

Frequently Asked Questions

Financial Filing Submission Portal

1. What documents can be submitted through the portal?

All filings required by [28 Texas Administrative Code 7.68](#).

2. How do I submit these documents?

You need a PIN to access the portal. Send an email to FinancialAnalysis@tdi.texas.gov and request a PIN to access the [Financial Filing Submission Portal](#). Once you receive your PIN, log into the portal. Click the **Submit** button and it will prompt you to search for a file saved on your computer. Upload the appropriate file.

3. How will I know the documents were submitted and received by TDI?

The document status will change and you will see a confirmation indicating the document was sent. TDI staff will retrieve the file when the status changes.

4. Can I submit an address change through the Portal?

Currently only the PIN Contact name and address can be updated.

5. Who should I designate as my PIN Contact?

Typically, the person who is the regulatory liaison, compliance officer, or the person responsible for the financial, annual, or renewal filings.

6. Can filings be made by persons other than the designated PIN Contact?

Yes, the company may allow multiple people to share the PIN.

7. What if I lose my PIN?

TDI does not have access to the PIN once distributed. A reset is required. Send an email to FinancialAnalysis@tdi.texas.gov to request a reset and wait for a new PIN to be issued. Be sure to save the PIN in a central location in case the PIN Contact is unavailable.

8. What if my file is too big?

The portal can only take one attachment at a time and is limited to 150MB. Scanning all pages into one PDF or using Adobe Acrobat Pro to combine multiple pages is an option. To reduce file size, scan in black and white, not grayscale, and set document to a lower resolution.

9. Which browser should I use?

Microsoft Edge is the preferred browser, but Firefox and Google Chrome will also work.

For additional questions, send an email to FinancialAnalysis@tdi.texas.gov.