

# SERFF Product Steering Committee Meeting

Wednesday, March 16

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# Roll Call

- Roll was called for current PSC members
- Interested parties who wish their attendance to be recorded can email [lbandle@naic.org](mailto:lbandle@naic.org)

# 7.65 Release - 3/24

- Cloned Filings
  - Bug Fix - Last SERFF Tracking # now clears when a filing is cloned
  - Bug Fix - Rate Data now clears when 'No' is selected in the clone filings wizard
- Binders
  - Bug Fix - Associate Schedule Items can now be removed
- Unified Rate Review Template
  - This release includes the final part of the URRT enhancements.
  - Go live scheduled for end of March/beginning of April
  - Tutorial Links
    - [Industry - URRT Tab & Filing Submission](#)
    - [Industry - Responses & Amendments](#)
    - [State - Objections & Objection Letters](#)
    - [State - State Determination & Disposition](#)

# SERFF Modernization Update

- Project kicked off March 7
- NAIC and PwC held a two-day planning session March 8 & 9
- It's the middle of week 2 and we are in full swing!
  - Team onboarding
  - Project planning
  - Technical and design sessions
  - Business requirements sessions
  - First new system screen delivered!!
- Informational website delivered - [https://www.serff.com/serff\\_modernization.htm](https://www.serff.com/serff_modernization.htm)

# SERFF Modernization - Q2 Focus

- Build new search index to enhance legacy system
  - Faster search results
  - Improved document search
- Build Compact workflows in new platform
  - Includes foundational components like Instances, Users, and Companies
  - Compact Registration & Create Compact Filing planned for Q2
  - Focus groups, surveys, and outreach on Q3 features involving validating and submitting filings

# SERFF Modernization at the National Meeting

- NAIC National Meeting is April 4-8 in Kansas City, MO - home of the NAIC Central Office!
- SERFF staff will be on hand throughout the meeting.
- On Wednesday, April 6, the SERFF Modernization team will hold several informational sessions, as well as hosting 'office hours.'
  - Three informational sessions will be scheduled to share project updates and gather feedback and suggestions in a group setting.
  - There will be an opportunity for states and companies to meet one on one with project team members to ask questions and share ideas.
  - Virtual attendance will not be offered for these sessions, but we'll continue to offer forums for input throughout the project.

# Industry Focus Group Survey

- Link: [Focus Group Survey](#)
- Only for industry users
  - State users are being contacted separately for focus group participation
- Focus groups will be spun up gradually during the project
- Please complete by April 1st





# SERFF Modernization Engagement Activity

- Used online tool – Menti
- About 65 PSC attendees participated
- Main topics covered: Company Address and Filing Access
- Questions from the activity are on the next page
- Results from the Menti Activity start on page 13
- **If you were not able to participate in the activity or would like to expand on your answers, feel free to email responses to the questions to Lauren ([lbandle@naic.org](mailto:lbandle@naic.org)) and Bridget ([bkieras@naic.org](mailto:bkieras@naic.org))**

# Engagement Activity Questions

When answering, please provide what type of user you are (state or industry) and how often you use SERFF (daily, weekly, etc).

- **Do you need the company address in SERFF?**

- Please disregard that it is a required field in SERFF when answering
- We want the answer from your perspective. Ex: If you are a filer and don't need address for your process, but it is required by the state, then you would answer 'No', and the state would answer 'Yes'.

- **If you need company address, what is it being used for?**

- **If you need company address on the filing, what version of the address should it be?** (address at the time of filing or current address)

- **How do you feel about the filing access restriction applied to certain roles that only allow users to see filings if they are the assigned author or reviewer?**

- Options:
  - I need the restriction because there are security policies in place in my organization
  - I don't have security reasons, but I need the restriction to keep unrelated filings out of my users' views (user experience).
  - I don't need the restriction and don't mind if my filers/reviewers can access all our filings.

# Q&A

- **Q: Where is the document search located?**

- A: Document search is a search field on the advanced filing search page. It is enabled with a separate role, so if you do not have the role assigned to you, then you will not see this field on the filing search page. If you would like to enable that field, please email Bridget ([bkieras@naic.org](mailto:bkieras@naic.org)).

