

SERFF

Providing flexibility, promoting uniformity

The Insider

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SERFF v5—ARE YOU READY?

The big day is just two weeks away—that's right, SERFF v5 goes into production on Monday, October 30. State and industry users can expect the system to be online by 6 am CST.

The SERFF team wants to be sure YOU are ready for v5. Here are a few helpful tips:

New URLs:

Your browser shortcut for SERFF will change for v5. Beginning October 30, states should log into SERFF at <https://statelogs.serff.com>. Industry users will log in at <https://login.serff.com>. Industry users with a data hoster will receive additional information from their hoster about accessing that site.

IDs and Passwords:

Unless otherwise notified, all users will have the same user name as the current system. However, all passwords will change! Users will need the temporary password they submitted to the SERFF Help Desk. If you haven't submitted your temporary password, send an email to serffreg@naic.org today!

If you have forgotten your temporary password or are otherwise unable to log in to SERFF v5, contact the SERFF Help Desk [via email](mailto:serffhelp@naic.org) at serffhelp@naic.org. For security purposes, all ID requests must be submitted via email.

Get the SERFF Manual

Both the state and industry SERFF User Manual are available for download at <http://www.serff.com>. The manual will be an invaluable source for users learning the many improvements in SERFF v5. Please note the manuals are drafts, so we recommend you download them versus printing them out. The SERFF Help Desk is expecting heavy call volume after the release, so please check the manual first for your "How Do I?" issues.



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RELEASE SCHEDULE

Important Announcement!

In order to prepare for the release of v5 and ensure sufficient time for the migration of the SERFF active filings databases, the current SERFF application will be taken out of production beginning at **7 pm CST, Wednesday, October 25.**

The SERFF application will be unavailable all day Thursday, October 26 and Friday, October 27, as well as over the weekend. During this time, the remaining filings will be migrated at the NAIC as well as at both hosting providers. The new application servers will also be brought up and final preparation tasks will be performed.

WHAT'S NEXT FOR SERFF?

SERFF v5 isn't even out the door yet, but the SERFF team is already preparing for the next big release of SERFF—the Interstate Compact release!

If you haven't already heard, SERFF has been chosen as the vehicle for the Interstate Insurance Product Regulation Compact. This is exciting news!

The Compact release is anticipated to go to production in February 2007. Another release, with additional functionality for SERFF state and industry users is planned for June 2007. Watch for updates in future issues of the v5 Insider!

MIGRATION UPDATE

Migration processes have been running at the NAIC and both data hosters for the past several weeks. We are pleased with the migration thus far, so much that we'd like to share a few of the numbers with you.

To date, we've loaded 462,513 filings from the state archives. Of those, 432,486 were electronic and 30,027 were state paper. Within these filings, there were 2,799,613 Component Headers and 3,115,102 attachments. We estimate loading an additional 80,000 filings on the last weekend.

While the migration has been successful, there have been some companies, contacts, and filings that have not migrated. Here's a run-down on how these migration exceptions are being handled:

Companies & Contacts: Some company and contact profiles did not migrate, either because they contained invalid data or because they were duplicates. Notices will be sent out prior to the release of v5 to the primary contact for the state or industry instance to which these records belonged. The information will need to be re-entered in v5.

Filings: Some filings, mostly from 2002 and earlier, could not be migrated. The SERFF team is researching these filings and will contact both state and industry regarding a resolution. Any open filings that do not migrate will be given a priority status, but closed filings may not be resolved for several weeks after the release.

From the total number of filings loaded there were only 40 filings that received an error, which we were unable to migrate. There were 1,000 filings that were skipped in the migration process, the majority of these filings were drafts or test filings prior to SERFF being a web-based application.

MIGRATION FUN FACTS

1. There was only a .00864% error rate (less than 1/100th of a percent), which means that 99.99136% of the files were loaded accurately!
2. There was only a .21621% skip rate, which is just over 1/5 of a percent.
3. WOW!

WAY TO GO MIGRATION TEAM!



DRAFTS AND MESSAGES

Just a friendly reminder that messages and draft filings will not migrate into SERFF v5. Please be sure to have your filings sent by 5 PM Wednesday, October 25th or you'll need to recreate them in SERFF v5.

Your message center will be blank the first time you log into SERFF v5. Be sure to do a status check on your filings before logging out of the current application and another when you log into SERFF v5 on Monday, October 30!

PAPER FILINGS

Please note that Paper Filings in v5 will only be available for industry users that have a Data Hoster.

Please notify us at serffhelp@naic.org if your instance currently uses paper tracking, so we can estimate the time it will take to migrate the paper filings. Thank you for assistance!



SERFF HELP DESK

The SERFF Help Desk is expecting an increased number of calls and emails after the release of SERFF v5 as users become accustomed to the new system. Accordingly, normal support hours have been extended. From Monday, October 30 through Friday, November 17, the Help Desk will be staffed from 7 am to 6 pm CST.

The SERFF Help Desk can be reached by calling 816-783-8990 or emailing serffhelp@naic.org. Additional staff will be available to assist with the calls, and we will attempt to respond to every call or email within 24 hours.

Normal hours for the SERFF Help Desk are 8 am to 5 pm CST. The Help Desk will return to these hours on Monday, November 20th.



Questions/Comments?

Contact us at 816-783-8990 or email at serffhelp@naic.org