SERFF Product Steering Committee Meeting

Wednesday, June 14

NAIC NATIONAL ASSOCIATION OF INSURANCE COMMISSIONERS

Table of Contents

Roll Call

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

SERFF Modernization Progress Updates

Phase 2

- Pilot Phase Complete
  - State Testers – 11
  - Industry Testers – 10
  - Training on Tableau tool, hiring additional data team members
- Next Steps
  - Roll out to representative users in all States by next National Meeting
  - Determine best way to roll out to all Industry

Phase 3.1 - Interstate Compact

- Features In Progress
  - Form Schedule IDP
  - Browse Filing View
  - Dashboard Landing Page
  - SERFF Alerts
  - UI/UX Revamp
- Coming Up
  - Compact Filing Fees
  - Newsfeed

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

SERFF Modernization Engagement Activity

- Used online tool – Menti
- About 85 PSC attendees participated
- Main topics covered: Form Schedule and Landing Page Demo
- Questions from the activity are on page 9
- Results from the Menti Activity start on page 12
- **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)**
  - Please include what type of SERFF user you are (state, industry, or other) and how frequently you use SERFF (daily, weekly, once a month or less) with your answers.

Landing Page and Form Schedule Demos

Description

- We gave demos for a couple of new features: Landing Page Dashboards and the Form Schedule Machine Learning.
- Meeting Recording link: https://naic.webex.com/naic/ldr.php?RCID=dc498ce2f9fe2781130b3e693a67c119
- Timestamps:
  - Dashboard: 14:27
  - Form Schedule: 38:23

Questions:

- What feedback or questions do you have regarding the Alerts and Newsfeed features?
- What feedback or questions do you have regarding the Filing Dashboard feature?
- What feedback or questions do you have regarding the Form Schedule IDP feature?

PSC Membership Interest Form

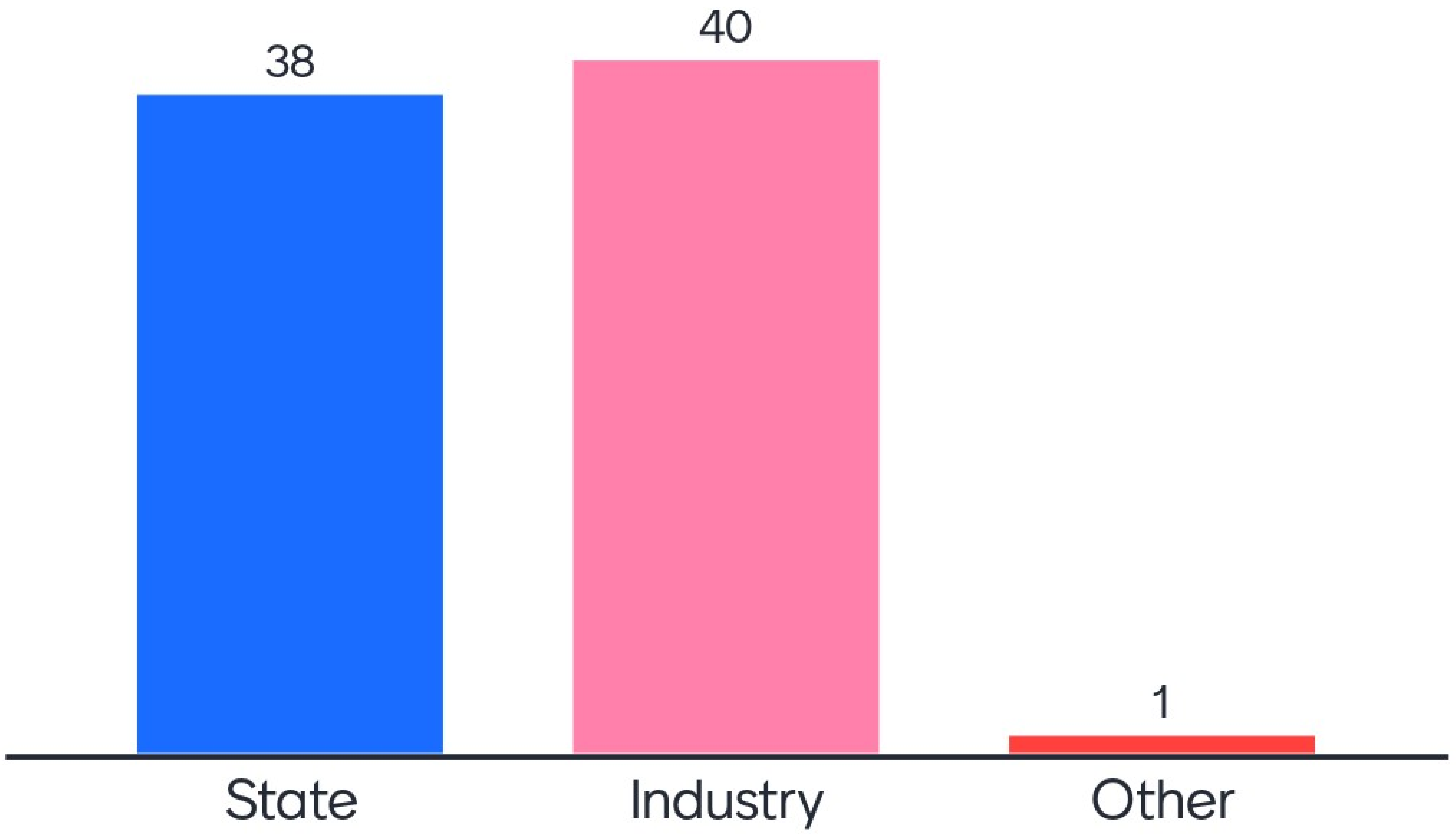
- **Link: [PSC Membership Form]**
- **3 state seats, 5 industry seats up for new membership in 2023**
- **Will use this form to pull membership nominations.**

