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CIRCULAR

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PCRB CIRCULAR #1837

To all members of the PCRB:

Re: Launch of New Application for Carrier Information Maintenance, Member Connect

The Pennsylvania Compensation Rating Bureau (PCRB) announces the release of Member Connect, a secure, web-based application designed to give Carrier Group Administrators (CGAs) direct access to manage carrier group contact information. Member Connect represents a foundational modernization of PCRB's membership processes and ensures that communications reach the appropriate individuals quickly and reliably.

Historically, PCRB has depended on member carriers to notify the Bureau of staffing changes, sometimes resulting in delays or incomplete communication channels. Member Connect empowers CGAs to quickly view, validate, and update their organization's contact information, giving them direct control over maintaining accurate contact roles throughout the year. This improvement enhances data accuracy, operational consistency, and timeliness of critical Bureau communications.

"All member communications depend on accurate and complete contact information," said Amy Quinn, President & CEO of PCRB. "Member Connect gives Carrier Group Administrators the tools they need to keep their organizations' information correct and current, ensuring clear, dependable communication between the Bureau and our members."

All CGAs have been granted access to Member Connect through the Application Manager, which will appear as an available app within its navigation panel upon logging in. Once inside Member Connect, CGAs should review their contact information and make any necessary updates. Role descriptions are provided within the application and should be reviewed when assigning contacts.

The launch of Member Connect is the first step in a broader modernization effort. Upcoming releases will support annual recertification and other membership processes, delivering greater efficiency and transparency for all member carriers.

Questions may be directed to membership@pcrb.com.

Amy Quinn

President

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