to review the information on record for your institution. The NMLS Company Account Request Form will not be approved until your institution's information is entered exactly as it appears in the NAIC database.</p> <p>NOTE: In the event the information in the NAIC Database is incorrect, you will need to notify the NAIC.</p> <p>Should you have any questions, please contact the NMLS Call Center at CallCenter.TelephoneNumber. Do not reply to this email.</p>
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2.1.2 Surety Company Limited Account Request Rejected

Recipient	Rules	Subject	Body
AccountRequest.SubmitterEmail	A Surety Company limited account request has been rejected	NMLS Account Request Rejected	<p>The <entity type> Account Request Form submitted on AccountRequest.RequestedDate for AccountRequest.CompanyName has been rejected for the following reason(s):</p> <p>AccountRequest.RejectionReason</p> <p>To create a company account in NMLS, you will need to re-submit your Company Account Request Form. Prior to re-submission, we encourage you to visit the NAIC Database <http://links.nationwidelicensingsystem.org/575> to review the information on record for your institution. The NMLS Company Account Request Form will not be approved until your institution's information is entered exactly as it appears in the NAIC database.</p> <p>NOTE: In the event the information in the NAIC Database is incorrect, you will need to notify the NAIC.</p> <p>Should you have any questions, please contact the NMLS Call Center at CallCenter.TelephoneNumber. Do not reply to this email.</p>

2.1.3 Surety Company Full Entity Request Rejected

Recipient	Rules	Subject	Body
SuretyCompany.LimitedUserAccount	A Surety Company full entity account request has been rejected.	NMLS Account Request Rejected	<p>The Surety Company Account Application submitted on AccountRequest.RequestedDate for SuretyCompany.Name has been rejected for the following reason(s):</p> <p>SuretyCompany.VerificationNote</p> <p>Should you have any questions, please contact the NMLS Call Center at CallCenter.TelephoneNumber. Do not reply to this email.</p>

2.1.4 Surety Company Full Entity Request Approved

Recipient	Rules	Subject	Body												
SuretyCompany.LimitedUserAccount	A Surety Company full entity request has been approved.	Surety Company Account Approved	<p>Welcome to NMLS!</p> <p>You have been identified as an Account Administrator (AA) for your surety company.</p> <p>Your Responsibilities</p> <ul style="list-style-type: none"> • Create associations with authorized Surety Producers. • Maintain account information. • Create additional users to assist with account functionality. • Keep your user name and password secure. <p>The table below contains resources that will help you perform your responsibilities as an AA for your institution.</p> <table border="1"> <thead> <tr> <th>Resource</th> <th>Use this resource to...</th> </tr> </thead> <tbody> <tr> <td><u>Surety Bonds – NMLS Resource Center</u> <http://links.nationwidelicensingsystem.org/584></td> <td>Access all resources related to the NMLS Surety Bonds.</td> </tr> <tr> <td><u>Account Administration for Company Users</u> <http://links.nationwidelicensingsystem.org/579></td> <td>Perform your responsibilities as an AA.</td> </tr> <tr> <td><u>Review and Update Company Information</u> <http://links.nationwidelicensingsystem.org/580></td> <td>Instructions for maintaining the identifying information for your company.</td> </tr> <tr> <td><u>Create an Association</u> <http://links.nationwidelicensingsystem.org/581></td> <td>Create an association with a Surety Provider authorizing them to create bonds on your behalf.</td> </tr> <tr> <td><u>Manage Association</u> <http://links.nationwidelicensingsystem.org/582></td> <td>Review active and pending associations with Surety Providers.</td> </tr> </tbody> </table>	Resource	Use this resource to...	<u>Surety Bonds – NMLS Resource Center</u> < http://links.nationwidelicensingsystem.org/584 >	Access all resources related to the NMLS Surety Bonds.	<u>Account Administration for Company Users</u> < http://links.nationwidelicensingsystem.org/579 >	Perform your responsibilities as an AA.	<u>Review and Update Company Information</u> < http://links.nationwidelicensingsystem.org/580 >	Instructions for maintaining the identifying information for your company.	<u>Create an Association</u> < http://links.nationwidelicensingsystem.org/581 >	Create an association with a Surety Provider authorizing them to create bonds on your behalf.	<u>Manage Association</u> < http://links.nationwidelicensingsystem.org/582 >	Review active and pending associations with Surety Providers.
Resource	Use this resource to...														
<u>Surety Bonds – NMLS Resource Center</u> < http://links.nationwidelicensingsystem.org/584 >	Access all resources related to the NMLS Surety Bonds.														
<u>Account Administration for Company Users</u> < http://links.nationwidelicensingsystem.org/579 >	Perform your responsibilities as an AA.														
<u>Review and Update Company Information</u> < http://links.nationwidelicensingsystem.org/580 >	Instructions for maintaining the identifying information for your company.														
<u>Create an Association</u> < http://links.nationwidelicensingsystem.org/581 >	Create an association with a Surety Provider authorizing them to create bonds on your behalf.														
<u>Manage Association</u> < http://links.nationwidelicensingsystem.org/582 >	Review active and pending associations with Surety Providers.														

