



NEW MEXICO | OFFICE OF
SUPERINTENDENT
OF INSURANCE

Electronic Service of Process Portal Guide

Registration for Requestors

- Fill out all required fields within the New User Registration Page. You are either a Law Firm User or Other User.
- Once you hit register you will receive an email letting you know your registration is pending approval from the Office of Superintendent of Insurance.
- Once your registration is approved you will be able to submit a Service.

New User Registration

Please enter your information below.

User Personal Information

First Name *	Middle Name	Last Name *
<input type="text" value="Enter First Name"/>	<input type="text" value="Enter Middle Name"/>	<input type="text" value="Enter Last Name"/>
User Type *	Phone *	
<input type="text" value="Select User Type"/>	<input type="text" value="Phone"/>	
Company ID	Name of the Firm/Company *	
<input type="text" value="Enter Company ID"/>	<input type="text" value="Enter Name of the Firm/Company"/>	
Postal Address of the Firm/Company *		
<input type="text" value="Enter Mailing Address"/>		
City *	State *	Zip Code *
<input type="text" value="Enter City"/>	<input type="text" value="Select State"/>	<input type="text" value="Enter Zip Code"/>



Login

<input type="text" value="Email Address"/>
<input type="text" value="Password"/>
<input type="checkbox"/> I'm not a robot
<input type="button" value="Sign In"/>
Forgot Password

Security Information

Email (For Login) *	
<input type="text" value="Enter Email Address"/>	
Password *	Password (Again) *
<input type="text" value="Enter Password"/>	<input type="text" value="Enter Password Again"/>
Password Rules	
Password must be at least eight characters long.	
Password must contain at least one upper, one lower and one numeric character.	
Password can not contain words that can be found in a dictionary.	
Password must contain at least one special characters. (eg. ~, +, !, &, \$, or ?)	
Password needs to be changed every 60 days.	
<input type="checkbox"/> I'm not a robot	
<input type="button" value="Cancel"/>	<input type="button" value="Register"/>

Creating and Submitting a Service

Sign Out

Home

View SOPs

Create SOP

Upload Documents

SOP Review

User Settings

SOPS

Search SOP

SOP ID

Court Case Number

Plaintiff

Defendant

Insurance Company Served

Law Firm Name

Start New SOP

SOP ID	Law Firm	Court Case Number	Insurance Served	Status	Submit Date	OSI Acceptance Date	Insurance Acceptance Date
000041	123CPL				06/26/2021		

Showing 1 to 1 of 1 entries

Start New SOP

Create SOP

SOP Information

First Name Nivedita	Last Name Dart	Law Firm's Name Dart's Law Firm	Postal Address 10110 FAIRBANKS RD NE, New Mexico, 88203
Court Case Number Enter Court Case Number	Plaintiff Enter Plaintiff	Defendant Enter Defendant	Insurance Company Served Select Insurance Company Served
County Enter county	Court Enter court name	Sop Type Select Sop Type	

Save

Upload Document

Documents

*Required

SOP Documents

Upload

Back Next

SOP Review

SOP Information

SOP ID 44	Law Firm's Name AETNA	Postal Address 1017 W College Blvd., Roswell, New Mexico, 88203	Court Case Number -	Insurance Company Served AETNA	Submit Date
County Taos	Court Taos Municipal Court	Plaintiff	Defendant	Status Draft - Pending	

Documents

*Required

SOP Documents

SOP Document.pdf View Download Delete

Upload

Back Submit

- Click on Section labeled “View SOP”, at the bottom on this page it will say “Start New SOP”
- Fill in required fields and hit save.
- Upload all documents for this case. Please note you **cannot** upload multiple of the exact same document.
- After uploading, please review and double check all information is correct, you **will not** be able to go back and edit your service after submission.
- The Office of Superintendent of Insurance will review and Approve or Reject your service.
- You will receive email updates for every step of this process.

Payment

- Paper checks and Money Order are the only forms of payment accepted, once your Service is approved you can mail in a check or money order to our office. With each payment, please make sure your cover letter has the SOP ID and Court Case Number.

SOP Review

SOP Information

SOP ID	Law Firm's Name	Postal Address	Court Case Number	Insurance Company Served
60		1017 W College Blvd., Roswell, New Mexico		
County	Court	Plaintiff	Defendant	Status
				InsuranceCompanyAcceptance - Pending

