

# The Insider

## Special Edition

### Crash Course

*For the SERFFer in a hurry!*

- ❖ SERFF customers will receive an automatic refund for the remaining block units unless the provided opt out web form [here](#) is completed.
- ❖ The opt out form must be completed by Jan. 31, 2018.
- ❖ Refunds will be mailed by April 30, 2018, to the billing address on file to the attention of the billing contact.
- ❖ To verify or update your billing contact, please contact [serffbilling@naic.org](mailto:serffbilling@naic.org).
- ❖ New blocks will expire 24 months from the date posted in SERFF.

### SERFF Pricing Restructure

*What's happening?*

Happy New Year!

We hope everyone enjoyed their holiday season (and all the food!) as much as we did. We wanted to touch base with all of our SERFFers and remind you about the SERFF pricing restructure effective January 4, 2018.

With this restructure, we've had a lot of inquiries regarding annual SERFF usage per instance. There is a quick and easy tool in SERFF that can provide you with that data! The Industry Manager or Billing Read Only user can run the Billing Export under the Billing tab. This report is broken out on a monthly basis and includes the number of filings submitted, whether your instance is on a block payment or the Pay As You Go plan, and other helpful information.

For those companies that no longer want to purchase blocks, no action is necessary! We will refund any remaining units, and your SERFF account will then automatically switch over to the new Pay As You Go rate.

If you would like to purchase a new block, please send an email to [serffbilling@naic.org](mailto:serffbilling@naic.org) with your Customer ID, instance name and a written request for a new block.

#### How do I opt out of the refund?

You can find information on how to opt out of the refund process on the SERFF website at: [http://serff.com/serrf\\_pricing\\_restructure.htm](http://serff.com/serrf_pricing_restructure.htm).

Be sure to complete this form prior to Feb. 1, 2018!

**And remember:** If you opt out of the refund, we are asking that the remaining units be used by Dec. 31, 2018.

Block Size/ Number of Transactions	Per Transaction Price	Transaction Block Fee
Pay-As-You- Go	\$13.50	N/A
500	\$9.50	\$4,750.00
1,000	\$8.00	\$8,000.00
1,500	\$6.50	\$9,750.00

### Still have questions?

Contact the SERFF Marketing Team at [serffmktg@naic.org](mailto:serffmktg@naic.org) or 816-783-8787.



*Providing flexibility, promoting uniformity*