Table of Contents

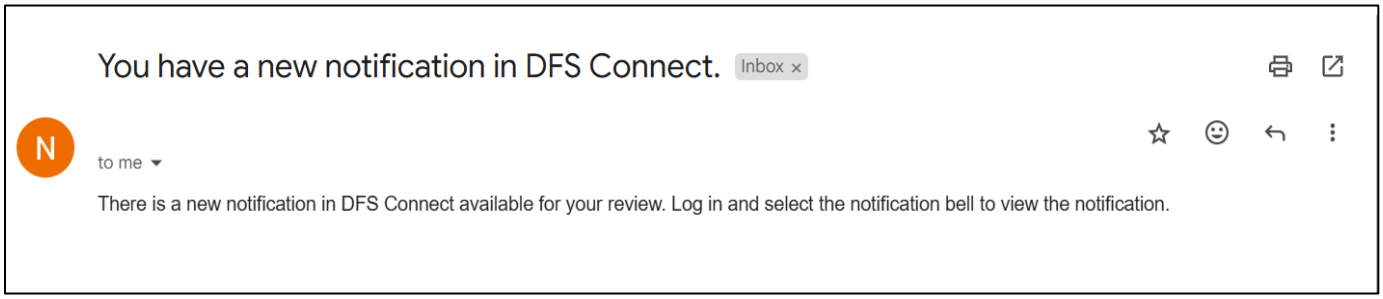
Accessing Complaints 2
From Your Email 2
From DFS Connect 3
Responding to a Complaint 4
Requesting Extension for Complaint Response 6
Responding to Requests for Additional Information 8

Overview

This user guide covers how to navigate complaints as a PBM Representative. PBMs will use DFS Connect to:

- Access and respond to complaints
- Request extensions for complaint responses
- Respond to requests for additional information from the Department of Financial Services

You will know that you have a complaint to respond to or a request for additional information from the Department when you receive an email with the subject **You have a new notification in DFS Connect.**

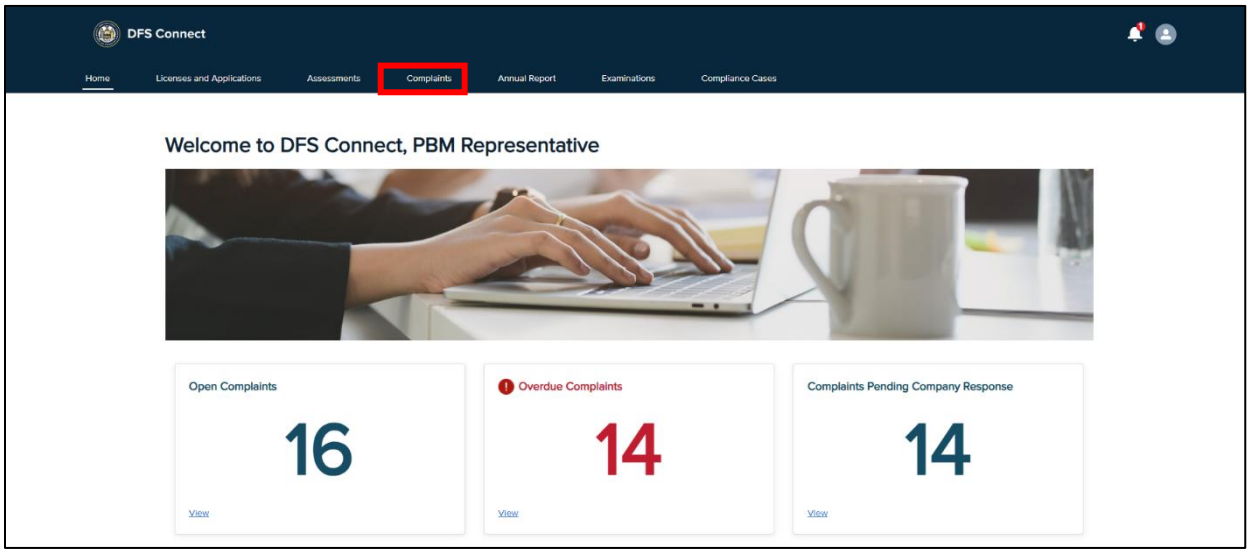


If you have any questions or issues accessing DFS Connect, please contact the Department at PBM@dfs.ny.gov.