- **Q: Will the National Meeting sessions for SERFF Modernization be open to consumer stakeholders.**

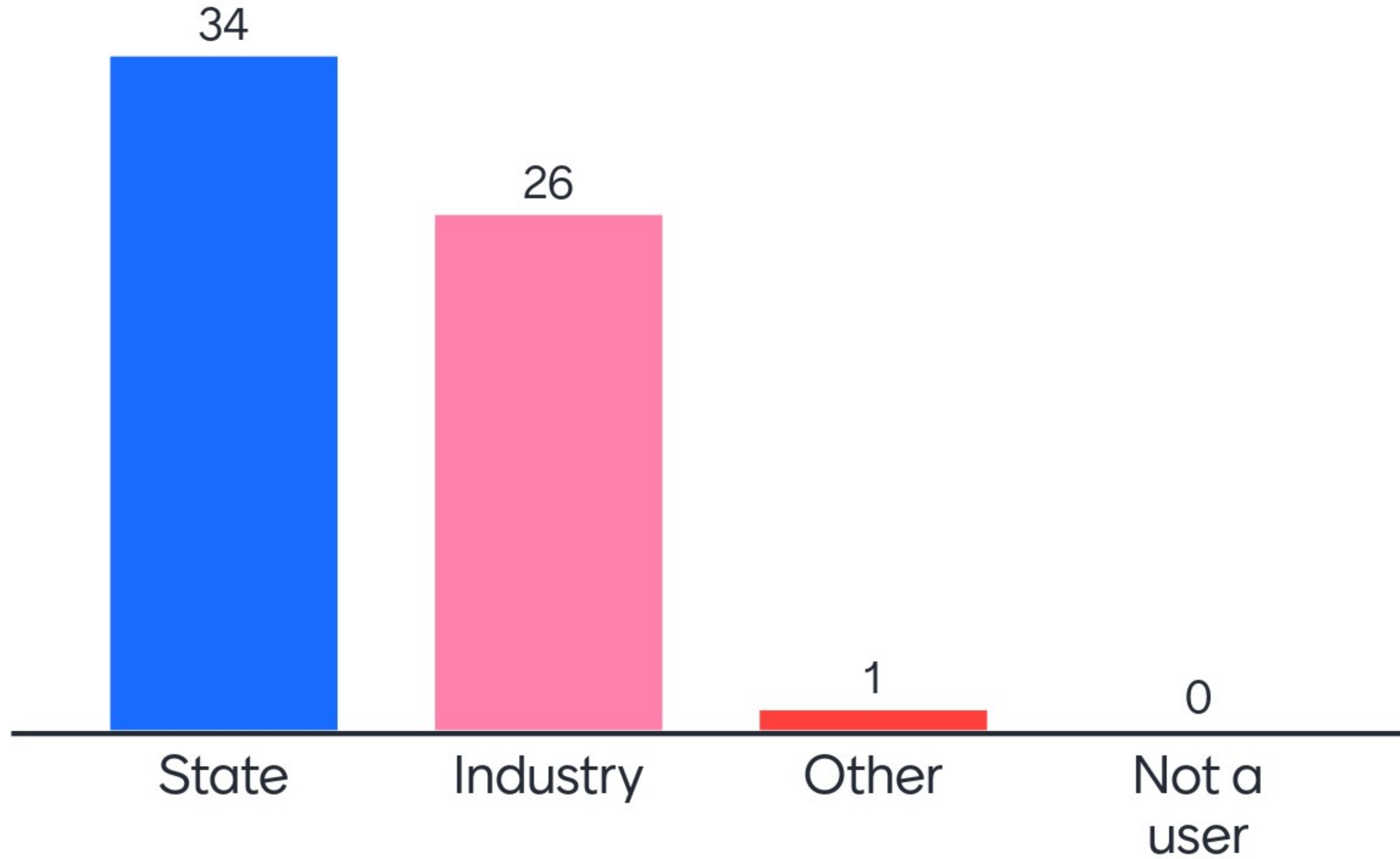
- A: Yes, consumer stakeholders are welcome to attend and provide their input.