2023 Call Dates

- July 19
- August 23
- September 20
- October 18
- November 15
- December 13

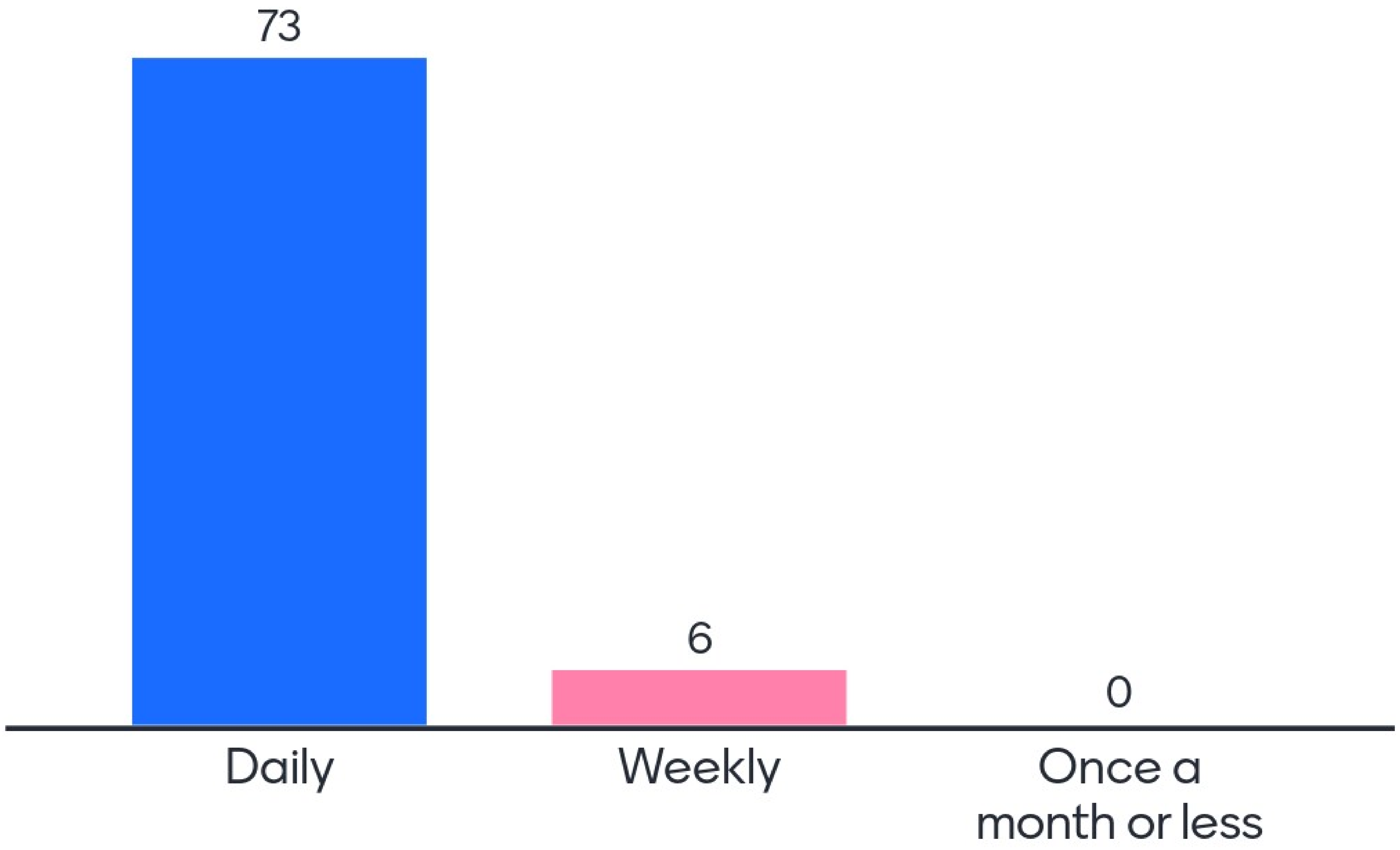
June SERFF PSC

What type of user are you?