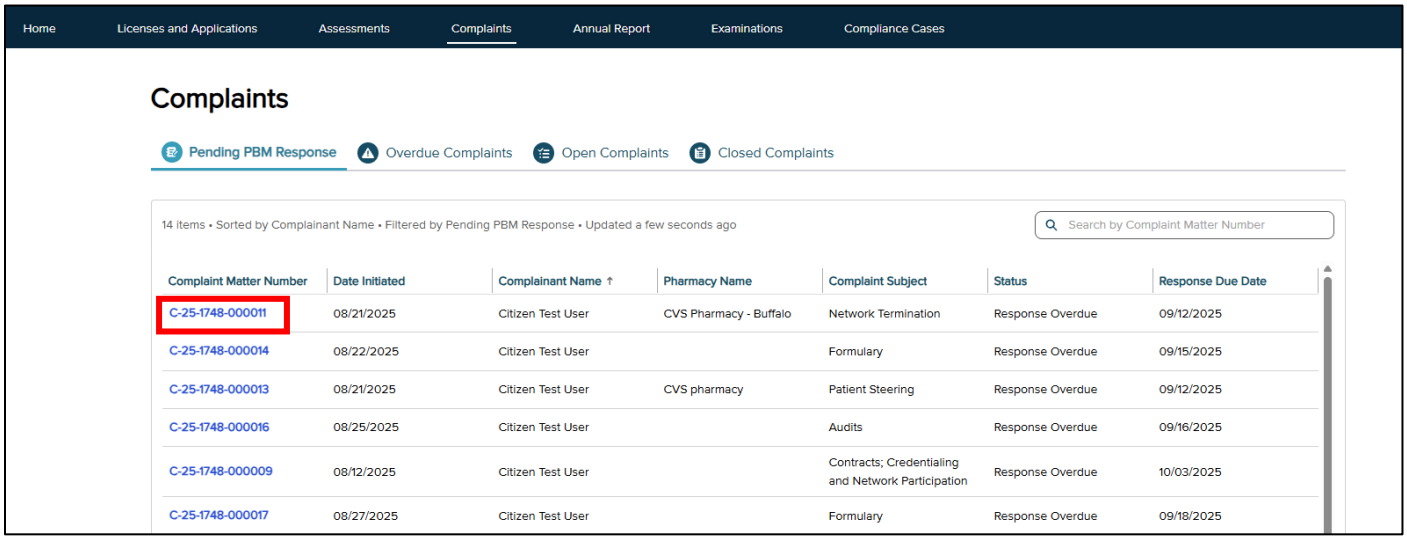
Accessing Complaints

From the DFS Connect Home Page

1. Click **Complaints** from the top navigation bar.

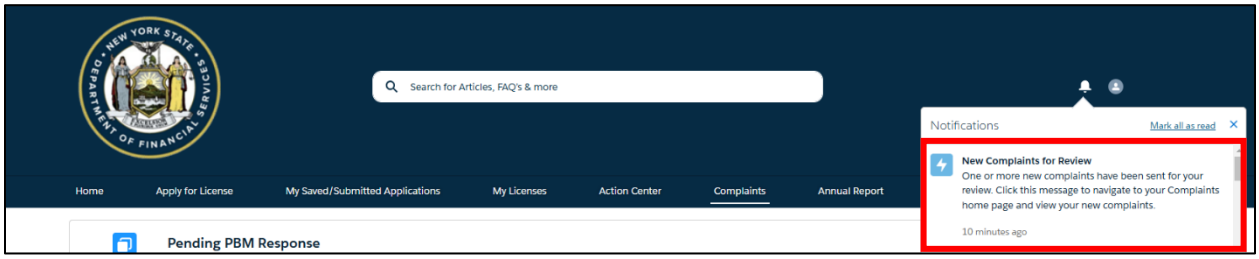


2. Click the **Complaint Matter Number** for the complaint you would like to respond to in the Pending PBM Response section.

