

SERFF Product Steering Committee Meeting

Wednesday, August 17

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Roll Call

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

SERFF Modernization Update

- Month 6 - of 36!
- Nearing an important milestone in Phase 1 - release of our OpenSearch Index to enable document search and improve response time.
- Phase 2 to introduce Tableau dashboards kicks off next week.
- For the new platform, work in progress includes
 - Streamlined Compact registration process
 - Module to enter state filing fee rules to enable fee calculation
 - Integration for licensing data
 - Creation of Compact filings
 - Module for state specific field validations

Industry Focus Group Survey

- **Link: [Focus Group Survey](#)**
- **Only for industry users**
 - **State users are being contacted separately for focus group participation**
- **Focus groups will be spun up gradually during the project**
- **If you have already submitted the survey, you do not need to submit it again.**



SERFF Modernization Engagement Activity

- Used online tool - Menti
- About 70 PSC attendees participated
- Main topics covered: Filing Types, Withdrawn Filings and Items
- Questions from the activity are on pages 7-8
- Results from the Menti Activity start on page 11
- **If you were not able to participate in the activity or would like to expand on your answers, feel free to email responses to the questions to Lauren (lbandle@naic.org) and Bridget (bkieras@naic.org)**

Engagement Activity Questions: Filing Types

When answering, please provide what type of user you are (state or industry) and how often you use SERFF (daily, weekly, etc).

Scenario:

- **A state has both individual and combination filing types available for a given TOI/Sub-TOI (ex. Form, Rate, and Form/Rate)**
- **You want to submit items for a product that fulfill all the filing types included in the combination filing type.**

Questions:

- **Do you choose the individual filing types (creates multiple filings), or do you choose the combination filing type (creates 1 filing)? (Choose one)**
 - Always individual filing types
 - Always combination filing type
 - Both, depending on the product
 - Both, depending on the filing types
- **If you chose one of the options that includes individual filing types, why do you choose individual over combination?**
- **For regulators, which filing type do you prefer to receive in this scenario?**

Engagement Activity Questions Cont. :

Withdrawn Filings and Items

Description:

- **We understand that the term 'Withdrawn' has multiple meanings in the context of SERFF filings.**
- **For these questions, we are talking about the workflow when a withdrawal occurs because a particular filing or item on a filing was submitted in error.**
- **We understand that a separate conversation is needed for when a filing is a product withdrawal.**

Questions:

- **How often do the following withdrawals occur?**
 - Entire Filing
 - Form Schedule Item
 - Rate/Rule Schedule Item
 - **Options:**
 - Never/Rarely, Annually, Quarterly, Monthly, Weekly, Daily
- **Assuming SERFF would allow a withdrawal action to be completed by the filer. Do the following withdrawal actions need to be approved by the regulator?**
 - Filing withdrawal
 - Schedule Item withdrawal

