



NAIC **SERFF**

SERFF Product Steering Committee

January 22, 2025

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Webex meeting recording:

<https://naic.webex.com/naic/ldr.php?RCID=6deee3153608596db0dce6be023c08e4>

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Roll Call

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

2024 PSC Recap

- March - Industry Focus Group
- April - State Liaison Program
- May - Industry Key Contact
- June - Record Attendees (392!)
- August - SERFF AI Goal
- October - End User Reporting
- November - Industry Training
- December - AI Vision Statement



2025 SERFF PSC

- Ongoing Q&A with Industry and State attendees
- Application Demos & State Filing Feature discussions
- Outreach & Communication
 - Industry Key Contacts
 - Continuation of the SERFF State Liaison Program

Project Update

- Second rehearsal taking place this week
- Team continues to work toward establishing a new date for Release 1
- Intend to provide four weeks' notice to end users.
 - SERFF Alerts
 - E-mails to Industry Key Contacts
 - State Liaison Outreach

Release 1 Reminders

- Compact Filings will move to the new platform
- State Filings will remain in the legacy platform
- SERFF Legacy will go offline on a Friday evening and both platforms will be live Monday morning
- Fixes and features in the Warranty Period
- Questions can be directed to serffmodernizationquestions@naic.org

Q&A

January 2025 PSC Meeting Q&A

- Has a release date been determined?
 - An official announcement has not come out on the updated release date. We intend to provide industry and state users with 4 weeks' notice prior to the release.
- Do you expect to push back the other release dates (e.g., non-compact)?
 - We have been doing a lot of work on our roadmap and intend to have discussions to have with some stakeholders before sharing that information. We hope to share some updates at the March National Meeting in Indianapolis, so please look for that session if you can. Any SERFF announcements shared at the March National Meeting session will be covered in the next monthly PSC meeting for those who could not attend.
- Are all users moving to this new Okta system now or just for Compact Filings?
 - All active SERFF users will be migrated into OKTA. If you use another NAIC system such as SBS or OPTins, you may already be in OKTA. Additional communication regarding the transition to OKTA will be provided.
- How do we set up our Okta account?
 - Once your OKTA account is created, an email will be sent to you. The e-mail will include instructions on how to complete setup for your OKTA account, including selecting security questions and a password.
- Can users with I-SITE logins use that login in Legacy SERFF?
 - Not at this time. The Legacy SERFF system is not part of the NAIC's single sign on environment.
- Do we have a name for the modernization SERFF?
 - We intend to keep the SERFF name and are working towards identifying an easier way to differentiate the two platforms during the transition period. If you have suggestions, please e-mail serffmodernizationquestions@naic.org.
- Can you provide an update on Multi-Factor Authentication (MFA)?
 - The team is actively evaluating options for MFA. We are on a bit of a pause as we decide whether to go with a homegrown temporary MFA solution or go towards a SSO implementation. We will provide additional information in future PSC meetings regarding the future of MFA and intend to communicate to users as we make that decision and start moving forward.
- A while back there was talk of updates to the SERFF API. We use it to pull data on objections. Any updates on that effort?
 - Yes, we have a new data API that will go to production with the first release. There are only a handful of users initially because most users of the API do

not pull Compact filings. If you do pull Compact filings and we've missed you, please reach out as soon as possible to serffmodernizationquestions@naic.org.

- Will the release date include user management?
 - Yes, the first release will include self-service user management. We are not planning to roll that out to all users initially – we intend to give access to groups that file to the Compact so they can set up their users on the new platform, then gradually roll out to the rest of the states and industry users. In the meantime, you'll continue to go through the NAIC service desk to have any user requests fulfilled.
- What is the difference between Okta vs. Compact?
 - OKTA is a technology that is utilized for user authentication. The Interstate Insurance Compact is a multi-state public entity that serves as a central point of electronic filing for certain insurance products. For more information, please refer to <https://www.insurancecompact.org/about>.
- When we delete a state with a fee from a filing do the fees automatically recalculate? Assuming, the state fee is not returned.
 - If a State is removed during draft filing, the fee will be removed, and it will not be paid. However, if you remove a state after a fee has been submitted, we reflect that on the filing records and a refund, if it is due, will occur outside the system.
- Will Quick Text be transferred from Legacy SERFF to New SERFF?
 - For the first release, the Compact agreed to manage their quick text in legacy and then push those updates into the new platform to save development time. Our intent is to eventually build a new module in the platform to manage quick text. In the meantime, we will work on a state-by-state basis to make sure that if we continue the current approach of pushing data into the new platform, we understand what quick text should be sent over.
- Can you talk a little bit about self-calculate?
 - We have worked to build in fee calculations for state filing fees for the Compact. There may be scenarios where the calculation is extremely complex, so in those cases, you may see a button to self-calculate. In that situation, filers should calculate with whatever method used in the past. We will continue to improve calculation rules to provide more coverage for fees.
- How will this work with StateFilings.com? We currently use Statefilings.com to push filings to SERFF.

- We are currently working closely with software vendors who provide two-way integrations with SERFF. We encourage you to reach out to your vendor if you use one and make sure that you are getting any updates that they may provide.
- Will we have the capability to revise a TOI and/or Sub-TOI after the filing is submitted?
 - This feature is currently under development. Based on priorities and feedback, we would expect this to roll out in the weeks or early months after the first production release.
- With the modernization, has there been any interest from Florida to transition to SERFF?
 - We will continue to touch base with Florida to assess any future curiosity or interest.
- Do you have an update on the PDF Pipeline capability?
 - No update - PDF Pipeline is still under development. It is our intent to release PDF Pipeline capabilities in the weeks or early months following the first release.
- Is some of this delay time being used to work on training materials? Anything new to share on training?
 - We have been offering live training to compact filers. We offered quite a few sessions in 2024 and are currently offering around 2-3 sessions per month. If you are a state, please contact your SERFF Liaison with training questions. If you are an industry filer and you missed live training, please reach out to serffmodernizationquestions@naic.org
- In the last few weeks there have been issues with Legacy SERFF, such as Open Search not working. Is all good going forward or will we continue to experience issues in Legacy?
 - We have identified the root cause for the open search issue and have corrected it. We are currently in the process of requeuing all filings to ensure they are included in the open search index.
- Will EFT billing reports have to be done separately for new SERFF (compact filings) and legacy SERFF (state specific filings)
 - Yes.
- Can you have more than one filing contact?
 - In the first release, there will be only one filing contact. We intend to work with focus groups and stakeholders to hear use cases and provide tools for managing workload and notifications.

- Can you reaffirm that the filing Intake process is not going away?
 - The filing intake process is not going away. The Compact has a robust intake process, and their intake coordinator has been very involved as we work through the first release.

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Thank You