			<p>Create a Surety Bond <http://links.nationwidelicencingsystem.org/583></p> <p>Need Help? Contact the NMLS Call Center at CallCenter.TelephoneNumber between 9 AM and 5 PM ET, Monday through Friday. Customer service representatives for NMLS can assist you with using the System or direct your call to the appropriate contact in the registration process.</p> <p>Note that NMLS is the system of record for the registration of depositories, subsidiaries of depositories, and mortgage loan originators under the Consumer Financial Protection Bureau's Regulation G (S.A.F.E. Mortgage Licensing Act – Federal Registration of Residential Mortgage Loan Originators), published December 19, 2011. By entering the System, users agree to abide by the Surety Terms of Use.</p>	<p>Create a Surety Bond in NMLS for a current licensee or applicant.</p>
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2.2 State Authorization Management

2.2.1 New State Authorization Request

Recipient	Rules	Subject	Body
System.SuretySupportEmailGroup	New State Authorization Request (Surety Company, Underwriting Company or Surety Bond Producer)	Surety State Status Changes	<p>The surety entity below requested state authorizations:</p> <ul style="list-style-type: none"> Surety Entity Id: <NAIC Number: SuretyCompany.NAICNumber or UnderwritingCompany.NAICNumber> or <NPN: SuretyBondProducer.NPN> Requested States: <List of states requested in a single user event >

2.3 Surety Bond Management

2.3.1 Surety Bond Declined

Recipient	Rules	Notification Subject	Notification Detail
Surety Bond Producer Surety Company	Sent to the SC or SBP user that signed a bond (SuretyBondRevision.SuretySigneeUser) when the bond is declined by the Company. (I.e. SuretyBondRevision.Status is set to 'Declined'.)	Surety Bond Declined for Company.Name (NMLS ID Company.CompanyId)	<p>Below are the details of the surety bond that has been declined. Review the Licensee Note for more information.</p> <p>Licensee: SuretyBond.CompanyName License Type: SuretyBond.LicenseName Bond Number: SuretyBondRevision.BondNumber Bond Amount: SuretyBondRevision.Amount Effective Date: SuretyBondRevision.BondEffectiveDate Licensee Note: SuretyBondRevision.Note</p>

System Level E-mails for Surety Bond Producers

System Level Emails are messages that are sent to a specific licensed/registered individual after a system event affecting their record occurs. Individuals do not have the ability to opt out of these messages.

Use recommendation: Press CTRL + F (Command + F if using mac) to search this document by keyword.

1 Account Admin

1.1 Attempt to Login to Disabled Account- Account Admin User Account Enabled (Surety Bond Producer)

Recipient	Rules	Subject	Body
Surety Bond Producer Account Admin	Sent when user account of a Surety Bond Producer account administrator is enabled.	An Administrator's Account was recently enabled	<p>This serves as a courtesy notification that an Account Administrator, <UserAccount.FullName corresponding to UserAccount.EntityID> (User Name: UserAccount.UserName), for your organization, <Entity.Name corresponding to UserAccount.EntityID> (NPN SuretyBondProducer.NPN), has recently logged into their account in NMLS after extended inactivity.</p> <p>No further action is required from you if this is an expected event. If this access was unwarranted, please contact the NMLS Call Center at CallCenter.TelephoneNumber.</p> <p>Notification.Disclaimer</p>

1.2 Change Password

Recipient	Rules	Subject	Body
All Users	Sent when the password is changed for the corresponding NMLS user account.	NMLS Password Changed	<p>You have recently changed your password in NMLS. You must use the new password the next time you log into NMLS. If you did not make this change, please contact the NMLS Call Center at CallCenter.TelephoneNumber.</p> <p>Notification.Disclaimer</p>

1.3 User Account Locked (Surety Bond Producer Admin)

Recipient	Rules	Subject	Body
Surety Bond Producer Account Admin	Sent when the user is locked out	Unsuccessful Attempt to Access NMLS with your User Account	<p>An attempt was made to log in to the NMLS record for <Entity.Name corresponding to NMLS ID UserAccount.EntityID> (NPN SuretyBondProducer.NPN) with your user account (User Name: UserAccount.UserName). The attempt was not successful. If this attempt was made without your knowledge or if you need assistance to access your record, please contact the NMLS Call Center at CallCenter.TelephoneNumber.</p> <p>Notification.Disclaimer</p>