79

How often do you use SERFF?



79

Dashboard Landing Page

12

Mentimeter

What feedback/questions do you have for the Alerts/Newsfeed?

59 Answers

I like it!

I love the Newsfeed

None

Looks good

Looks great!

Would this also be where you get SERFF Messages?

Great!

This is great. You mentioned this would be separate from state correspondence like objections. Where would those live?

so far great

38

Mentimeter

What feedback/questions do you have for the Alerts/Newsfeed?

59 Answers

thank you for killing SERFF messages

How long are the Newfeed items available?

Looks nice!

I like the newsfeed, great to pass on new information from the State to the industry.

Looks good

Love this addition. It will be great to have SERFF news right in the application.

Would you have a dashboard for each instance of SERFF that you have access to?

This will be helpful!

Looks great!

38

What feedback/questions do you have for the Alerts/Newsfeed?

59 Answers

I like it. I especially like that I can still see other things when the alerts don't apply to our products.

Are the news alerts ever deleted?

Looks great!

The messages generally correspond to the filing logs. Will the individual filing logs still be viewable?

I like the newsfeed. Great to have it separate from filing correspondence.

Looks great!

very different from today, in a great way

I like what I see.

If a state regulator sends an objection letter to industry, can an automated notification show up under filings when date due is near?

38

Mentimeter

What feedback/questions do you have for the Alerts/Newsfeed?

59 Answers

Would you still be able to subscribe what kind of messages you want to subscribe to? For example not everyone in my unit subscribes to State Generated Messages.

Until we start using, can't give feedback on whether this is good or bad.

How do you clear out your news feed?

Looks good

Will the newsfeed include an option for sending a blast message to filers?

Send email alerts to user.

None

Would love a cross-instance ability

If this will include state generated messages, will there be ability to sort by state? Similar to current message center, will you be able to show as read & delete as necessary?

38

Mentimeter

What feedback/questions do you have for the Alerts/Newsfeed?

59 Answers

Is there a way of seeing which ones are read vs unread?

looks good

Need to be able to clear the newsfeeds.

Will you be able to remove the ones you don't need.

Still need to be able to pick and choose what newsfeed we receive.

Will the newsfeed items be archived?

can these messages be deleted by an individual.

Would definitely like a cross instance function

Would like to see option to open in separate window to stop having to continually open another SERFF window\

38

Mentimeter

What feedback/questions do you have for the Alerts/Newsfeed?

59 Answers

Is it possible to include newsfeeds for paper filings and not just state messages? This is useful for 3rd party apps.

Great explanation of that!!!!

A separate section for objections would be wonderful with due dates

are you still working these for the compact purpose.

If a state issues a Filing Notice for states that would be issued in the NewsFeed?

Love the separate Compact registration tab. It lets up easily see which companies on a given SERFF instance are registered.

Can we go back to previous alerts that still may be pertinent.

Will we still be able to save Closed filings in our Workfolder?

Will there be a way to sort the filings between Refund Credit and Rate Adjustment filings?

38

Mentimeter

What feedback/questions do you have for the Alerts/Newsfeed?

59 Answers

Will the current dashboard always be available or will this eventually replace the current?

Status to show "Under Review" , "Objection Letter". etc

theres a website that simulates what a color blind person might see for a given web page

For industry

Is there a file size maximum?

38

Mentimeter

What feedback/questions do you have for the Filing Dashboard?

38 Answers

Has this color pallet been finalized and if so has it been tested for the various types of color vision deficiencies?

I love the Compact Registration being on it's own.

This looks far more intuitive than the current layout. Very excited for it

looks good

can you add company tracking number to the list of filings

This will all be at least somewhat customizable, correct?

Looks Great!

interesting, can't wait to see it.

Can we customize the number of visible rows?

27

Mentimeter

What feedback/questions do you have for the Filing Dashboard?

38 Answers

Will we be able to have closed filings in the Dashboard along with open and drafts?

For State users, would there been a working and open columns/tabs, like now?