General PSC Updates

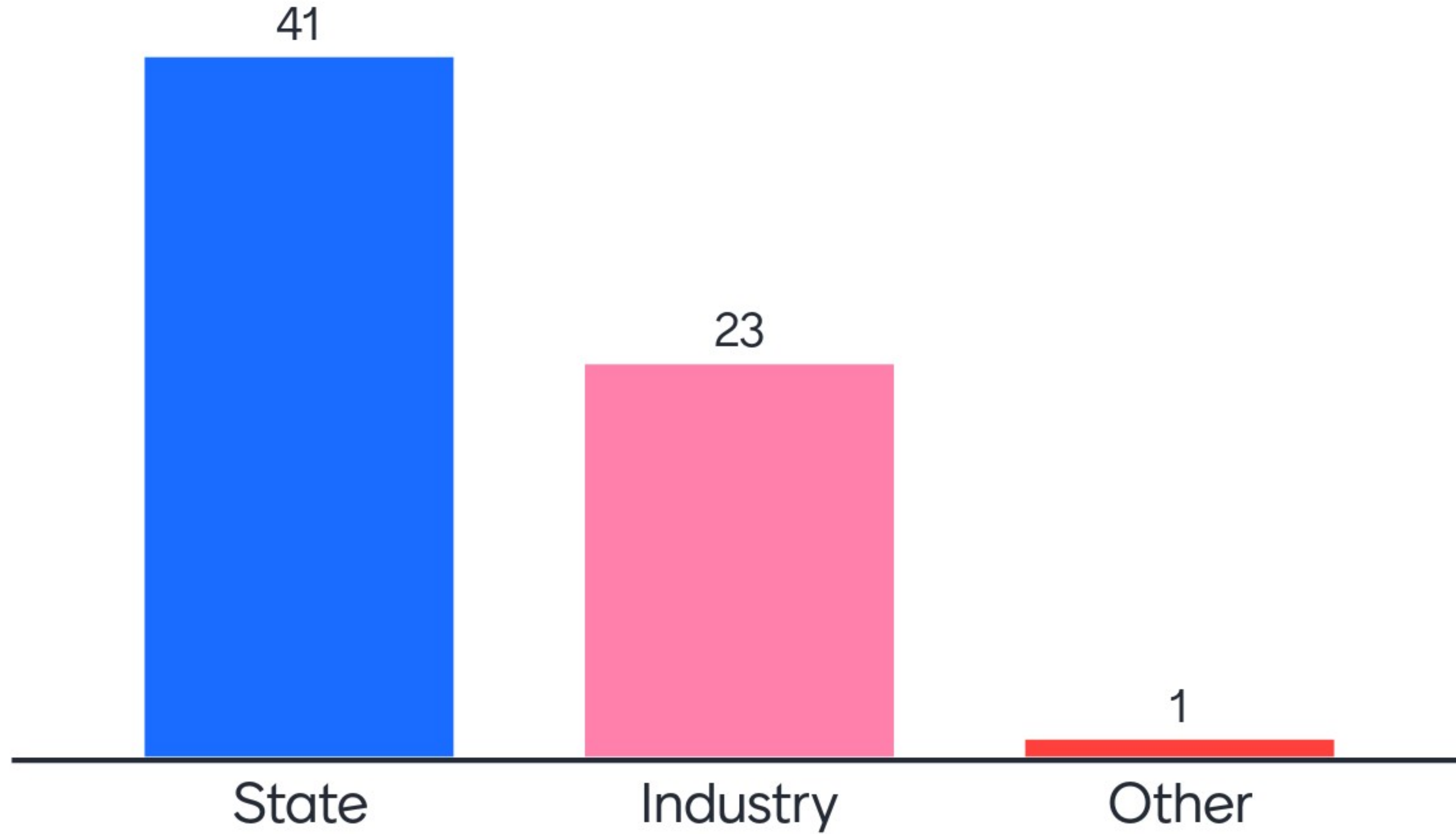
- **Membership turnover is still in progress**
 - **Membership Interest Form link: [Membership Interest Form](#)**
- **Product Steering Committee website updates in progress**