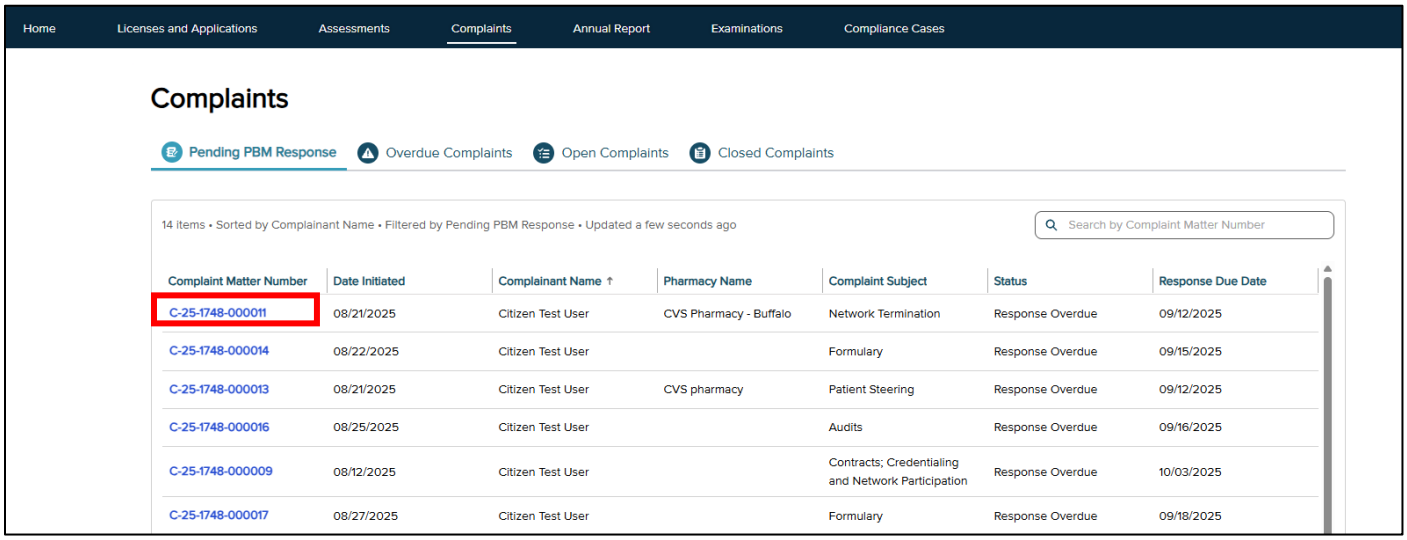


From a DFS Connect Notification

1. Click the **New Complaints for Review** notification to be taken to the complaints home page.

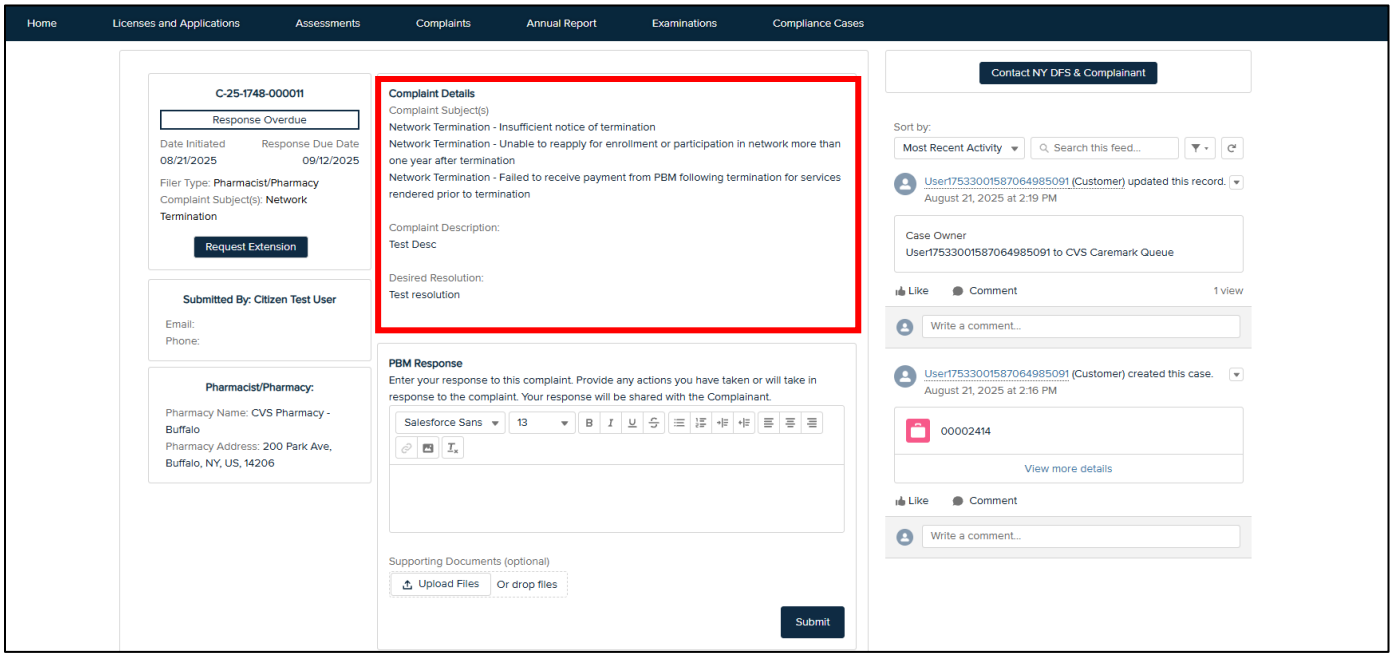


