

North Carolina Reinsurance Facility

FTP Instruction Guide

**V 3.17Revision History**

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Date** | **Release** | **Change Reason** |
| NCRF FTP Support | 04/06/2007 | Version 1.0 | Original |
| NCRF FTP Support | 10/14/2007 | Version 2.0 | Misc. Additions |
| NCRF FTP Support | 01/17/2008 | Version 3.0 | Updated Testing Process &  added detail to file layout descriptions |
| NCRF FTP Support | 06/27/2008 | Version 3.1 | Corrected typo in Cession file layout for current year format. |
| NCRF FTP Support | 07/30/2009 | Version 3.2 | Updated Testing Process, removed obsolete references, corrected typos |
| NCRF FTP Support | 09/24/2009 | Version 3.3 | Fixed Typos. |
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| Shayla Kimbro | 2/16/2018 | Version 3.13 | Updates for the secondary site and minor edits. |
| NCRF FTP Support | 3/6/2018 | Version 3.14 | Update Accounting File Detail Record Layout |
| NCRF FTP Support | 11/17/2020 | Version 3.15 | Clean of account request process  Remove reference to Editplus2 tool |
| NCRF FTP Support | 12/05/2026 | Version 3.16 | Update New IP addresses and remove meta data |
| NCRF FTP Support | 04/05/2024 | Version 3.17 | Update new IP addresses and update FTP Account Request Form. |

**Table of Contents**

Page

[General Information 5](#_Toc506545823)

[About This Guide 5](#_Toc506545824)

[FTP ACCOUNT SETUP & TESTING PROCESS 6](#_Toc506545825)

[FTP Account Setup 6](#_Toc506545826)

[FTP Support and Assistance 6](#_Toc506545827)

[Development of the Correct File Format and Layout 6](#_Toc506545828)

[File Naming Convention Specifications and Layouts 6](#_Toc506545829)

[FTP File Layouts “Editplus2” Tool 7](#_Toc506545830)

[File Naming Conventions – by File Type 7](#_Toc506545831)

[Cession File 8](#_Toc506545832)

[Accounting File 9](#_Toc506545833)

[Supplemental Accounting File 10](#_Toc506545834)

[Recoupment Detail File 11](#_Toc506545835)

[Mass Correction File 12](#_Toc506545836)

[File Layout Reference Information 12](#_Toc506545837)

[FTP Testing Process 12](#_Toc506545838)

[Objective: 12](#_Toc506545839)

[Test vs. Production: 13](#_Toc506545840)

[Cession Files 13](#_Toc506545841)

[Monthly Accounting Files 13](#_Toc506545842)

[Recoupment Detail Files 14](#_Toc506545843)

[Production Readiness 15](#_Toc506545844)

[FTP Security 15](#_Toc506545845)

[LOGGING ONTO FTP 15](#_Toc506545846)

[Options on How to Log in to the FTP site 15](#_Toc506545847)

[PRODUCTION FTP SITES AVAILABILITY 17](#_Toc506545848)

[NCRF FTP CUSTOMER FAQs 18](#_Toc506545849)

[FTP Support Information 18](#_Toc506545850)

# General Information

NCRF FTP Customer Network Information Summary

This document presents an overview of the technologies and processes to exchange data with the North Carolina Reinsurance Facility (NCRF). It provides a form for collecting information about the nature of the information exchange and alternatives. The intended audience is both business partners and internal staff.

The NCRF FTP setup is based on the industry standard methodologies using a standard set of protocols that allows FTP connections to the NCRF FTP site over the internet. Companies require a valid computer system, a connection to the internet with reasonable connection speed and a valid FTP client to connect to our FTP sites.

For file transfers, File Transfer Protocol (FTP) is the most common file transport tool, using PGP encryption to provide data encryption. FTP encrypted with Secured Socket Layer (SSL) and FTP over Secure Shell (SSH) is supported by NCRF. NCRF usually pushes or pulls files from business partner FTP servers, but also has an FTP server for those business partners that do not have their own. File transfers initiated through HTTP/HTTPS are supported but have a limitation of uploading one file at a time and is not encouraged due to the necessity of manual intervention. However, should there be a situation where the NCRF FTP Customers are left without any FTP solution; they may turn to NCRF for suggestions as a last resort.

