

SERFF Product Steering Committee Meeting

Wednesday, July 24

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Meeting Recording Link:

<https://naic.webex.com/naic/ldr.php?RCID=6cf73c9dab7699bd5a8a8c0fb48db341>

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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 Progress Updates

Phase 3.1 - Interstate Compact

- In Progress Work:
 - Filing Review workflow
 - Dispositions
 - Public Access
 - Lookback & Refinement

SERFF Modernization E-mail

- Project E-mail Address: serffmodernizationquestions@naic.org
- Have a team of staff monitoring
 - Currently training to be able to answer more questions
- Every e-mail is kept and read

SERFF Modernization @ the National Meeting

- Summer National Meeting - Chicago, IL - August 12-16
- Project Update Sessions:
 - Tuesday, August 13 - 9:00-10:00am
 - Wednesday, August 14 - 8:30-9:30am
- Table Topics Session: Tuesday- 4:00-5:00pm
 - Opportunity to collaborate with peers, ask questions, and provide feedback on features

Demo Information

- During the PSC Meeting a demo of the new Filing Review workflow was presented
- Recording Link:
<https://naic.webex.com/naic/ldr.php?RCID=6cf73c9dab7699bd5a8a8c0fb48db341>
 - Demo timestamps including Q&A: 12:18-59:15
- Q&A occurred throughout the demo, so below are the timestamps for just the demo portions of the session
 - Demo Intro - 12:18-13:05
 - Creating Compliance Issues - 13:05-18:00
 - Creating Compliance Reports - 19:15-20:32
 - Submitting Compliance Reports - 24:20-25:14
 - Viewing Compliance Issue Tasks and Compliance Issues - 25:50-27:34
 - Creating an Amendment - 33:18-37:39
 - Submitting an Amendment - 39:38-41:32
 - Review Pending Changes pt.1: View and Accept- 42:07-46:22
 - Review Pending Change pt.2: Decline and Voluntary Changes- 48:43-51:40

Demo Q&A: Feature Suggestions

- Be able to configure multiple instruction texts for compliance reports
- PDF and excel downloads of all compliance issues for filing
- Add flags in an amendment to show which items have compliance issues
- Get a new due date but still be able to see the original due date
- Be able to search filings for similar compliance issues
- Be able to request a new due date on specific compliance issues rather than the compliance report as a whole
- Be able to narrow down a document text search by a specific item type such as Forms or Supporting Documents
- Be able to sort the compliance issues into a specific order before sending the compliance report

Demo Q&A: Questions pt.1

- Q: Can you select more than one filing component per compliance issue text?
 - A: Yes
- Q: Why did the terminology change from 'objection' to 'compliance issue'?
 - A: We received feedback from some regulators that the 'objection' terminology was overly harsh for some of their reviews, so they were using Notes to Filer for part of the review. In order to encourage all regulators to use this workflow, we have updated the terminology to be broader.
- Q: Can instructional text be automatically populated?
 - A: Yes, this is a feature we are planning to implement.
- Q: For field/item, can we still select 'entire filing'?
 - A: Yes
- Q: Will the compliance issue list the state reviewer's contact info?
 - A: No, it just displays the reviewer's name.
- Q: When responding to a compliance issue in the filing description field, can you make changes to the original text or just add new text?
 - A: Yes, you can change the original text.
- Q: Can new compliance issues be sent when other compliance issues are still pending with industry?
 - A: Yes
- Q: Does this workflow replace post submission update?
 - A: Yes, all changes made to a filing after submission will now be made through the amendment workflow.
- Q: Are you able to show the filing approval workflow?
 - This feature is in development currently.
- Q: Can we get more information about API changes?
 - A: For more information, please contact the project email address.

Demo Q&A: Questions pt.2

- Q: Will we be able to request an extension on the compliance issue respond by date?
 - A: In the first release you will probably need to do this through a Note to Reviewer, but this is a feature that we are looking at building into the system.
- Q: How are pre-Modernized filings going to be integrated and displayed into the new system?
 - A: All open and closed filings will be migrated to the new system, and we have a team working to map the existing filing elements into the new filing format.
- Q: Will there be a screen that shows all of our current filings?
 - A: Yes, the dashboard will have multiple ways to breakdown your current filings so you can find what you're looking for.
- Q: Sometimes review of a filing can take a while and compliance issues are drafted on different days. When we send the letter, can we update all respond by dates at once?
 - A: Yes, you will not set the respond by date until you create and submit the compliance report.
- Q: Our letters include a closing statement that cites our reg regarding response by deadline and what happens if they don't respond in time. Will we still be able to add this to the report?
 - A: Yes, this would go in the instructional text section.
- Q: Will there be authors on a filing?
 - A: No, we have set up more of a permissive structure, so by default a user will be able to at least view all filings on the instance.
- Q: Is there an update on the project timeline?
 - A: We will be sharing more information about that at the National Meeting.

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

- August 28
- September 25
- October 23
- November 13
- December 11