2. Click the **Complaint Matter #** for the complaint you would like to respond to in the Pending PBM Response section.

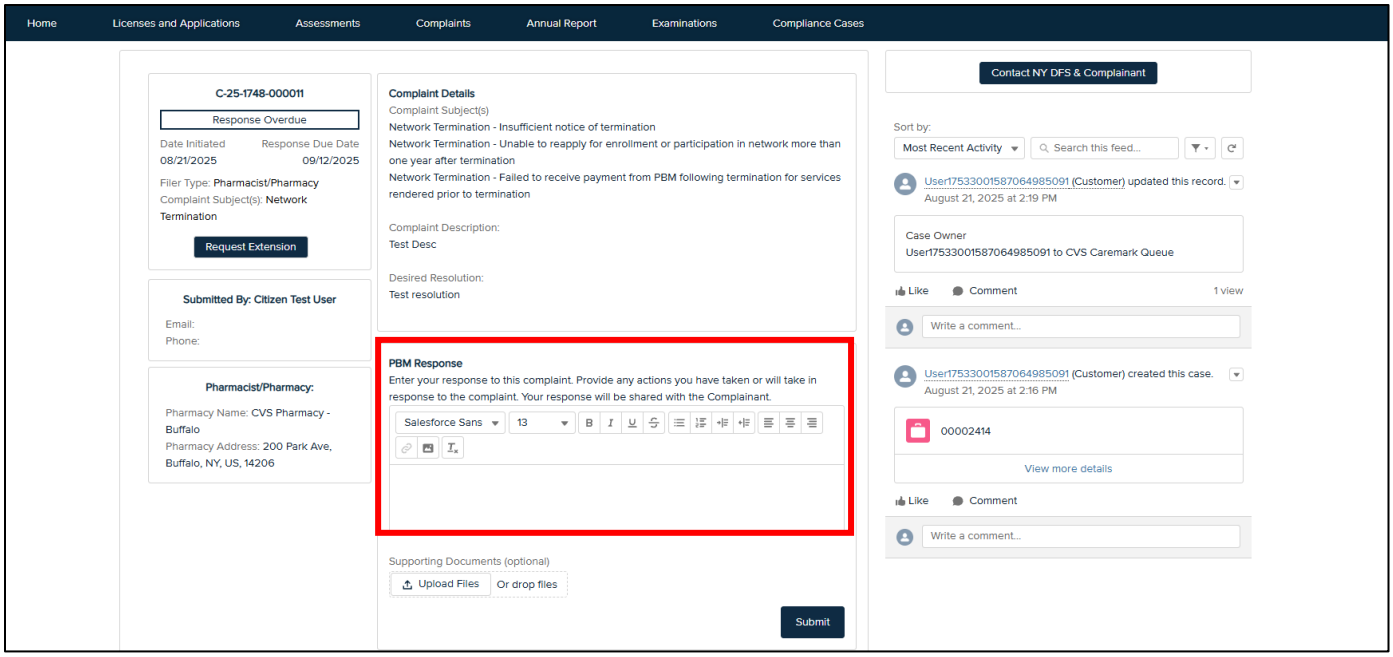


Responding to a Complaint

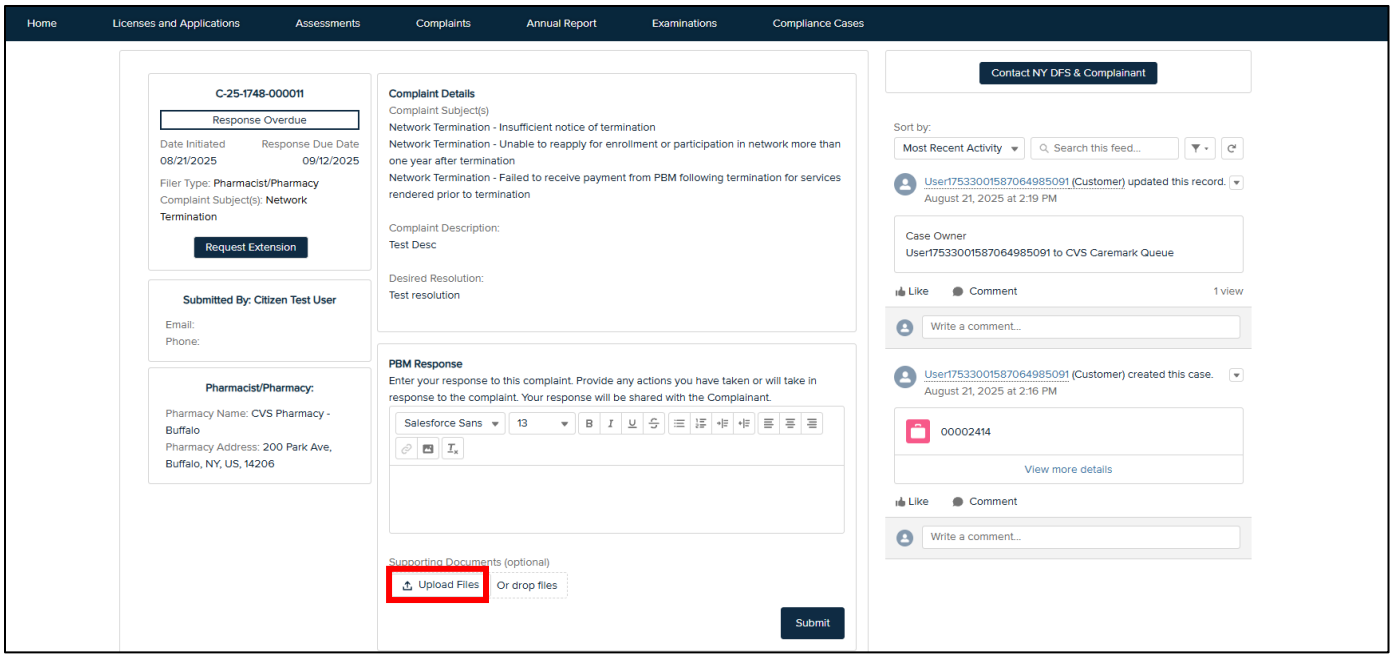
1. Review the details of the complaint.