There are several technologies that are not supported by NCRF. These include automated file transfers using e-mail attachments. The NCRF network cannot support routing to non-registered (private) IP addresses.

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# About This Guide

This guide contains the instructions on how to connect to NCRF FTP sites and guidelines for submitting data to the Facility.

# FTP ACCOUNT SETUP & TESTING PROCESS

## FTP Account Setup

In order for you to log into the NCRF FTP site, you must have an active “user ID” and “password”.

Procedures to setup the FTP account for your company:

1. Fill out and email the embedded account request form to [FTPsupport@ncrb.org](mailto:ftpsupport@ncrb.org). NOTE: This form should be completed by the Member Company or an authorized representative.



1. NCRF will send a secure email back with the account details (User ID and Password).
2. Prior to establishing any connection, you will need to provide the NCRF IT Department with the external IP address of all machines initiating a connection to NCRF.
3. Test the connection by signing on to the test sites. Contact FTP Support in the case of any issue related to signing on.
4. Get familiar with the file layout, the naming convention, and the FTP process before sending the first test file to us.
5. Send an email notification to “[FTPsupport@ncrb.org](mailto:ftpsupport@ncrb.org)” before uploading the first test file.

### FTP Support and Assistance

If at any time you need additional assistance or support with the FTP process, you may contact us at:

|  |  |
| --- | --- |
| E-mail: | [FTPsupport@ncrb.org](mailto:ftpsupport@ncrb.org) |
| Phone: | 919-582-1056 |

## Development of the Correct File Format and Layout

### File Naming Convention Specifications and Layouts

This document outlines the FTP naming convention for the files received from the NCRF FTP Customer. The NCRF FTP Customers send the cession, accounting, supplemental accounting, recoupment detail and mass correction files to the Facility. The files sent by the NCRF FTP Customer should follow the naming convention for the system to automatically pick and process.

### FTP File Layouts

|  |  |
| --- | --- |
| File Type | Layout |
| Cessions | 80 (1 to 79 on the ruler if the file is opened using Editplus) |
| All types of accounting file | 120 (1 to 119 on the ruler if the file is opened using Editplus) |

### File Naming Conventions – by File Type

Note – ***NCRF FTP Companies are strictly required to follow the naming convention as stated below:***

|  |  |
| --- | --- |
| Type | Naming Standard |
| Cessions | 32C<Company Code><MM><DD><YY><HHMMSS>  Example: 32C01238102106154020  Note: No underscore anywhere in the file. |
| Monthly Accounting Report & Detail: (Premium/Loss Detail & Summary and Recoupment Summary) | 32A<Company Code><Acct Month><AcctYear>\_<MM><DD><YY><HHMMSS  Example: 32A012380906\_102106154020  Note:   * An underscore before “MM”. * Accounting report and the detail must be combined in to one file. |
| Supplemental Accounting File | 32S<Company Code><Acct Month><Acct Year>\_<MM><DD><YY><HHMMSS>  Example: 32S012380906\_102106154020  Note:   * An underscore before “MM”. |
| Recoupment Detail | 32R<Company Code><Acct Month><Acct Year>\_<MM><DD><YY><HHMMSS>  Example: 32R012380906\_102106154020 |
| Mass Correction Files | 32M<Company Code><MM><DD><YY><HHMMSS>  Example: 32M01238102106154020  Note: No underscore anywhere in the file. |

**Allowed file extensions:**

Files encrypted with the NCRF public PGP key should have a **.PGP** extension. Otherwise, files must be transmitted through a secure FTP channel, either SSL or SSH, and should have a **.TXT** extension.