Will the tabs be all the same or do we have an option of what to choose?

How customizable will the filing dashboard be? Will I (stat user) be able to move parts around or add widgets?

Would love to see just filings with DOI objections and the corresponding due dates to prioritize objection response.

Under Filings, will you be able to customize your own selections, similar to Filing Labels in SERFF?

From what I see it is very useful. Will the Compact dashboard also be customizable?

Will we have any input on which columns will be available? For instance State Tracking Number is very important to our state.

REALLY like the idea of having the response date shown on the dashboard instead of having to go into the objection.

27

Mentimeter

What feedback/questions do you have for the Filing Dashboard?

38 Answers

For the per contact section - is that avail for anyone in that instance or is there a managerial view where you can select what filers you want to see.

Would like to see a column for pending review dates for the state dashboard, i.e. deemer dates and response review deadline dates

The new dashboards looks great.

N/A

Like flexibility/ability to customize, but definitely will want fields that we have today in Open Filings view such as Recd Date, SERFF and the State Status

Can you choose multiple filers to be included in the dashboard? We have multiple teams included in our instance. I would want to have only those in my team on my dashboard.

Can we add deemer date as one of the selections in the drop down menu?

It would be helpful to have the total number of filings open displayed along with the breakdown counts in the widgets.

I agree on number of visible rows

27

What feedback/questions do you have for the Filing Dashboard?

38 Answers

Some states still enter paper filings. We may need draft option.

Will the current dashboard always be available or will this eventually phase the current out?

LOVE! This will be such a time saver! Will we be able to export out a forms table from doing this?

you mentioned the filter selections will stay on the dashboard but do they reset after you get logged out?

After filtering can you then sort by oldest to newest?

This looks great! No questions at this time.

Intake staff would need to be able to move items from intake waiting for corrections to their workfolder like we do today.

A "filter" where a user can pick one or many from a field such as SERFF & state status would be great. For example, I'm more when in assigned & response rec'd as opposed to pending response

That would be very helpful.

What feedback/questions do you have for the Filing Dashboard?

38 Answers

Will it alert if a duplicate form number is being used?

Will the system be able to populate the form number for specific states i.e. WA and OR?

Form Schedule IDP Workflow

4

What feedback/questions do you have for the IDP process?

36 Answers

Loving it!

N/A

Very cool!

Looks great.

Will this be available as a form template for us to create once to import to a CW filing?

na

Love the concept!!

Game changer! Especially for large filings!

some states require that you have both the final copy of the form and the mock up (side-by-side) as two separate documents. How will that work?

22

Mentimeter

What feedback/questions do you have for the IDP process?

36 Answers

Looks good!

Looks good

Looks good but not sure how it will work for state side.

Will the IDP know and be able to identify if the same form and form number have been loaded several times and ask whether this was a mistake and whether it needed to be corrected.

can you use this upload process when creating a template?

Can the form type be revised, if the system is still incorrect?

Will the forms upload in the order they are selected when uploading multiple files?

Amazing! Time saver for sure! Will we have an export function for the Forms Schedule?

Love the concept

22

Mentimeter

What feedback/questions do you have for the IDP process?

36 Answers

Will have with spelling errors as well which helps with search later on

Looks great!

Looks great and very helpful for efficiency purposes.

Are there any edits we should not make to forms that might interfere with the model? Examples would be watermarks such as with withdrawn filings.

Will it automatically know when the form is a replacement or not?

If it is a replacement form, will it load a list of previous forms to choose from?

Seems great.

How will it prepare for OR with their unique requirement?

I am assuming this is only on the Form Schedule, not Supporting Docs or Rate Schedule?

22

Mentimeter

What feedback/questions do you have for the IDP process?

36 Answers

Does it take longer for the processing to occur when adding multiple forms at once? For ex, do you have to wait for the processing of all to happen before "moving on" or reconciling or adding more?

Form Numbers come in different formats. Also, the form name is not always shown on the top of the form (one company shows their form names on the bottom. How will the system learn to recognize this?

Will we be able to attach Excel docs in addition to PDFs? More applicable to Rate Schedule and Supporting Docs.

Was edition date a field?

We will be able to override the readability score if we use our own software?

Can some information be manually entered? An example: can withdrawn forms information be listed without attaching the form?

Will the IDP know if a strikeout version is loaded on the form schedule rather than the final version? Also, whether a strikeout and the final are both loaded on the same line?

Can you easily remove a strikeout from form schedule and place it on supporting documents?

If want to help with redacted items, don't forget states might have "special" markings that need to appear. For example, we require redacted & un-redacted to say Trade Secret Status Claimed

22