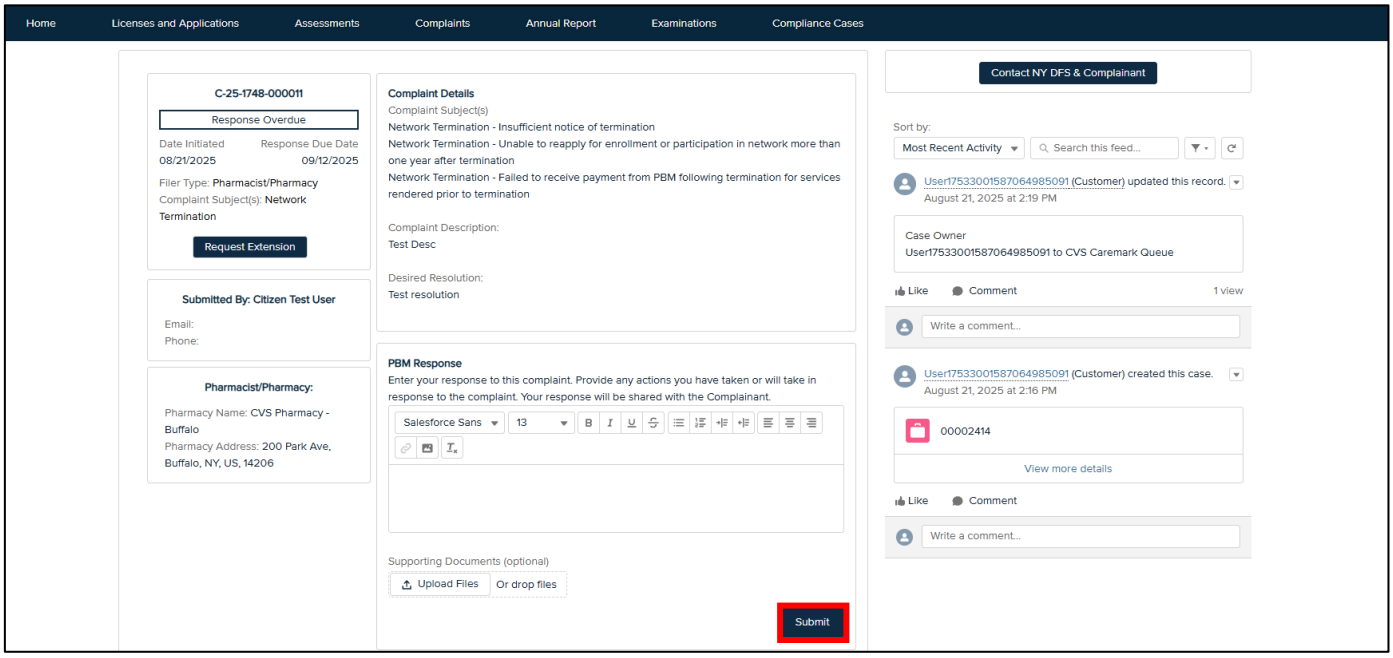
2. Type your response to the complaint.