2022 Call Dates - all calls start at 12:30 Central

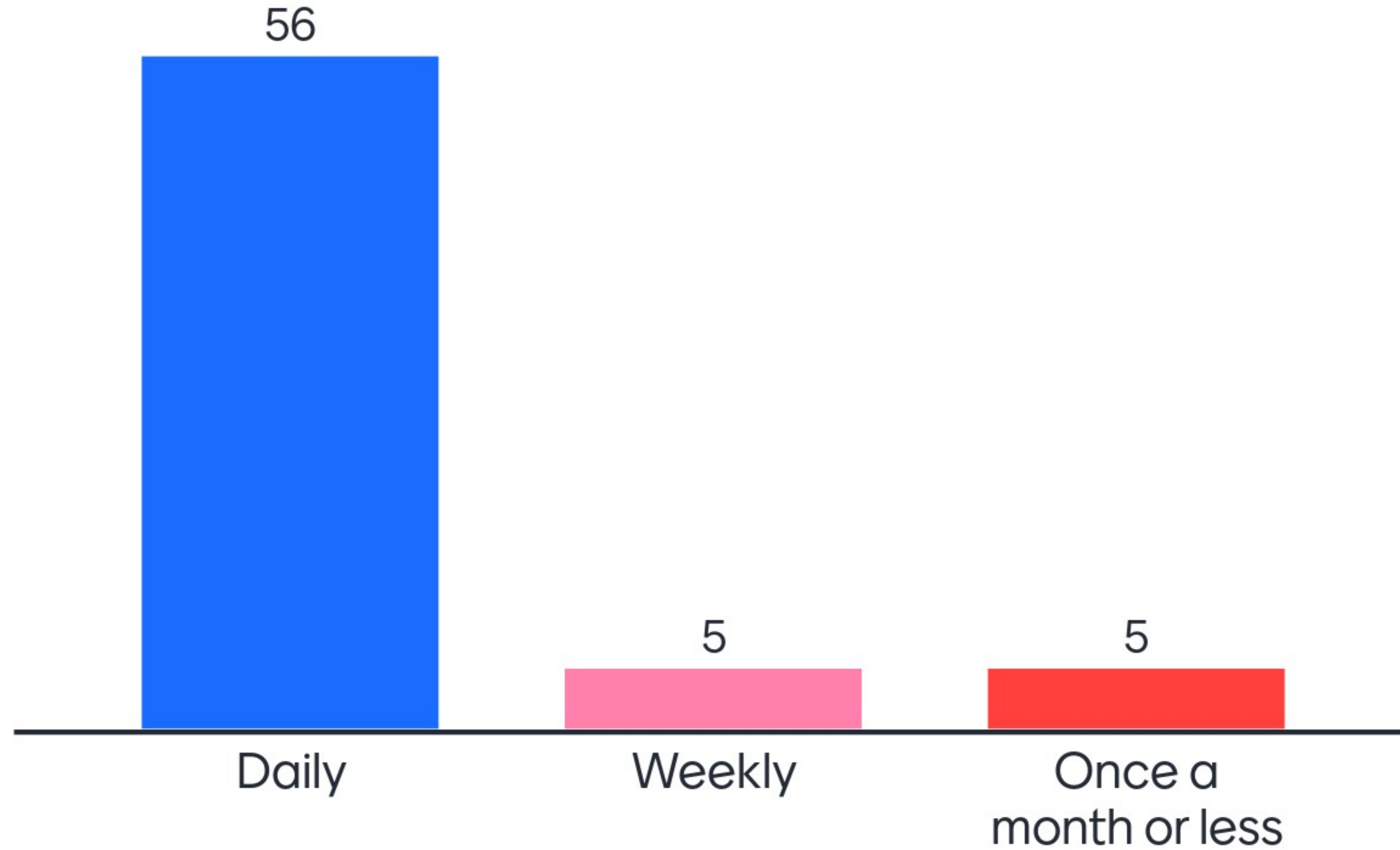
- September 14
- October 19
- November 16
- December 14

August SERFF PSC Engagement Activity

What type of user are you?

