

# SERFF Response Quick Start Guide

Last Updated February 6, 2009

As part of the SERFF 5.6 release, the process for responding to a state Objection Letter changed significantly. This quick start guide assumes basic knowledge of the SERFF application and is intended to help experienced SERFF users adapt to the changes. Additional assistance is available via the SERFF User Manual and SERFF Online Help or by contacting the SERFF Help Desk at 816-783-8990 or [serffhelp@naic.org](mailto:serffhelp@naic.org).

## **Step 1: Review the state's Objections.**

The first change a user will notice is the newly added "Objection icon." This icon will appear next to any schedule item that has an open Objection. An open Objection is one that is included on an Objection Letter that does not have a submitted Response Letter. In cases where an open Objection Letter has no Objections or has Objections not related to a specific schedule item, the icon will display in the Filing at a Glance section.

The screenshot shows a web interface with three tabs: "General Information", "Form Schedule", and "Rate/Rule Schedule". Below the tabs, it displays "Form Count: 1". A table with two columns, "Schedule Item Status" and "Form Name \*", contains one row: "Training Form". To the left of the row is a yellow warning icon with a blue exclamation mark. Below the table is a "Form Type Legend:" section.

The screenshot shows a web interface with three buttons: "Add Authors", "Update", and "Change". Below the buttons is a yellow warning icon with a blue exclamation mark. The details listed are: "Product Name: \* Training Filing", "TOI: 04.0 Homeowners", "Sub-TOI: 04.0001 Condominium Hor", and "Filing Type: Form/Rate".

Clicking on the icon provides the user with the details of the related Objections. This information can also be viewed within the Objection Letter on the Correspondence tab.

Objections for Supporting Document Item:  
Exhibit A, B, & C (20 CSR 500-4.200)

**Objection**

- **Objection Also Associated With:**

- Filing Memorandum (Supporting Document)
- Actuarial Justification (Supporting Document)
- Training Form, TF4829, 01/01/2009, Declarations/Schedule (Form)
- Training Exhibit, 95 (Rate)
- Training Co Authorization Form (Supporting Document)

- **Comments:**

All documents need page numbers - centered on bottom.

**Objection**

- **Objection Also Associated With:**

- Actuarial Justification (Supporting Document)

- **Comments:**

These documents must be printable on 8 and 1/2 by 11 paper. Currently they are printing on legal.

[Close this Window](#)  
(You may also click anywhere outside this window)

## **Step 2: Make your changes.**

Industry users can still add or revise schedule items in response to the state, but this work is now done directly on the Form, Rate/Rule, and Supporting Documentation schedules.

















To make changes, click the new button that says “Change Schedule Items.” This button is not available when the filing is closed.

Filings	Billing	Settings	Filing Rules	Reports	Templates
My Workfolder	My Open Filings	My Draft Filings	Messages	Search/Export	Create Filing
Add Authors	Update	Change Schedule Items	Move to Workfolder	PDF Pipeline	

The filing will be put into “revise mode.”

Filings	Billing	Settings	Filing Rules	Reports	Temp
My Workfolder	My Open Filings	My Draft Filings	Messages	Search	Create
Save	Apply	Cancel	-- Revise Mode --		

To revise a specific schedule item, click the Revise button to the left of that item.

<b>Revise</b>					<b>Name: Filing Memorandum</b>
<b>Revise</b>					<b>Name: Exhibit A, B, &amp; C (20 CSR 500-4.200)</b>
<b>Revise</b>					<b>Name: Actuarial Justification</b>
<b>Revise</b>					<b>Name: Training Co Authorization Form</b>
<b>Add Supporting Document</b>					

New items may also be added while in “revise mode” by clicking on the respective “Add...” button.

Make any necessary changes to that item directly on the schedule tab. Don't forget to replace attachments as needed. If you change your mind and don't want to revise an item, click the Undo Draft button. Continue in this manner until all the necessary schedule item changes have been made. Be sure to hit the Apply button to save your changes periodically. Click the Save button to exit Revise mode.

Save Apply Cancel -- Revise Mode --

**Product Name:** \* Training Product

**TOI:** 04.0 Homeowners

**Sub-TOI:** 04.0001 Condominium Homeowners

**Filing Type:** Form/Rate

**Effective Date Requested (New):**

**SERFF Tr Num:** SRFF-125961126

**State Tr Num:**

**Co Tr Num:**

**Date Submitted:** 01/29/2009

**Effective Date Requested (Renewal):**

Form Schedule
Rate/Rule Schedule
Supporting Documentation
Filing Correspondence

**Form Count: 1**

	Schedule Item Status	Form Name *	Form Number	Edition Date	Form Type *
<span>Undo Draft</span>		Training Form	TF4829	01/01/2009	DEC

### Step 3: Build your Response Letter

Once all the necessary schedule item changes have been made, it's time to build the Response Letter. Although additional changes to the filing can be made after the Response Letter has been created, it is easiest if all schedule item revisions and additions are made prior to building the letter.

To begin, click the "Respond" button located next to the Objection Letter on the Correspondence tab.

General Information	Form Schedule	Rate/Rule Schedule	Supporting Documentation	State Specific	Companies and Contact	Filing Fees	Filing Correspondence
<b>Objection Letters</b>							
Status	Created By	Created On	Date Submitted	Responded By			
<a href="#">PENDING INDUSTRY RESPONSE</a>	State, Test	01/29/2009	01/29/2009 03:35 PM	<span>Respond</span>			
<b>No Amendments</b>							

The goal of the Response Letter is to show the state all the changes that were made for each Objection. The system will automatically match schedule item changes to any Objections that were associated with that schedule item on the Objection Letter. If the schedule item does not truly belong with the Objection, simply click the Remove button.

[Objection 2](#)

Comment:  
These documents must be printable on 8 and 1/2 by 11 paper. Currently they are printing on legal.

**Response:**

**Comments: \***

**Changed Items:**

No Form Schedule items changed.

No Rate/Rule Schedule items changed.

**Supporting Document Schedule Item Changes**

Name: Exhibit A, B, & C (20 CSR 500-4.200)

Name: Actuarial Justification

[Objection 3](#)

To make an association between an Objection and one of your schedule item changes, click the Add Schedule Item(s) button and select any additional schedule item changes that belong with this Objection.

Remove
**Draft Schedule Items for Filing**

Remove
SERFF Tracking No: SRF-125961126

Add S

Select All
DeSelect All

Add Item(s)

**Objection 2**

Comment:  
These documents must printing on legal.

**Response:**

**Comments: \***

Attached are rev

**Changed Item**

No Form Sch

No Rate/Rule

**Supportin**

Remove

Remove

Remove

**Add Schedule Item(s)**

If there are no schedule item changes for a given Objection, simply enter a comment for that Objection.

Before submitting the Response Letter, carefully review all of the Objections. Make sure that each Objection is associated with all the schedule item changes that answer that Objection. Check that all the schedule item changes you've made are associated with one or more Objections. Each Objection requires text in the Comment field as well.

Once the Objection Letter has been verified, click Submit! If there are no other open Objection Letters, the SERFF status will change to Pending State Action and the state will be able to view the Response Letter.