SERFF Account Manager FAQ

How can I gain access to Account Manager?

Please send an email to: serffbilling@naic.org. Include your name, phone number, email, and Customer ID (found under the SERFF Billing tab), and a login will be provided to you.

How can I reset my Account Manager password?

Passwords expire every 90 days in Account Manager, and you will then be prompted to reset to a new password. To reset your Account Manager password at any time, you can click on Forgot My Password in order to answer the security questions and have a temporary password emailed to you.

If you have not set up security questions yet, please contact the NAIC Service Desk at: help@naic.org.

How can I email myself a copy of my invoice?

After logging into Account Manager, go to Invoices, and check the box next to the invoice(s) you would like an emailed copy of. Then click Email Selected Invoices, confirm that the email is correct, and then click Send.

I have access to multiple customer IDs. How can I toggle between them in Account Manager?

After logging into Account Manager, from the home screen, you will click on Account Settings > Customer Selection.

From there, select the customer name you would like to work with. The system will then display a prompt confirming which company has been selected and activated.

How do I set up security questions in Account Manager?

To reset your own password, you can set up security questions to answer. When answered correctly, this will send a temporary password to the email address on file.

To set your security questions, please log into Account Manager and click on the compass icon in the upper-right corner. From there, go to Navigator > My System Profile > Change or set up forgotten password help. Then you will be able to select your question, enter the appropriate answer, click OK and Save.

Passwords expire every 90 days in Account Manager.

How do I pay my SERFF Pay As You Go invoice with a credit card?

To pay a SERFF invoice through Account Manager via credit card, log into Account Manager, and click on Invoices. From there, click on the invoice number(s) you wish to pay, and then click Add to Cart. Once the invoices have been added to your cart, you can select the credit card Payment Method from the drop-down menu. Be sure to check the box next to the invoice(s) in your cart, and then click on Update Cart to view the total.

Under the Totals section, click on Make Payment > Pay This Amount. On the next page, you will enter in cardholder information, and click Next. The last step is where credit card information is entered, and upon clicking Pay Now, do not close or exit the page.

Payment verification can take a few moments to complete. Once completed, you will receive an email message regarding the payment made.

Can I pay my Pay As You Go invoice by check?

To pay your monthly Pay As You Go invoice by check, you can print the emailed billing notification, and include the notification with your check so payment can be applied to the correct invoice.

If paying by check, please mail the printed notification and check to:
NAIC SERFF Lockbox
P.O. Box 875976
Kansas City, MO 64187-5976.

Can I pay my invoice with EFT?

You can pay your invoice by check or electronic payment through NAIC Account Manager. If you would like to pay by check, please send the check to the address indicated on the SERFF invoice.

If you would like to pay your invoice by credit card and do not have access to NAIC Account Manager, please send an email to: *serffbilling@naic.org*. A login will be provided.

Please note: Any invoices that have the words "Credit Invoice" at the top should **NOT** be paid.

Contact Us

If you have any additional questions, please contact the SERFF Marketing Team.

Email: *serffbilling@naic.org*

Phone: 816.783.8787