### Cession File

The cession files sent through the FTP to the Facility should follow the naming convention as below:

**File Format:**

|  |  |  |  |
| --- | --- | --- | --- |
| **FIELD** | **# OF CHAR** | **POSITION** | **REMARKS** |
| 32 | 2 | 1-2 | State Code |
| C | 1 | 3-3 | Cession Data prefix C |
| Company Code | 5 | 4-8 | 5 digits company code |
| Current Month  (MM) | 2 | 9-10 | Current month should be represented in 2 digit numeric form.  For example  January = 01 and  December = 12 |
| Current Day  (DD) | 2 | 11-12 | Current Day should be represented in 2 digit numeric form.  For example  1st day of the month = 01  31st day of the month = 31 |
| Current Year  (YY) | 2 | 13-14 | Current Year should be represented in 2 digit numeric form.  For example  2007 = 07 |
| Current Time Stamp  (HHMMSS) | 6 | 15-20 | Time stamp including seconds  in Military standard  For example  5:30 PM = 173005 |

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### Accounting File

The accounting file may contain the Premium, Loss, Outside Legal Expense and Recoupment Summary transactions. The accounting month/year is specified in the file name.

**File Format:**

|  |  |  |  |
| --- | --- | --- | --- |
| **FIELD** | **# OF CHAR** | **POSITION** | **REMARKS** |
| 32 | 2 | 1-2 | State Code |
| A | 1 | 3-3 | Accounting Data prefix A |
| Company Code | 5 | 4-8 | 5 digits company code |
| Accounting Month | 2 | 9-10 | Accounting Month of the records stored in the file |
| Accounting Year | 2 | 11-12 | Accounting Year of the records stored in the file |
| Underscore | 1 | 13 | Underscore = “\_” |
| Current Month<MM> | 2 | 14-15 | Current month should be represented in 2 digit numeric form.  For example  January = 01 and  December = 12 |
| Current Day<DD> | 2 | 16-17 | Current Day should be represented in 2 digit numeric form.  For example  1st day of the month = 01  31st day of the month = 31 |
| Current Year<YY> | 2 | 18-19 | Current Year should be represented in 2 digit numeric form.  For example  2007 = 07 |
| Time Stamp  HHMMSS | 6 | 20-25 | Time stamp including seconds  in Military standard  For example  5:30 PM = 173005 |

### Supplemental Accounting File

The NCRF FTP Customer can submit the supplemental accounting file to the Facility through FTP. The file naming convention for a supplemental accounting file is described below.

**File Format:**

|  |  |  |  |
| --- | --- | --- | --- |
| **FIELD** | **# OF CHAR** | **POSITION** | **REMARKS** |
| 32 | 2 | 1-2 | State Code |
| S | 1 | 3-3 | Supplemental accounting file prefix SUPP |
| Company Code | 5 | 4-8 | 5 digits company code |
| Accounting Month | 2 | 9-10 | Accounting Month of the records stored in the file |
| Accounting Year | 2 | 11-12 | Accounting Year of the records stored in the file |
| Underscore | 1 | 13 | Underscore = “\_” |
| Current Month<MM> | 2 | 14-15 | Current month should be represented in 2 digit numeric form.  For example  January = 01 and  December = 12 |
| Current Day<DD> | 2 | 16-17 | Current Day should be represented in 2 digit numeric form.  For example  1st day of the month = 01  31st day of the month = 31 |
| Current Year<YY> | 2 | 18-19 | Current Year should be represented in 2 digit numeric form.  For example  2007 = 07 |
| Time Stamp  HHMMSS | 6 | 20-25 | Time stamp including seconds  in Military standard  For example  5:30 PM = 173005 |

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### Recoupment Detail File

The recoupment detail file is submitted by the NCRF FTP Customer upon request from the Facility. The file naming convention for the recoupment detail file is explained below:

**File Format:**

|  |  |  |  |
| --- | --- | --- | --- |
| **FIELD** | **# OF CHAR** | **POSITION** | **REMARKS** |
| 32 | 2 | 1-2 | State Code |
| R | 1 | 3-3 | Recoupment Detail file prefix R |
| Company Code | 5 | 4-8 | 5 digits company code |
| Accounting Month | 2 | 9-10 | Accounting Month of the records stored in the file |
| Accounting Year | 2 | 11-12 | Accounting Year of the records stored in the file |
| Underscore | 1 | 13 | Underscore = “\_” |
| Current Month<MM> | 2 | 14-15 | Current month should be represented in 2 digit numeric form.  For example  January = 01 and  December = 12 |
| Current Day<DD> | 2 | 16-17 | Current Day should be represented in 2 digit numeric form.  For example  1st day of the month = 01  31st day of the month = 31 |
| Current Year<YY> | 2 | 18-19 | Current Year should be represented in 2 digit numeric form.  For example  2007 = 07 |
| Time Stamp  HHMMSS | 6 | 20-25 | Time stamp including seconds  in Military standard  For example  5:30 PM = 173005 |

### Mass Correction File

The NCRF FTP Customer can submit the correction file for the mass correction of the cession records to the Facility.

**File Format:**

|  |  |  |  |
| --- | --- | --- | --- |
| **FIELD** | **# OF CHAR** | **POSITION** | **REMARKS** |
| 32 | 2 | 1-2 | State Code |
| M | 1 | 3-3 | Mass Correction file prefix CESS |
| Company Code | 5 | 4-8 | 5 digits company code |
| Current Month<MM> | 2 | 9-10 | Current month should be represented in 2 digit numeric form.  For example  January = 01 and  December = 12 |
| Current Day<DD> | 2 | 11-12 | Current Day should be represented in 2 digit numeric form.  For example  1st day of the month = 01  31st day of the month = 31 |
| Current Year<YY> | 2 | 13-14 | Current Year should be represented in 2 digit numeric form.  For example  2007 = 07 |
| Time Stamp  HHMMSS | 6 | 15-20 | Time stamp including seconds  in Military standard  For example  5:30 PM = 173005 |

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### File Layout Reference Information

Please refer to the embedded document for the complete detail on the file layout.



## FTP Testing Process

### Objective:

To test whether you can correctly construct a “Test” FTP file and then transmit successfully via FTP in “Test” mode.

### Test vs. Production:

Prior to being able to submit an actual cession via FTP, you will be in a “Test” mode. This means that you have the ability to test whether or not you are able to submit successfully a cession and associated transactions if necessary, via FTP.

Once proven that you can use FTP successfully, you will be able to send an FTP transmission via the “Production” mode, which is a normal FTP transmission.

1. The NCRF FTP Customer should have an FTP account set up to initiate testing. If not, please refer to page 6 of this document.
2. The NCRF FTP Customer will be testing an FTP transmission of a cessions file, a monthly accounting file, and a recoupment file.
3. At no time will a NCRF FTP Customer be turned over to production until all files have been tested and approved, as follows:

Cession Files

1. The NCRF FTP Customer will use the file naming convention and file format found in this document and submit the cessions test file via FTP.
2. Once the NCRF has received a properly formatted cessions file, both file name and contents, the file will be checked for critical errors by NCRF. If the file passes the critical error check, an e-mail will be sent to the NCRF FTP Customer advising that the file has been accepted. If the file is rejected, the NCRF FTP Customer will receive an e-mail stating the reasons why. The NCRF FTP Customer will then fix the file, rename the file, and retransmit the file until such time that an accepted file is received.

### Monthly Accounting Files

1. The NCRF FTP Customer will use the file naming convention and file format found in this document and will submit the monthly accounting file to the NCRF via FTP.
2. If the file is named and formatted properly, the file will be checked for critical errors by NCRF. If the file passes the critical error check, an e-mail will be sent to the NCRF FTP Customer saying that the file has been accepted. If the file is rejected, the NCRF FTP Customer will receive an e-mail stating the reasons why. The NCRF FTP Customer will then fix the file, rename the file, and retransmit the file until such time that an accepted file is received.
3. The NCRF FTP Customer should test all relevant transaction types of PLR Detail and Summary transactions in each FTP submission.