1.4 User Profile Update

Recipient	Rules	Subject	Body
All Users	Sent when the user profile is changed for the corresponding NMLS user account.	NMLS User Profile Updated	You have recently changed your user profile information for user name UserAccount.Username . If you did not make this change, please contact the NMLS Call Center at CallCenter.TelephoneNumber . Notification.Disclaimer

1.5 User Profile Update by Support

Recipient	Rules	Subject	Body
All Users	Sent when the user profile is changed for the corresponding NMLS user account by support user.	NMLS User Profile Updated	An update was made to your user profile information for user name UserAccount.Username . If you did not make or request this change, please contact the NMLS Call Center at CallCenter.TelephoneNumber . Notification.Disclaimer

2 Surety Bonds

2.1 Account Requests

2.1.1 Surety Bond Producer Request Approved

Recipient	Rules	Subject	Body				
AccountRequest.SubmitterEmail	A Surety Bond Producer account request has been approved.	Surety Bond Producer Account Approved	<p>Welcome to NMLS!</p> <p>You have been identified as an Account Administrator (AA) for your Surety Bond Producer.</p> <p>Your Responsibilities</p> <ul style="list-style-type: none"> • Accept associations created by Surety Companies. • Maintain account information. • Create additional users to assist with account functionality. • Keep your user name and password secure. <p>The table below contains resources that will help you perform your responsibilities as an AA for your institution.</p> <table border="1" data-bbox="970 1373 1864 1468"> <thead> <tr> <th>Resource</th> <th>Use this resource to...</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> </tr> </tbody> </table>	Resource	Use this resource to...		
Resource	Use this resource to...						

			<p><u>Surety Bonds – NMLS Resource Center</u> <http://links.nationwidelicensingsystem.org/584></p>	<p>Access all resources related to the NMLS Surety Bonds.</p>
			<p><u>Account Administration for Company Users</u> <http://links.nationwidelicensingsystem.org/579></p>	<p>Perform your responsibilities as an AA.</p>
			<p><u>Review and Update Provider Information</u> <http://links.nationwidelicensingsystem.org/585></p>	<p>Instructions for maintaining the identifying information for your company.</p>
			<p><u>Manage Association</u> <http://links.nationwidelicensingsystem.org/582></p>	<p>Review active and pending associations with Surety Providers</p>
			<p><u>Create a Surety Bond</u> <http://links.nationwidelicensingsystem.org/583></p>	<p>Create a Surety Bond in NMLS for a current licensee or applicant.</p>
<p>Need Help? Contact the NMLS Call Center at CallCenter.TelephoneNumber between 9 AM and 5 PM ET, Monday through Friday. Customer service representatives for NMLS can assist you with using the system or direct your call to the appropriate contact in the registration process. Note that NMLS is the system of record for the registration of depositories, subsidiaries of depositories, and mortgage loan originators under the Consumer Financial Protection Bureau’s Regulation G (S.A.F.E. Mortgage Licensing Act – Federal Registration of Residential Mortgage Loan Originators), published December 19, 2011. By entering the System, users agree to abide by the Surety Terms of Use.</p>				

2.1.2 Surety Bond Producer Account Request Rejected

Recipient	Rules	Subject	Body
AccountRequest.SubmitterEmail	A Surety Bond Producer account request has been rejected.	NMLS Account Request Rejected	<p>The Surety Bond Producer Account Request Form submitted on AccountRequest.RequestedDate for AccountRequest.CompanyName has been rejected for the following reason(s):</p> <p>AccountRequest.RejectionReason To create a Surety Bond Producer account in NMLS, you will need to re-submit your Surety Bond</p>

		<p>Producer Account Request Form. Prior to re-submission, we encourage you to visit the NAIC Database <http://links.nationwidelicensingsystem.org/642> to review the information on record for your company. The NMLS Surety Bond Producer Account Request Form will not be approved until your company's information is entered exactly as it appears in the NAIC Database.</p> <p>NOTE: In the event the information in the NAIC Database is incorrect, you will need to notify the NAIC.</p> <p>Should you have any questions, please contact the NMLS Call Center at CallCenter.TelephoneNumber. Do not reply to this email.</p>
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2.1.3 Surety Company Full Entity Request Approved