3. Upload supporting documents to the response if needed.

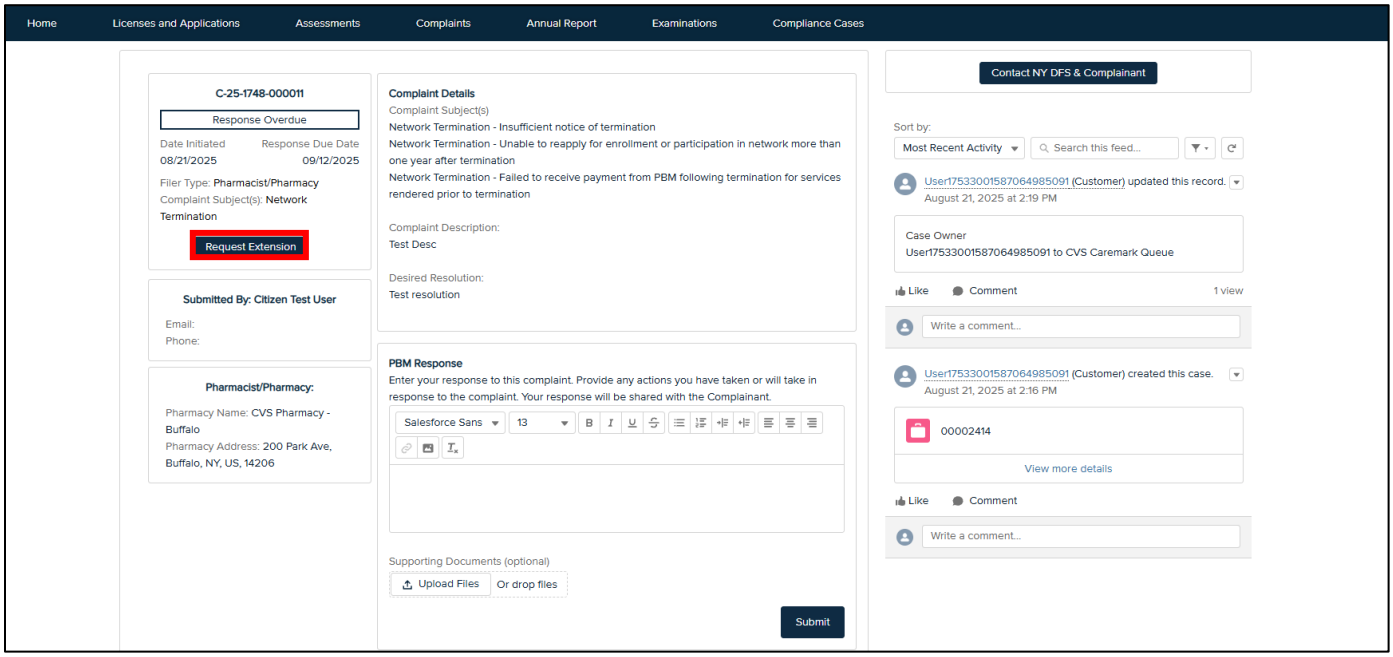


4. Press **Submit** to send the response to the complainant.

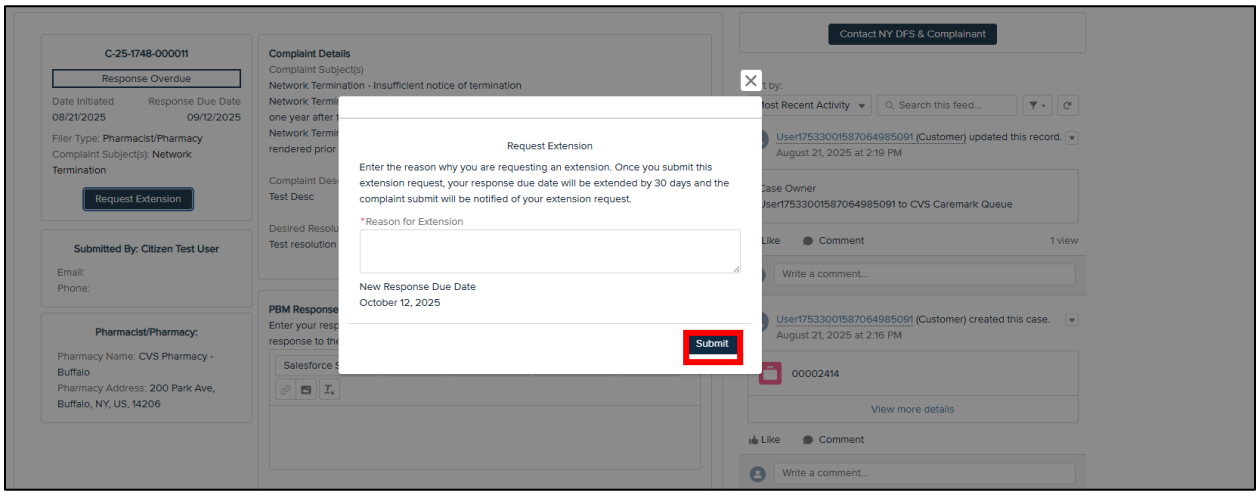


Requesting Extension for Complaint Response

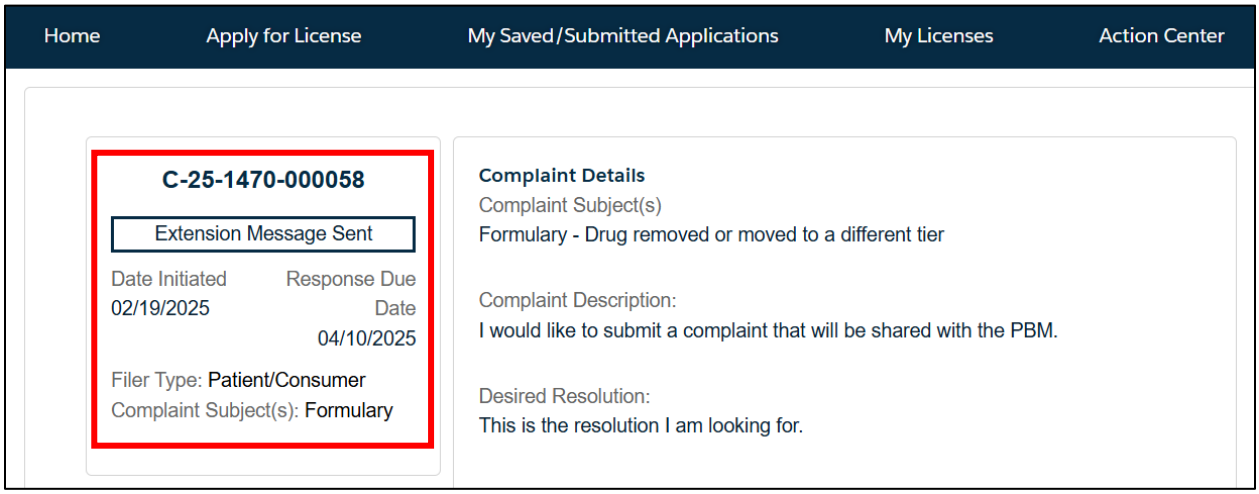
1. Click **Request Extension**.



