

SERFF Product Steering Committee Meeting

Wednesday, August 28

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Meeting Recording Link:

<https://naic.webex.com/naic/ldr.php?RCID=c11e8434e69e29c46f7356288d88a4c8>

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Roll Call

- Roll was called for current PSC members
- Interested parties who called in and wish their attendance to be recorded can email lbandle@naic.org



SERFF Modernization Update

**NAIC Summer National Meeting
August 2024
Chicago, IL**

NAIC  NATIONAL ASSOCIATION OF
INSURANCE COMMISSIONERS

Release 1

Interstate Compact & User Management

NAIC **SERFF**

November 2024



Value Delivered

- Streamlined filing process to improve compliance at submission
- Tools to manage workload and improve reporting
- Improvements to support efficient and consistent filing review
- Transparency to Compact member states
- Self-service user management to reduce wait and improve security



Release Weekend

- SERFF "Legacy" brought down around 5 pm CT on a Friday
 - Project team begins code deployments and data migration
 - Project team will verify migration and deployment success
- Systems unavailable for ALL users during release window
- By Monday at 7 am CT, new platform opened for use, legacy SERFF back online

Impacted Users



Compact staff



Regulators who view Compact filings



Industry that file to the Compact



Interested parties that view public Compact filings



NAIC Support staff

User Outreach & Communication

Compact Member States

- All states have been assigned a liaison to help them prepare for the new platform
- The liaison will provide individualized assistance, answer questions, gather requirements, and help with training
- Liaisons currently focused on preparation for Compact release and requirements for Life/Annuity/Credit release

Industry Users

- Key contacts for Compact filing groups have been gathered
- These contacts will help distribute information to other users and provide feedback
- General communication provided across multiple forums

Training



User Management – recorded and written training materials



Compact staff and member state regulators trained by project team



Industry users – live training for Compact filing companies



Recorded and written training materials to supplement



No fees for 3.1.1 training

Warranty Period - November & December



Address migration questions and issues



Assist users with new features



Release "hot fixes" if necessary



Establish release cadence – weeks not months

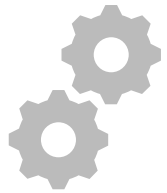


Begin work on Phase 3.2

Phase "3.2"

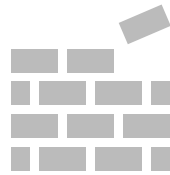
Life, Annuity & Credit

Building on the Foundation



Adjust

Respond to feedback and improve upon the base functionality from release 1



Extend

Build out release 1 features to meet state and industry needs beyond Compact filings



Introduce

Introduce new features to support states, Compact, and filers

AI in SERFF

The Goal



Introduce meaningful
and significant AI
capabilities into the
modernized SERFF
platform by the end of
2025

Leading Use Cases

- AI backed Help module
- AI supported filing review - "checklists"
- AI generated filing summaries
- All AI to be "human in the loop" oriented
- Additional uses of AI under exploration



SERFF's AI Partners



AWS Generative AI Innovation Center

NAIC SERFF
selected to
participate

A focused team will
build a proof of
concept for an AI
use case in SERFF

Outputs to include
a roadmap for
production
delivery

Stay Up To Date!

Upcoming Events



Insurance Summit: September
16-19 in Kansas City



PSC: Monthly Calls

Q&A

- Q: Will users be able to still use the legacy platform once the new platform goes live?
 - A: Once a business type is moved to the new platform, users will complete work for that business type only in the new platform.
- Q: Will pre-November Compact filings still be visible in 'old' SERFF for reference?
 - A: Yes, but they will be changed to 'read only'.
- Q: Will there be training sessions offered for user once the new platform is live?
 - A: We will evaluate this after training for the first release has been completed.
- Q: Will the written and recorded materials be posted on the NAIC website for access?
 - A: The exact location is being determined, but the materials will be available to SERFF users.
- Q: When will dates for the industry user training be announced?
 - A: By the week of 9/23
- Q: How will the public portal be updated as each line is released? Will there be two platforms?
 - A: Yes, there will be two public portal platforms for a period. We are developing a new public portal, so business types will move to the new portal as they are moved to the new platform.
- Q: For PSU migration, is there a possibility of losing updated data or audit trail?
 - A: No, the updated data and history of those changes will be migrated along with other filing data.
- Q: Will we be able to see approved filings from last year in the new system?
 - A: Yes, all closed and open filings will be migrated. Draft filings will not be migrated.
- Q: If you don't want to use AI, can you turn it off?
 - A: We are still having discussions on this topic.
- Q: Will AWS potentially have access to confidential company data in SERFF?
 - A: We are still having discussions on this topic.
- Q: How will the AI work with the recent notice from the NAIC about generative AI issues?
 - A: This is too broad a question to answer. If the person who asked wants to reach out, we would be happy to have a discussion.
- Q: Will Templates transfer over?
 - A: Not in Release 1.
- Q: Will the structure of pdf pipelines be impacted?
 - A: Yes, the structure of the pdf will change because there have been changes to the filing structure, but we don't anticipate a change in the level of content included in the pdf.
- Q: Will the Insurance Summit workshop be recorded?
 - A: No

2024 Call Dates - Wednesdays 12:30-2pm CT

- September 25
- October 23
- November 13
- December 11