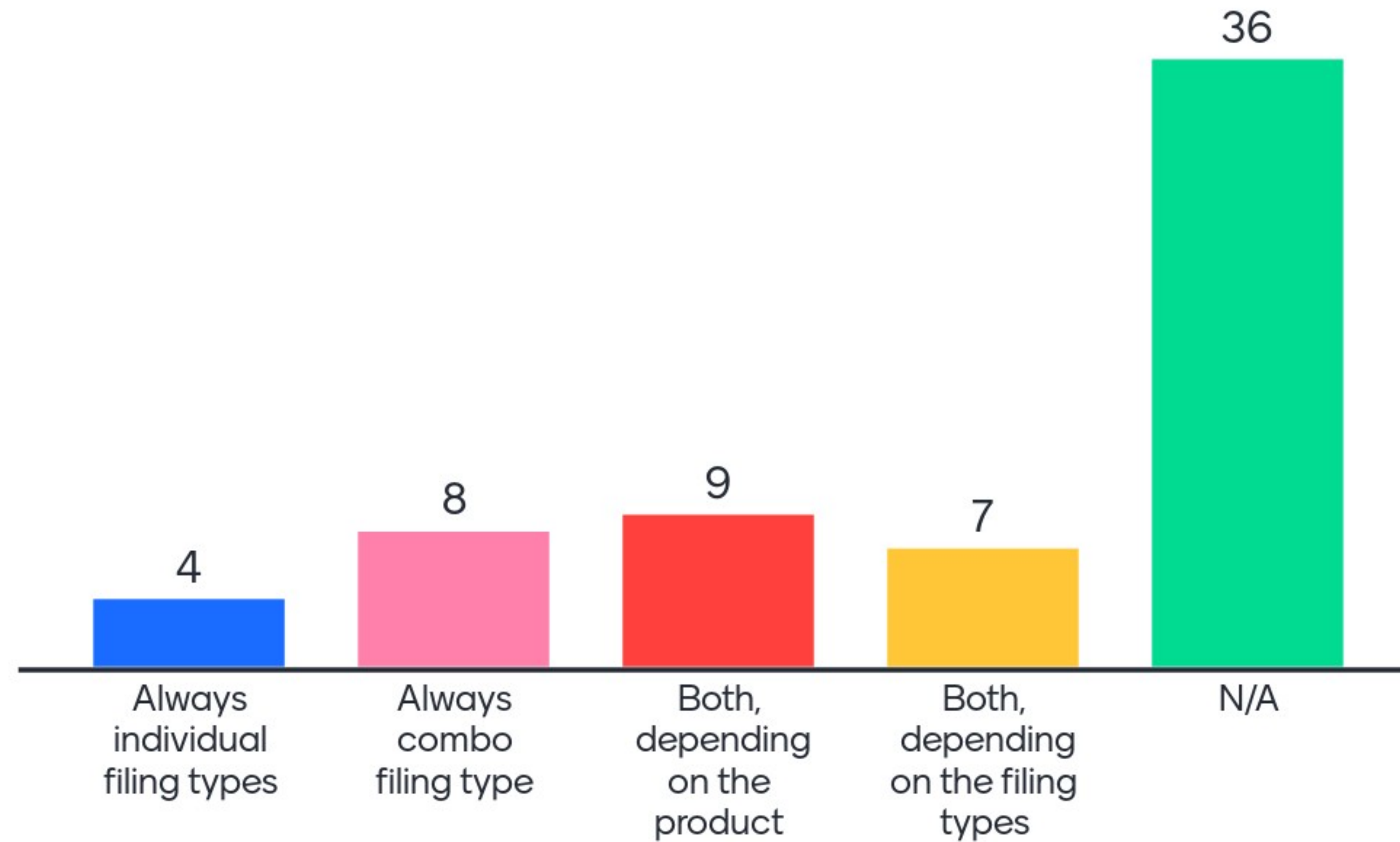


How often do you use SERFF?



Filing Types

When a state has individual and combo filing types (ex. form, rate, form/rate) and you are submitting both types, do you choose individual or combo?



If you choose the individual filing types over the combo, why?

n/a

N/A

N/A

N/A

N/A

N/A

n/a

NA

N/A

If you choose the individual filing types over the combo, why?

N/A

N/A

N/A

Fewer filings submitted.

NA

n/a

Depends on the state rules.

N/A

(State regulator) Texas requires companies to submit individual filings.

If you choose the individual filing types over the combo, why?

n/a

N/A

NA

n/a

Washington state requires that individual rate and form filings be submitted. They don't accept combo filings.

The state does not allow a combination.

A state might require that you choose them separately - although both might be reflected on the choices.

So that one filing does not hold up the other.

Because I am getting filing materials from different business partners and I don't want to delay filing one part just because the other part is not ready.

If you choose the individual filing types over the combo, why?

Depend on the state rules

Some states require individual types and don't allow combos.

Corrective filings occasionally

Texas P&C doesn't allow combination filings, but Life/Health does.

Form filings should be filed separate. (Regulator)

It may be that forms will take longer for approval so we want to get that filing type out as soon as possible. Rates could be file & use and thus not immediate to get out the door.

Must be submitted separately

State does not allow combo

companies submit them and choose what TOI/sub-toi/ and filing type so it depends on what they are filing.

If you choose the individual filing types over the combo, why?

N/A

The forms may be ready for filing before the rates/rules. In an effort to bring the product to market faster, the forms may be filed and then a follow up filing submitted with the rates/rules.

Filing laws differ between rate & form (file & use vs prior approval) so don't want to combine.

we prefer combo - but we do what the state allows

Different filing laws. Forms - Prior Approval. Rule/Rate - File and Use

When a filing is discontinuing and no longer being used

Also, we don't want to hold up the approval of one filing because there are questions or objections on the other filing.