# **2022 Call Dates - all calls start at 12:30 Central**

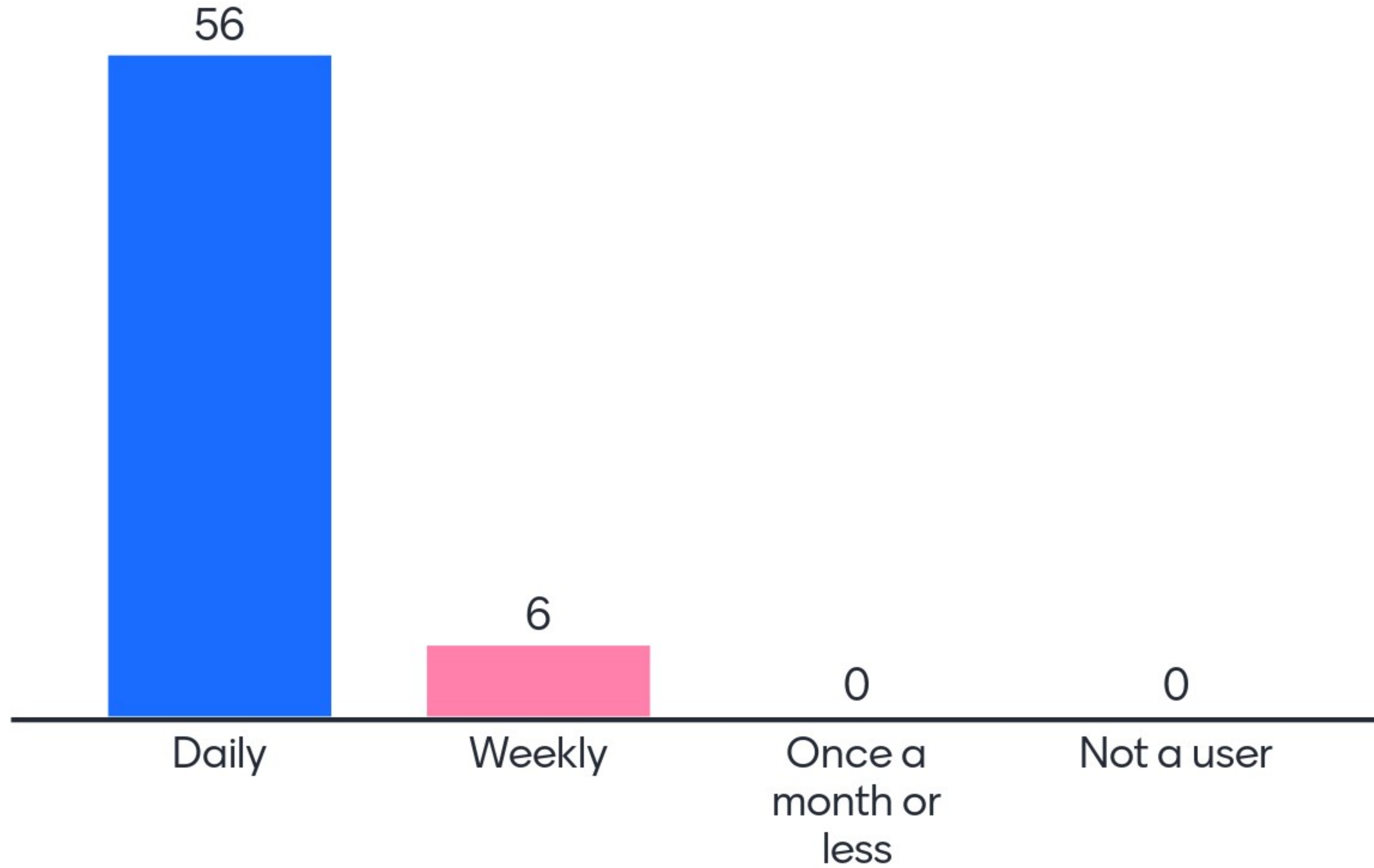
- April 20<sup>th</sup>
- May 18<sup>th</sup>
- June 22<sup>nd</sup>
- July 20<sup>th</sup>
- August 17<sup>th</sup>
- September 14<sup>th</sup>
- October 19<sup>th</sup>
- November 16<sup>th</sup>
- December 14<sup>th</sup>