Recipient	Rules	Subject	Body										
SuretyCompany.LimitedUserAccount	A Surety Company full entity request has been approved.	Surety Company Account Approved	<p>Welcome to NMLS!</p> <p>You have been identified as an Account Administrator (AA) for your surety company.</p> <p>Your Responsibilities</p> <ul style="list-style-type: none"> • Create associations with authorized Surety Producers. • Maintain account information. • Create additional users to assist with account functionality. • Keep your user name and password secure. <p>The table below contains resources that will help you perform your responsibilities as an AA for your institution.</p> <table border="1"> <thead> <tr> <th>Resource</th> <th>Use this resource to...</th> </tr> </thead> <tbody> <tr> <td>Surety Bonds – NMLS Resource Center <http://links.nationwidelicensingsystem.org/584></td> <td>Access all resources related to the NMLS Surety Bonds.</td> </tr> <tr> <td>Account Administration for Company Users <http://links.nationwidelicensingsystem.org/579></td> <td>Perform your responsibilities as an AA.</td> </tr> <tr> <td>Review and Update Company Information <http://links.nationwidelicensingsystem.org/580></td> <td>Instructions for maintaining the identifying information for your company.</td> </tr> <tr> <td>Create an Association</td> <td>Create an association</td> </tr> </tbody> </table>	Resource	Use this resource to...	Surety Bonds – NMLS Resource Center < http://links.nationwidelicensingsystem.org/584 >	Access all resources related to the NMLS Surety Bonds.	Account Administration for Company Users < http://links.nationwidelicensingsystem.org/579 >	Perform your responsibilities as an AA.	Review and Update Company Information < http://links.nationwidelicensingsystem.org/580 >	Instructions for maintaining the identifying information for your company.	Create an Association	Create an association
Resource	Use this resource to...												
Surety Bonds – NMLS Resource Center < http://links.nationwidelicensingsystem.org/584 >	Access all resources related to the NMLS Surety Bonds.												
Account Administration for Company Users < http://links.nationwidelicensingsystem.org/579 >	Perform your responsibilities as an AA.												
Review and Update Company Information < http://links.nationwidelicensingsystem.org/580 >	Instructions for maintaining the identifying information for your company.												
Create an Association	Create an association												

			< http://links.nationwidelicensingsystem.org/581 >	with a Surety Provider authorizing them to create bonds on your behalf.
			Manage Association < http://links.nationwidelicensingsystem.org/582 >	Review active and pending associations with Surety Providers.
			Create a Surety Bond < http://links.nationwidelicensingsystem.org/583 >	Create a Surety Bond in NMLS for a current licensee or applicant.
<p>Need Help? Contact the NMLS Call Center at CallCenter.TelephoneNumber between 9 AM and 5 PM ET, Monday through Friday. Customer service representatives for NMLS can assist you with using the System or direct your call to the appropriate contact in the registration process. Note that NMLS is the system of record for the registration of depositories, subsidiaries of depositories, and mortgage loan originators under the Consumer Financial Protection Bureau's Regulation G (S.A.F.E. Mortgage Licensing Act – Federal Registration of Residential Mortgage Loan Originators), published December 19, 2011. By entering the System, users agree to abide by the Surety Terms of Use.</p>				

2.2 State Authorization Management

2.2.1 New State Authorization Request

Recipient	Rules	Subject	Body
System.SuretySupportEmailGroup	New State Authorization Request (Surety Company, Underwriting Company or Surety Bond Producer)	Surety State Status Changes	<p>The surety entity below requested state authorizations:</p> <ul style="list-style-type: none"> • Surety Entity Id: <NAIC Number: SuretyCompany.NAICNumber or UnderwritingCompany.NAICNumber> or <NPN: SuretyBondProducer.NPN> • Requested States: <List of states requested in a single user event >

2.3 Surety Bond Management

2.3.1 Surety Bond Declined

Recipient	Rules	Notification Subject	Notification Detail
Surety Bond	Sent to the SC or SBP user that signed a bond	Surety Bond Declined for Company.Name (NMLS ID)	Below are the details of the surety bond that has been declined. Review the Licensee Note for more

<p>Producer</p> <p>Surety Company</p>	<p>(SuretyBondRevision.SuretySigneeUser) when the bond is declined by the Company. (I.e. SuretyBondRevision.Status is set to 'Declined'.)</p>	<p>Company.CompanyId</p>	<p>information.</p> <p>Licensee: SuretyBond.CompanyName License Type: SuretyBond.LicenseName Bond Number: SuretyBondRevision.BondNumber Bond Amount: SuretyBondRevision.Amount Effective Date: SuretyBondRevision.BondEffectiveDate Licensee Note: SuretyBondRevision.Note</p>
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