Texas P&C doesn't allow combination filings but Texas Life/Health does.

NA

If you choose the individual filing types over the combo, why?

If they are filing form/rate/rules then that works other wise we have them withdraw that file and submit the appropriate filing type.

N/A

N/A

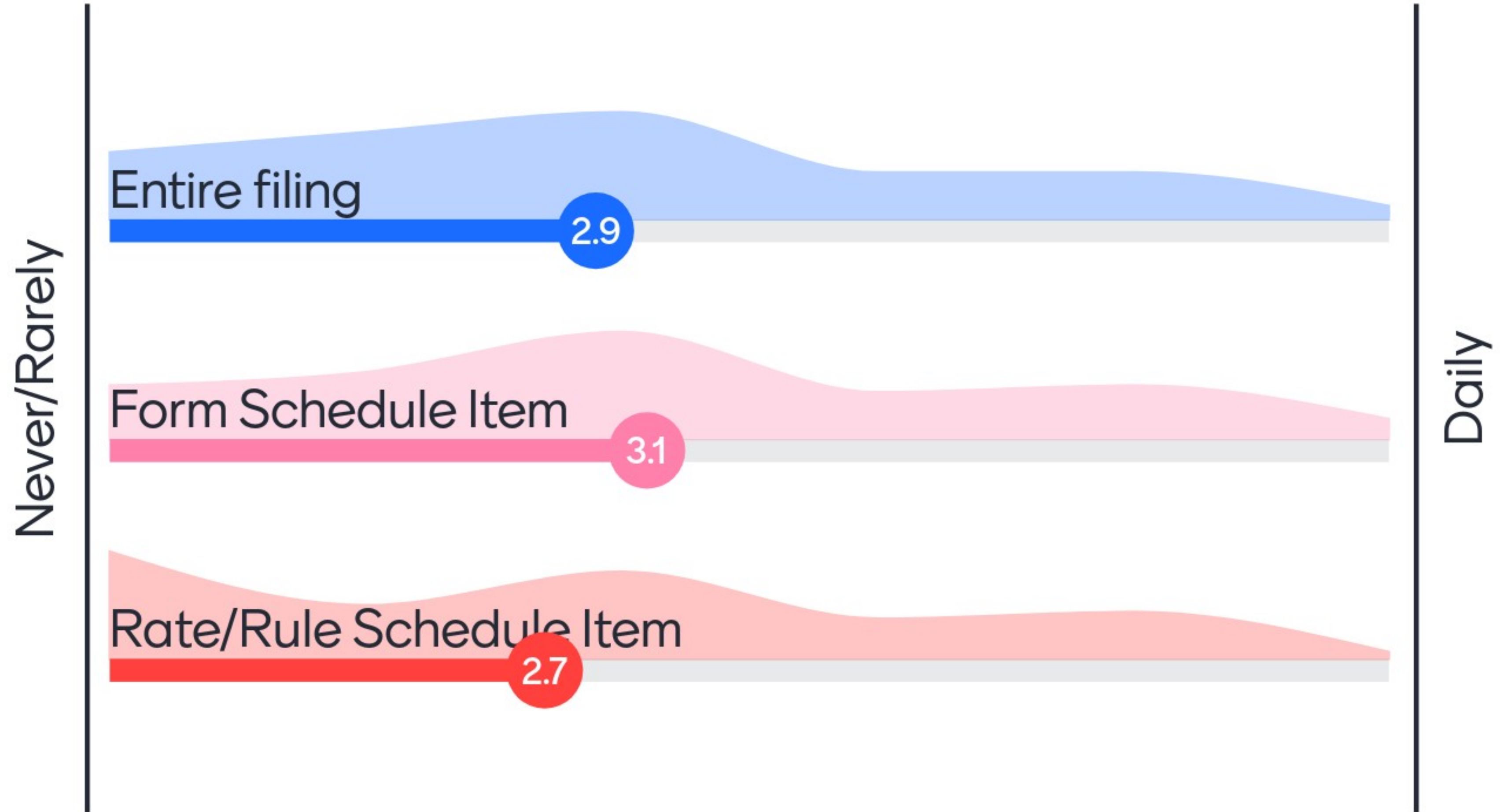
