

| If you have any questions or need assistance with an issue listed in this document, please contact us: | | | | | |
|---|---------------------|---|--|---|--|
| SERFF Help Desk SERFFHelp@naic.org 816.783.8990 | | SERFF Plan Management Support SERFFPlanMgmt@naic.org 816.783.8990 | | | |
| ID | Area | State/Industry | Short Description | Issue Description | Workaround |
| SERFF-8493 | All | Both | User receives "Bad Gateway" error when uploading attachments | This is generally caused when an organization has configured their network infrastructure in such a way that browser traffic is routed through multiple unique IP addresses simultaneously. | Contact SERFF Help Desk |
| 20813 | Rate & Form | Both | Searches cannot be saved if criteria exceeds database limitation | Users cannot save blank searches or searches that would return the error "Search is too broad. Please enter additional criteria and try again." | Create multiple searches with smaller criteria sets and save |
| SERFF-6928 | Rate & Form | Both | Supporting Doc attachments - Order changes after uploading | When uploading multiple attachments per schedule item, the order of the attachments will appear in random order after saving changes. | Contact SERFF Help Desk |
| SERFF-7805 | Rate & Form | Both | Cannot search by user if they have instance removed | Users who have previously been filers on an instance but have had an instance removed can no longer be searched for using the Users box on the search page. | Contact SERFF Help Desk |
| SERFF-7805 | Rate & Form | Both | Cannot search by user if Industry Filer/ State Reviewer, or Industry Manager / State Manager roles are removed | Users who previously held the Filer / Reviewer or Manager role, but have had those roles removed, cannot be searched for using the Authors / Reviewers box on the Search page. | Contact SERFF Help Desk |
| SERFF-8692 | Rate & Form | Both | Company Order in Filing Fees Screen randomized | Companies will appear on the Companies & Contacts tab in the order in which they were added to the filing. However, on the Filing Fees tab, the order is randomized. | No workaround available |
| SERFF-9422 | Rate & Form (IIPRC) | Industry | On IIPRC SOI, validation error when comments field left blank on revised SOI item. | When an industry user revises a submitted SOI schedule item, a validation error appears when the comments field is left blank. | Add blank spaces to the SOI schedule item comments field |
| SERFF-9190 | Rate & Form (IIPRC) | Industry | Cannot add attachments to new Statement of Intent rows | This occurs after an Interstate Compact filing has been submitted. Users can add new SOI rows, but cannot add attachments to those rows. | Contact SERFF Help Desk |

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| SERFF-7833 | Rate & Form | Industry | Users unable to save draft Post-Submission Update | You cannot save/submit a Post-Submission Update with decimal places in the dollar amount fields. | Remove decimal points and use whole numbers only |
| SERFF-9413 | Rate & Form | State | Quick Export from Search Results screen ignores search criteria | When a state user runs a search limited by filing status, then clicks 'Quick Export', the .xls file returns all filings regardless of status. | State users can click 'Refine' on the search results screen, then 'Quick Export' from the search criteria screen - this returns the correct number of results in the export .xls file |
| SERFF-9409 | Rate & Form | State | Schedule Item Status dropdown is empty | After creating a paper filing, the schedule item status dropdown will appear blank, even if schedule item statuses are configured in the state instance settings. | Exit the filing and re-open it - the schedule item status dropdown will be populated |
| SERFF-9429 | Rate & Form | State | Invalid field on P&C Disposition | When a state user selects "Add Rate Data? Y" for a P&C filing disposition, the "Change Period for Approved Rate:" field appears. This field cannot be edited and does not apply to P&C filings. | No workaround available. Field cannot be edited |
| SERFF-7198 | Rate & Form | State | Filings with Confidential Rate Schedules cannot be cloned | Filings with Confidential Rate schedules cannot be cloned. If the clone button is used, SERFF will allow the user to progress through the wizard, but when the user clicks finish, they see "An Error has occurred" | No workaround available, user will need to create a new filing |
| SERFF-9169 | Rate & Form | Industry - Datahoster | Filer Notes on paper filings cannot be edited or deleted | Filer Notes on paper filings cannot be edited or deleted. | No workaround available |
| SERFF-9259 | Rate & Form | State | Adobe Error when opening Overall Reviewer Status Summary PDF report | State users will receive an Adobe 'Corrupt File' error when attempting to open a PDF Overall Reviewer Status Summary report, if the reviewer selected is not listed as a Primary Reviewer on any filing. | Download the report in an Excel format instead of PDF |
| SERFF-9534 | Rate & Form | Industry – Datahoster | Filing Contact field blank on Quick Export report | Users are unable to view the Filing Contact data on the Quick Export report at the datahoster. | No workaround available |