2. Provide the reason for the extension request and click **Submit.**

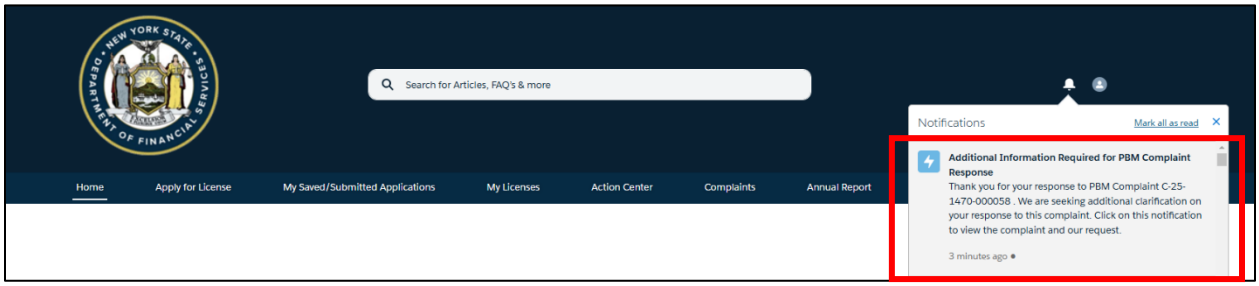


3. The page will refresh, and the status of the complaint will update to **Extension Message Sent,** and the **Response Due Date** will be extended by 30 days.