# SERFF Modernization Engagement Activity

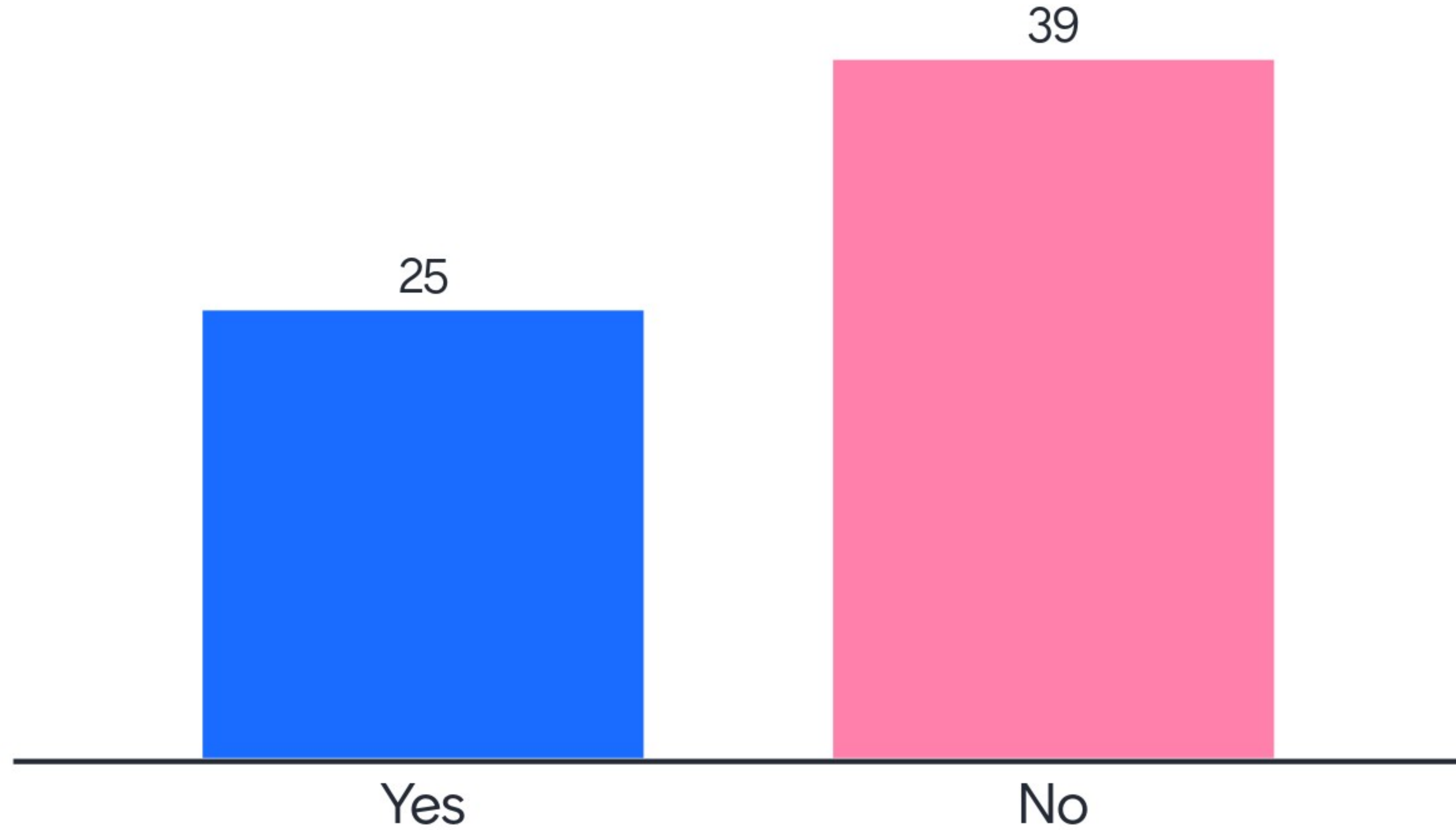
# What type of user are you?



# How often do you use SERFF?



# Do YOU need the company address in SERFF?





# If you need company address, what is it being used for?

n/a

NA

n/a

n/a

To determine the proper filing fees (domicile state)

Only need it if required by state or SERFF system.

N/A

N/A

When we enter companies in SERFF, we must enter an address.

# If you need company address, what is it being used for?

N/A

Filing Fees

May need it for billing purposes

not sure it is really needed, but address to the company contact section in SERFF

The company contact address is used by the reviewer to populate the approval letter.

To identify the company and how to contact them directly.

To confirm they are similar to our records

To verify the addresses on submitted forms. If a company is outsourcing the servicing of their contracts, we would like to know.

Distinguishing between companies. At times there may be 4 companies with the same group name, such as Selective ... . It's easier sometimes to distinguish by the address.



# If you need company address, what is it being used for?

n/a

for informational purpose

If the time zone for a filer is different than the state's time zone, we would want to know when we could make a courtesy phone call to them or when they might respond to questions; morning or afternoon.

Name, links to SBS to see if it matches, email address, and address itself is needed

As a state regulator I would like as much company information as possible, because some companies hire consulting companies to file on their behalf. This is okay in most instances but sometimes i need company information.

If the address includes a phone number, sometimes we call the company to discuss issues for filings.