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| SERFF-9937 | Rate & Form | Both | Form Schedule appears excessively wide under the Form Number column | This occurs when the Form Number is of an excessive length (over 200 characters). | No workaround available. |
| SERFF-7053 | PDF Pipeline | Both | Malformed PDFs in Pipeline generate a stack trace | Users will receive "An Error Has Occurred" when a malformed PDF is included and the filing is pipelined. This is most commonly caused by some types of scanners. | Recreate the PDF file and re-upload into SERFF |
| SERFF-7090 | PDF Pipeline | Both | PDF Pipeline has issues displaying long project names | The project name will overlap the Filing At A Glance information on the PDF Pipeline. | No workaround available |
| SERFF-7435 | PDF Pipeline | Both | PDF Pipeline gives Internal Server Error | Occasionally, users will receive an "Internal Server Error" when attempting to pipeline a filing. | Contact SERFF Helpdesk |
| SERFF-8368 | PDF Pipeline | Both | Empty Bookmarks generated when using PDF Pipeline | Intermittently the PDF pipeline includes invalid bookmarks that reference other filings or documents not included in the source filing. | Contact SERFF Helpdesk |
| 72559 | PDF Pipeline | Both | Invalid signature on PDF attachment after using Pipeline | A PDF signature becomes invalid when the file goes through Pipeline. Pipeline compiles the filing to into one PDF. Because of this, the PDF signature sequence changes, which invalidates the signature | No workaround available |
| SERFF-7511 | SERFF Filing Access | | SFA Public Access non-functional in compatibility mode | SFA Public Access search function does not work when Internet Explorer is in compatibility mode | Turn off compatibility mode for Internet Explorer |
| SERFF-7649 | Plan Mgmt. | Industry | Blank HHS Issuer ID on Submitted Binder | On draft binders, If the industry user removes a state ID from the company configuration area from a company on a binder, this Issuer ID becomes blank on the Companies and contacts tab. This causes binders to be in an invalid state, as the Issuer ID is required for binder creation. Users can still submit their binders, and state users will be unable to transfer these plans. | Contact SERFF Plan Management Support |
| SERFF-7894 | Plan Mgmt. | Industry | Industry User Cannot Submit Response Letter After Revising Template | When a user revises a QHP template on a previously submitted Binder, and removes the template attachment, they are unable to submit the change via an Amendment or Response Letter. (Note: only applies to State Based Exchanges) | Contact SERFF Plan Management Support |

Last Updated: 07-12-2017

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| SERFF-9436 | Plan Mgmt. | Industry | Industry User Cannot Submit Amendment / Response Letter on Binder | Users with the Plan Management User role can create Amendments and Response Letters, however if the user is not an author on the Binder, the correspondence cannot be submitted. | Add user as an author to the Binder |
| SERFF-11219 | Reports | State | Turnaround Report Date Range Search is Not Inclusive | The turnaround report states that the date range is inclusive but it is not. | Expand the date range within the search by one day. |
| SERFF-11674 | Plan Mgmt. | State | The flag to "Do Not Transfer to Exchange" is removed after saving. | The "Do Not Transfer to Exchange" flag is being removed after saving and after transferring. | The items must be selected again for this option. |
| SERFF-11690 | Search | State | Active Filing Types are not showing in Search. | A Filing Type is listed in Filing Rules -> Filing Type but it is not showing up under Filing -> Search as an option for selection. | Contact the SERFF Marketing Team (serffmktg@naic.org) to ensure that the Filing Type is active and tied to a Submission Requirement. |