



October 01, 2025

On October 8, 2025, the Wisconsin Office of the Insurance Commissioner (OCI) will begin using the SBS External Company Complaint Portal to communicate with companies about consumer complaints.

With this transition, SBS for Organizations will be used in support of and responding to OCI consumer complaints. The SBS portal will allow you to view complaint cases, directly message, and send attachments to the OCI regarding your assigned cases. OCI will also use SBS to send attachments and messages to companies for their assigned complaint cases. Companies that are not currently enrolled in SBS for Organizations are *strongly encouraged* to create an account. Failure to do so may result in complaint-handling delays or compliance issues.

SBS for Organizations requires one login to access all SBS jurisdictions. Therefore, if you already use SBS for Organizations for other jurisdictions and/or have an NAIC login, you do not need to create a new SBS for Organizations account. You will use your existing NAIC login. **ONLY new users need to create a new SBS for Organizations account.**

Detailed instructions, including your Company Number and Company Complaint PIN, will be sent for setting up an SBS for Organizations account on October 8, 2025.

If you have any questions regarding this transition, please contact us at ocicomplaints@wisconsin.gov.