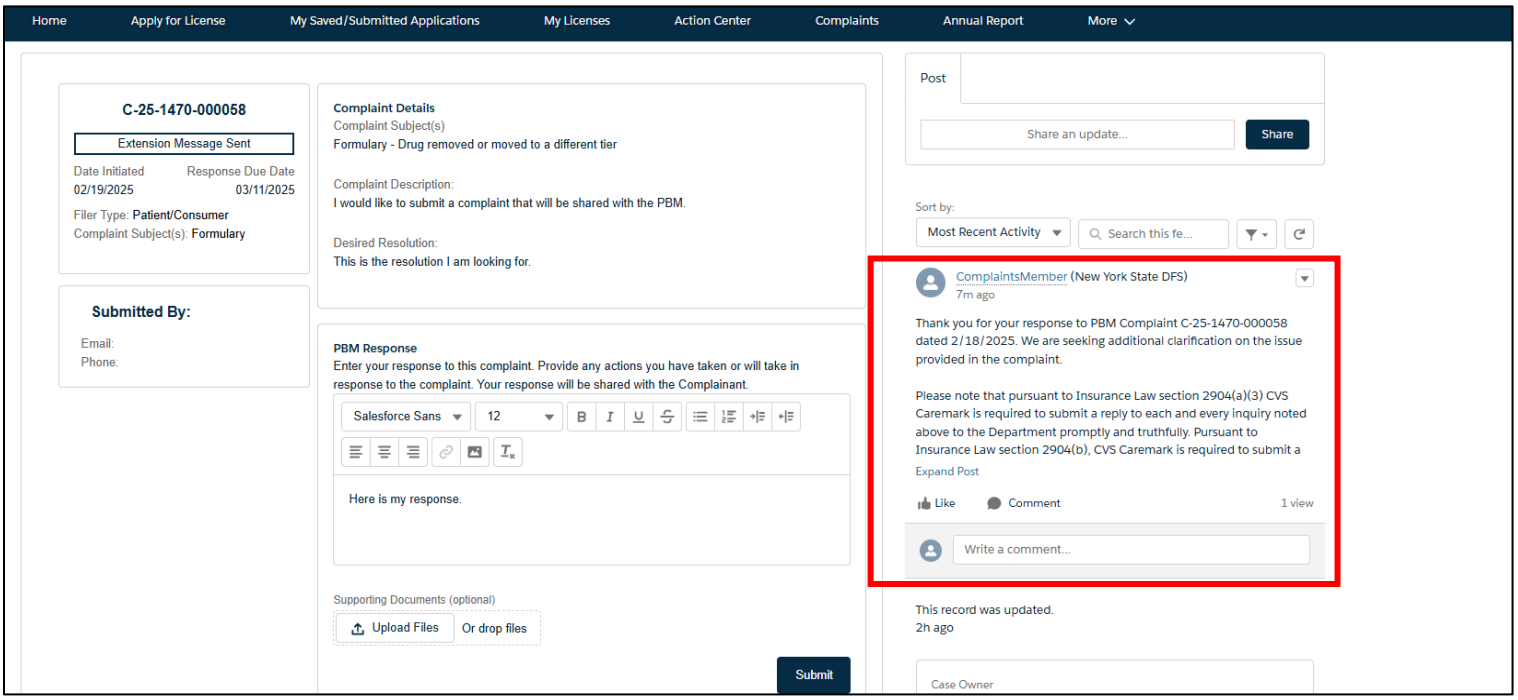


Responding to Requests for Additional Information

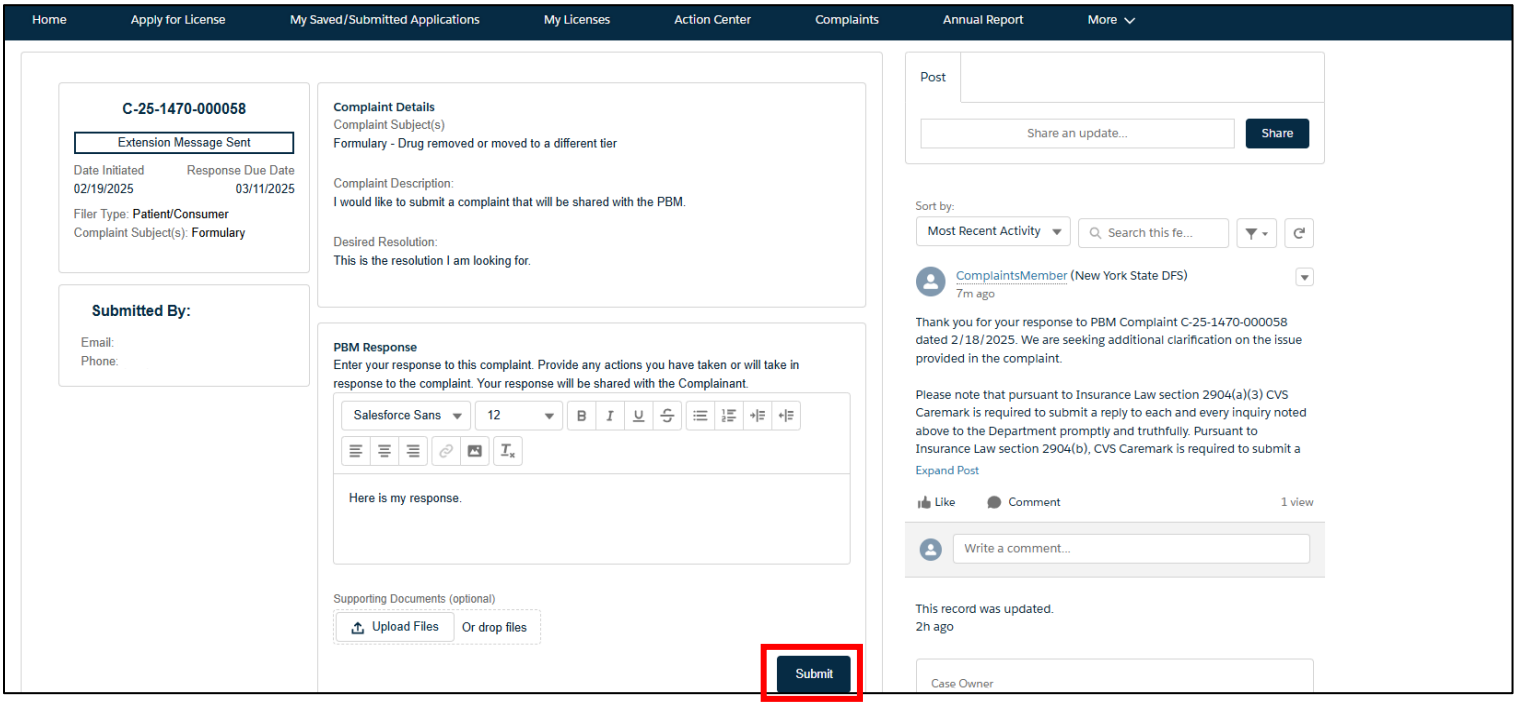
1. Click the **Additional Information Required for PBM Complaint Response** notification.



2. Review the correspondence from the Department.



3. Update your response and click **submit**. This will share your new response with the complainant and DFS.



4. The page will refresh, and the status of the complaint will update to **Response Sent**.