### Recoupment Detail Files

1. The NCRF FTP Customer will use the file naming convention and file format found in this document to submit a recoupment detail file to the NCRF via FTP.
2. If the file is named and formatted properly, the file will be checked for critical errors by NCRF. If the file passes the critical error check, an e-mail will be sent to the NCRF FTP Customer saying that the file has been accepted. If the file is rejected, the NCRF FTP Customer will receive an e-mail stating the reasons why. The NCRF FTP Customer will then fix the file, rename the file, and retransmit the file until such time that an accepted file is received.

**File Testing Tips**

1. Email [FTPsupport@ncrb.org](mailto:ftpsupport@ncrb.org) when you are ready to start testing and each time you submit a test file for review.

2. Make sure that you are allowed to do external FTP from your location and that you can log into the test FTP site prior to trying to send a file.

3. Make sure that your firewall is not blocking FTP traffic.

4. The only 2 file types accepted are .txt and .pgp. (.xls and .pdf files cannot be processed).

5. Include both positive and negative amounts in your Accounting and Recoupment Detail test files.

6. Verify that all dollar amounts are correctly formatted for the file type you are sending.

7. Do not include Recoupment Detail records in your monthly Accounting File. There is a separate Recoupment Detail File and layout for testing the detail. (See File Layouts).

8. Carefully check for any extra spacing or characters not expected per the defined file layout, using a file editor or tool. This may not always be visible if viewing the file in a standard Notepad view.

9. Make sure the accounting month and year in the file are the same as in the file name.

10. Remember to rename the files uniquely each time you send a new test file.

11. Date/time stamps are formatted MMDDYYHHMMSS – Month, Day, Year, Hours, Minutes, Seconds – all 2 digits. (See file name conventions above).

12. Test files will be processed only during standard business hours of 8:30 a.m. – 5:00 p.m. Eastern Standard Time.

13. FTP Support is prohibited from making any changes to your files. Any corrections to the file will need to be made by the company and retested to verify the changes.

14. Business questions can be addressed to [EDGEHelp@ncrb.org](mailto:EDGEHelp@ncrb.org) or (919) 582-1056.

### Production Readiness

After all file type have been approved, a mutually agreeable date will be selected at which point the NCRF FTP Customer will begin transmitting “production” files via FTP to the site [ftp.ncrb.org](ftp://ftp.ncrb.org). The test account will be turned off until such time that it is needed again. **You are not in production until you have received an email from FTP Support confirming your production date.**

# FTP Security

NCRF requires all NCRF FTP Customers to transmit all files to the Facility via FTP.  If files are to be transmitted with standard FTP or through a web browser via HTTP, the file must be encrypted with the NCRF Public PGP key.  If the NCRF FTP Customer wishes to transmit via a secure means of FTP, FTP/SSL, FTP/SSH, FTPS, or HTTPS it is not necessary for the file to be encrypted.

Download the embedded public key.



The exceptions to this rule are:

* Non-encrypted file must be sent over encrypted channel.
* Encrypted file can be sent via basic FTP connection.

Refer to the FAQ for details on the type of FTP connections allowed by NCRF.

<Info on transmission encryption options – FTPS, etc.>

# LOGGING ONTO FTP

**FTP Site Address**

Test Site – [**ftptest.ncrb.org**](https://ftptest.ncrb.org)

Production Site – [**ftp.ncrb.org**](ftp://ftp.ncrb.org)

Note:

* The “Test Site” is used for initial testing purposes only and the “Production Site” once you have been officially approved to transmit data to NCRF.
* Please see important information below on the use of the proper FTP site address for production FTP site availability.

# Options on How to Log in to the FTP site

Note: Also refer to **“NCRF FTP Customer Network Information Summary”** at the beginning of this document for additional information about file transfer technologies and NCRF’s role.

Procedures to log in to the NCRF FTP site:

**Option 1: FTP with PGP encryption:**

1. Configure your FTP client to use the NCRF public PGP key for encryption. It is required that if you are using standard FTP that any file transmitted to the NCRF be encrypted with our public PGP key.
2. Setup the site connection to connect over standard FTP.
3. Connect to the site with the assigned ID and password.

Note: The account and password are the same for both the test and production FTP sites.

1. Transmit the encrypted file.

Note: When in production please remember not to use the test configuration. Instead, create a new site configuration.