Industry users who work with many many legal entities, some of which have the same name or slight variations, need company address for internal tracking reasons - how to allocate work time and filing fees is one

I look to address to sometimes try to guage what time zone the filer might be in order to try to call/ wait to call but of course these days not as accurate since folks are working everywhere or filer in different time zone.

Good to see time zone for contact

# If you need company address, what is it being used for?

Tracking and billing

Location correct and what time zone am I calling

Emails are used for Customer Satisfaction Surveys

na

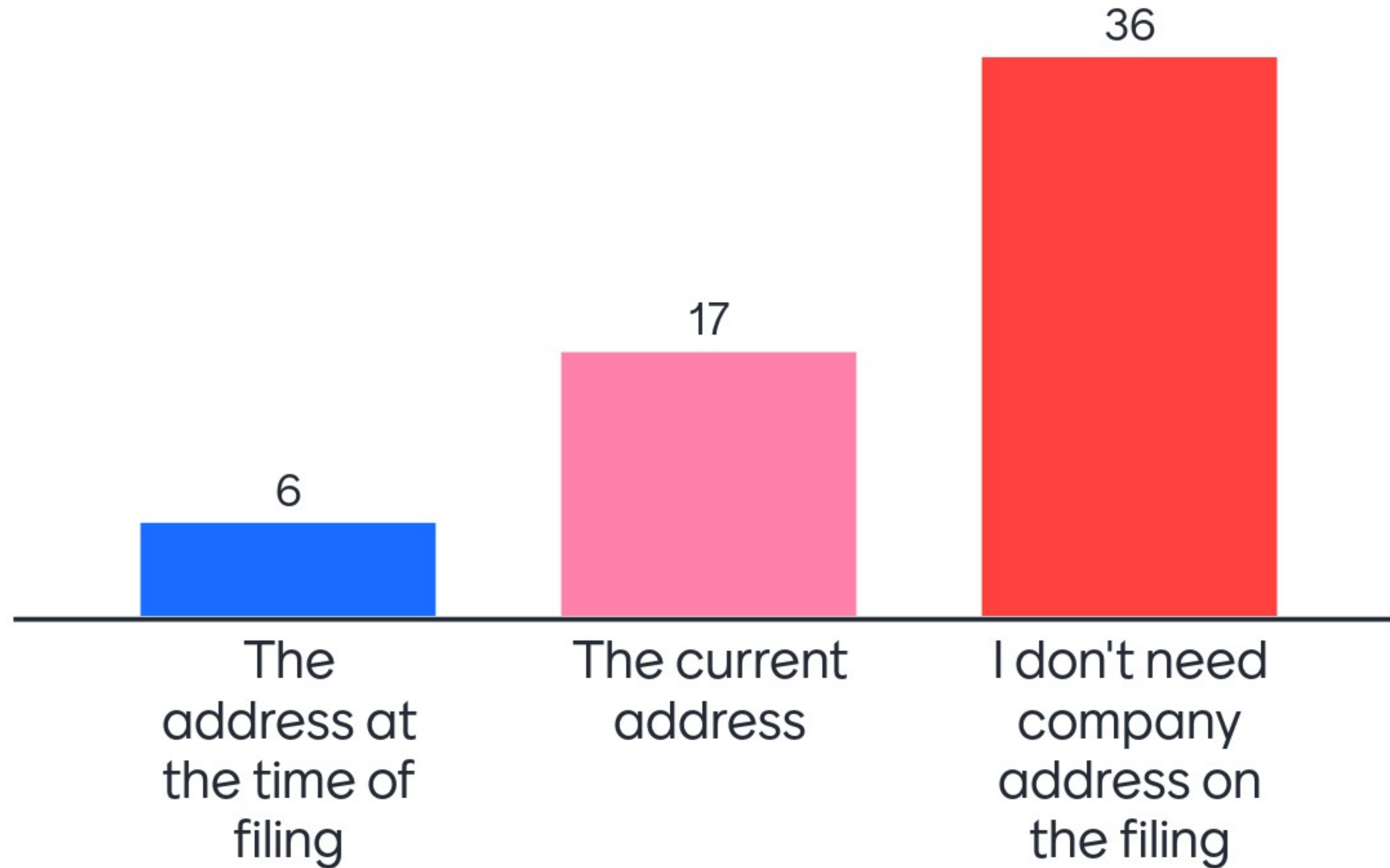
Domiciliary address

We need address for any mailing of documents.

N/A



# If you need company address on the filing, what version of the address should it be?



# How do you feel about restricting access to filings? (Authors/Reviewers)