Documents

*Required

SOP Documents

All Lines and square.pdf View Download

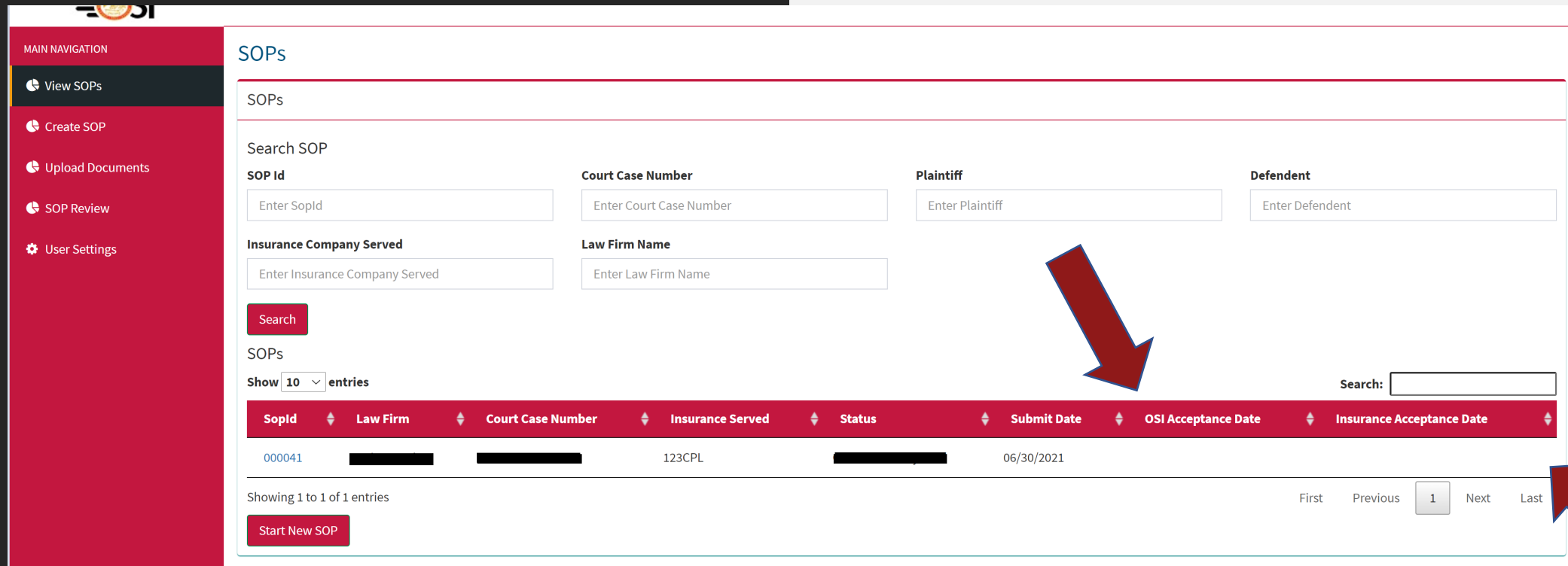
SOP Acceptance Documents

Back

Accept

Certificate of Acceptance

- From the “View SOPs” tab you will be able to see each service you have submitted.
- This screen will also let you know the status of your Service.
- The OSI Acceptance Date is the date we approved and forwarded your documents.
- The Insurance Acceptance date shows the day your Service was accepted by the Insurance Company and the day your Certificate of Accepted was Generated.



The screenshot displays the 'View SOPs' interface. On the left is a red sidebar with navigation links: 'View SOPs', 'Create SOP', 'Upload Documents', 'SOP Review', and 'User Settings'. The main content area is titled 'SOPs' and includes a search section with fields for 'SOP Id', 'Court Case Number', 'Plaintiff', 'Defendant', 'Insurance Company Served', and 'Law Firm Name', along with a 'Search' button. Below the search section is a table of SOPs. The table has columns: 'SopId', 'Law Firm', 'Court Case Number', 'Insurance Served', 'Status', 'Submit Date', 'OSI Acceptance Date', and 'Insurance Acceptance Date'. One entry is visible with SopId '000041'. At the bottom, there is a pagination bar with 'Showing 1 to 1 of 1 entries', a 'Start New SOP' button, and navigation links: 'First', 'Previous', '1', 'Next', and 'Last'. Two red arrows are overlaid on the image: one points to the 'OSI Acceptance Date' column header, and the other points to the '1' page number in the pagination bar.

MAIN NAVIGATION

- View SOPs
- Create SOP
- Upload Documents
- SOP Review
- User Settings

SOPs

Search SOP

SOP Id
Enter SopId

Court Case Number
Enter Court Case Number

Plaintiff
Enter Plaintiff

Defendant
Enter Defendant

Insurance Company Served
Enter Insurance Company Served

Law Firm Name
Enter Law Firm Name

Search

SOPs

Show 10 entries

Search:

SopId	Law Firm	Court Case Number	Insurance Served	Status	Submit Date	OSI Acceptance Date	Insurance Acceptance Date
000041			123CPL		06/30/2021		

Showing 1 to 1 of 1 entries

Start New SOP

First Previous 1 Next Last

Registration for Insurance Companies Being Served

- Fill out all required fields within the New User Registration Page. User type is Insurance Company.
- Once you hit register you will receive an email letting you know your registration is pending approval from the Office of Superintendent of Insurance.
- Once your registration is approved you will be able to accept Service.

New User Registration

Please enter your information below.

User Personal Information

First Name *

Enter First Name

Middle Name

Enter Middle Name

Last Name *

Enter Last Name

User Type *

Select User Type

Phone *



Company ID

Enter Company ID

Name of the Firm/Company *

Enter Name of the Firm/Company

Postal Address of the Firm/Company *

Enter Mailing Address

City *

Enter City

State *

Select State

Zip Code *

Enter Zip Code



Login

Email Address

Password



I'm not a robot



Register

[Forgot Password](#)

Security Information

Email (For Login) *

Enter Email Address

Password *

Enter Password

Password (Again) *

Enter Password Again

Password Rules

Password must be at least eight characters long.

Password must contain at least one upper, one lower and one numeric character.

Password can not contain words that can be found in a dictionary.

Password must contain at least one special characters, (eg, !, @, \$, or %).

Password needs to be changed every 60 days.



I'm not a robot



Cancel

Register

Insurance Companies Accepting a Service

SOP Review

SOP Information				
SOP ID	Law Firm's Name	Postal Address	Court Case Number	Insurance Company Served
60		1017 W College Blvd., Roswell, New Mexico, 88203		
County	Court	Plaintiff	Defendent	Status
				InsuranceCompanyAcceptance - Pending

Documents

*Required

SOP Documents

All Lines and square.pdf View Download

SOP Acceptance Documents

Back

Accept

- You will receive an email letting you know that you have received a Service.
- Once you log into the portal you will see each service listed in the “View SOPs” screen.
- Please click on each Service number to get full detail and documents.
- Once you approve the Office of Superintendent will be notified.