



SERFF Licensing Requirement

Please answer the below questions to confirm you completed the Getting Started with SERFF tutorial and your understanding of the basic functionality of SERFF. Save the form to your computer, mark one answer per question, and then email the completed form to your assigned Product Specialist or to the SERFF Marketing & Implementation team at serffmktg@naic.org. A minimum score of 60% (6/10 correct) is required to complete the licensing process and obtain access to SERFF.

Company Name: _____

Your Name: _____

1. What is EFT for?

- Paying monthly Pay As You Go invoices
- Paying state fees
- Paying for the use of SERFF
- All of the above

2. How will the billing contact receive the SERFF invoice?

- By mail
- Annual fee invoice
- Via emailed monthly invoice notification
- Daily bill

3. Where can you find the state contact information for state-specific questions?

- Call the emergency contact
- SERFF State Participation
- Contact the SERFF Marketing Team
- Google

4. Who can add the Companies and Contacts?

- Configuration Manager
- User Admin
- Industry Filer
- Industry Record Retention

5. What items can be put into My Workfolder?

- Draft Filings
- Open Filings
- Messages
- All of the above

6. How do you create a filing?

- Call the SERFF Help Desk
- The User Admin is the only one who can create filings
- Run the EFT Report
- Select 'Create Filing' under the Filings tab

7. How can you make a change to a submitted filing?

- Create a new filing
- Ask the state to make the change for you
- Submit an amendment
- Create an objection

8. What can you use to reconcile your SERFF Pay As You Go or Prepaid Block Invoice?

- EFT Report
- Billing Export
- Quick Export
- Search Report

9. Where can you look in SERFF for public access and state fee information?

- Request Confidentiality
- Filing Fees tab
- State General Instructions
- Filing at a Glance

10. How do you reconcile fees paid to the state in SERFF with your bank account debits?

- EFT Report
- Billing Export
- Contact the Help Desk
- Search Report