N/A

N/A

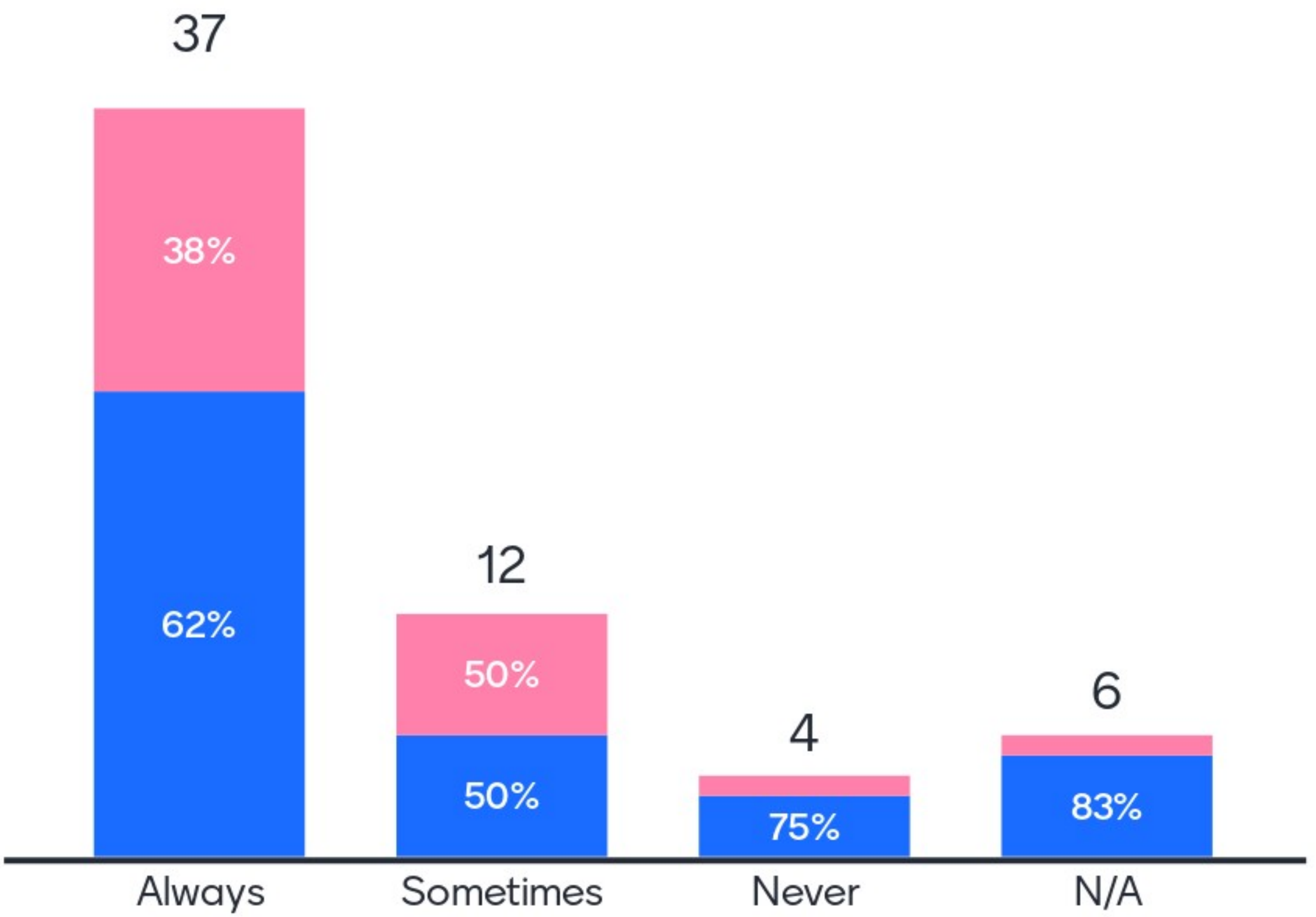
N/A

Withdrawn Filings and Items

How often are the following items withdrawn?



Does a filing withdrawal have to be approved by the regulator?



What type of user are you?

- State
- Industry
- Other

Does an item withdrawal have to be approved by the regulator?