**Option 2: FTP (SSL over FTP):**

1. Configure the FTP client to use the NCRF public key for encryption. This step is highly recommended but not required.
2. Setup the site connection to connect over SSL.
3. Connect to the site with the assigned ID and password.

Note: The account and password are the same for both the test and production FTP sites.

1. Accept the server assigned SSL certificate connection for reuse when signing on the first time.

Note: When in production please remember not to use the test configuration. Instead, create a new site configuration and accept the production SSL certificate issued by NCRF when signing on the first time.

Should you choose this method of FTP, it is recommended that you also log onto the secondary site, ftpha.ncrb.org, and download the SSL certificate from that site as well. Should you wish to send an FTP transmission during a planned or unplanned outage, we automatically route FTP traffic to that site and without the certificate, your transmission will fail.

**Option 3: SFTP (SSH over FTP):**

1. Configure the FTP client to use the NCRF public key for encryption. This step is highly recommended but not required.
2. Setup the site connection to connect over SSH.
3. Connect to the site with the assigned ID and password.
4. Note: The account and password are the same for both the test and production FTP sites.
5. Accept the server assigned SSH key certificate when signing on the first time.
6. Reconfigure the site connection or create a new connection when you are on production. Please remember to use the SSH key offered by the production site.

Note: Should you choose this method of FTP, it is recommended that you also log onto the secondary site, ftpha.ncrb.org and download the SSH certificate from this site as well. Should you wish to send an FTP transmission during a planned or unplanned outage, we automatically route FTP traffic to the secondary site and without the proper certificate, your transmission will fail.

**Option 4: HTTPS:**

1. Launch any industry standard browser.
2. Open a secured connection to our FTP sites:
   1. <https://ftp.ncrb.org>
   2. <https://ftptest.ncrb.org>
3. Follow the instructions on the screen to download and install the web client.

# PRODUCTION FTP SITES AVAILABILITY

NCRF maintains a primary and secondary production FTP site for continuity of FTP services to our NCRF FTP Customers. If service is interrupted to the primary production site, FTP transmissions are automatically redirected to the secondary production site. The supported method of addressing the production FTP site is to use the domain name [ftp.ncrb.org](ftp://ftp.ncrb.org). Using this domain name, and not a specific server or IP address allows NCRF to seamlessly redirect FTP services between its primary and secondary FTP sites to prevent an interruption of FTP services.

Note: If network/firewall security requires specific IP addresses for FTP outbound transmissions the following IP addresses must be used:

* Primary FTP Server: 40.143.91.38
* Test FTP Server: 40.143.91.39
* Secondary FTP Server: 40.143.8.101

If a NCRF FTP Customer deviates from the supported method of addressing the production FTP site and does not use the [ftp.ncrb.org](ftp://ftp.ncrb.org) domain, FTP transmissions will not automatically redirect to the secondary FTP location in the event the primary site is unavailable. NCRF cannot be held responsible for any connectivity failures between NCRF FTP Customers and the NCRF production FTP site if any other means of addressing the NCRF production FTP site are used.

If for any reason you are unable to comply with the supported method of addressing the NCRF production FTP site by using [ftp.ncrb.org](mailto:ftp.ncrb.org), please contact FTPsupport@ncrb.org to discuss alternative configurations. **PLEASE BE AWARE** using a connection address other than [ftp.ncrb.org](ftp://ftp.ncrb.org) during a planned or unplanned outage could result in the failure of the NCRF FTP Customer’s FTP transmissions which could affect the receipt date assigned to the records submitted.

# NCRF FTP CUSTOMER FAQs

Refer to the FTP link below on the NCRF web site for questions relating to the file layout, queries on FTP and other general questions.

<http://www.ncrb.org/ncrf/EDGE/EDGEFAQs/tabid/73/Default.aspx>

# FTP Support Information

If at any time you need additional assistance or support with the FTP process, you may contact us at:

|  |  |
| --- | --- |
| E-mail: | [FTPsupport@ncrb.org](mailto:ftpsupport@ncrb.org) |
| Phone: | 919-582-1056 |

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