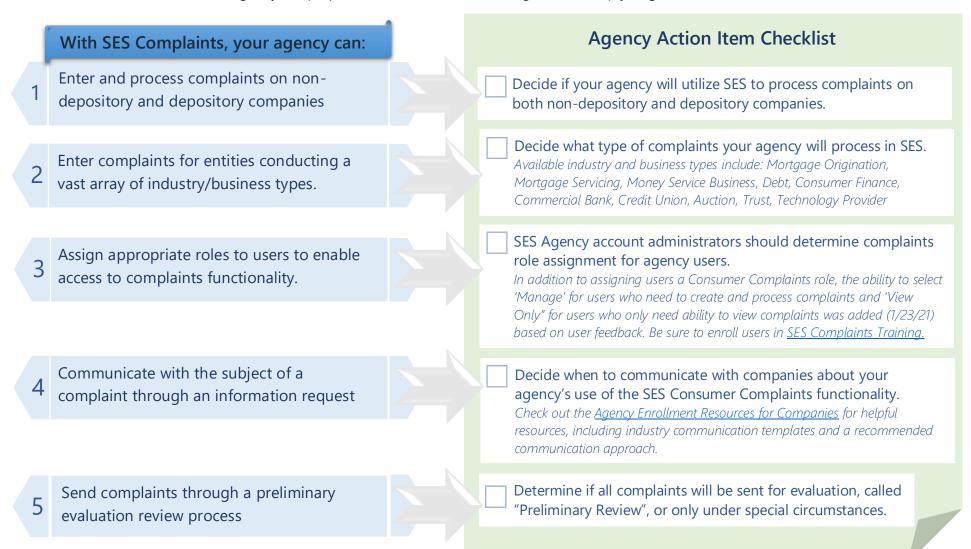


# Getting Prepared for SES Consumer Complaints

Before your agency begins using SES Consumer Complaints, it is important to understand the system capabilities and how your agency will prepare to use each feature. This guide will help you get started.



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## Getting Prepared for SES Consumer Complaints (cont.)

#### With SES Complaints, your agency can:

Make decisions about sharing complaint details with other interested agencies

Create complaints on unlicensed or uncooperative entities who do not exist in NMLS & participate in a collaborative discussion board with other agency complaints users

#### **Agency Action Item Checklist**

Establish an understanding around which members of your team are best suited to make these decisions and oversee this process.

Get acclimated with these features and determine how to best utilize as an agency. Create consistent, standardized processes. Check out the SES Consumer Complaints Quick Start Guide for Agencies for training resources on this functionality.

### Basic Workflow for Processing a Complaint in SES

**Search for Entity** 

Complete Complaint Intake Form Send Information Request and Enroll Company (optional) Company Responds (if sent Information Request)

**Close Complaint** 

#### **Helpful Agency Resources:**

- <u>stateexaminationsystem.org</u>: site that hosts SES resources for all user types.
- SES Consumer Complaints Quick Start
   Guide for Agencies: A compilation of all
   agency complaints support resources –
   all in one place.
- <u>SES Complaints Training</u>: This program teaches regulator users how to use the Complaints functionality in SES.
- Enrolling a Company User to SES Complaints:
  Enroll company users to SES so you can send them complaint information requests.
- <u>SES Agency FAQs</u>: Find answers to common questions about the system.
- <u>SES Policy Guidebook</u>: Contains all SES policies and a glossary of terms.
- SES Hours of Operation and Support Options

- A Tour of SES for Companies: A video geared toward company users that provides an overview of the system.
- <u>SES Concepts</u>: Instructional videos that provide information on concepts behind the system.
- SES System Releases: Information and tutorials about updates that have been made to the system.