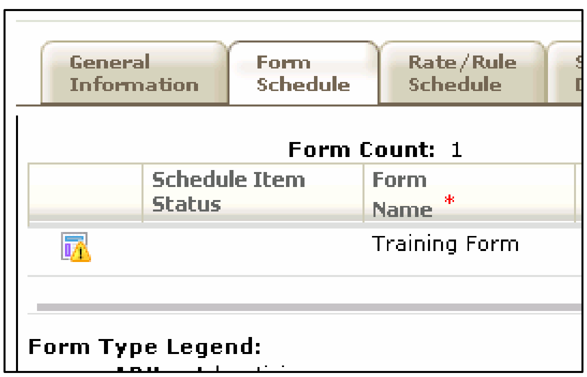
SERFF Response
Quick Start Guide

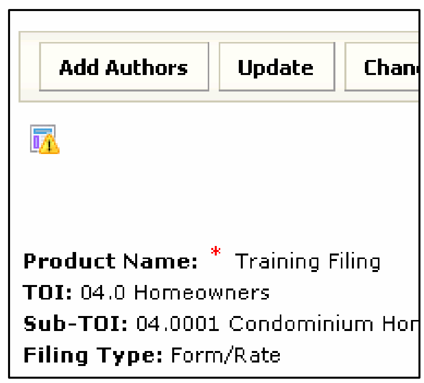
Last Updated February 6, 2009

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.

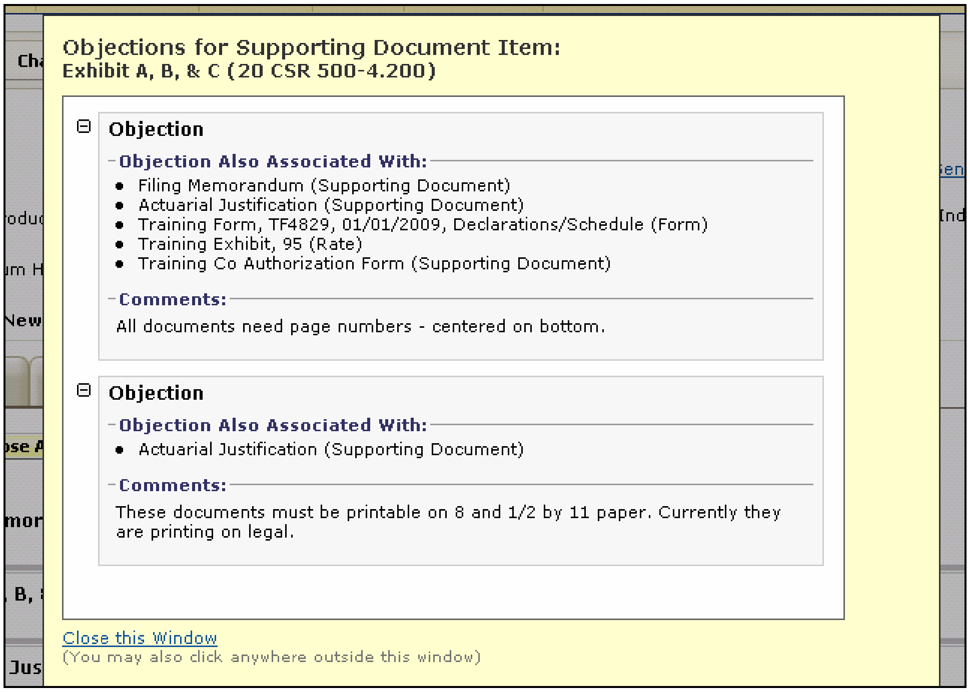
Step 1: Review the state's Objections.

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.





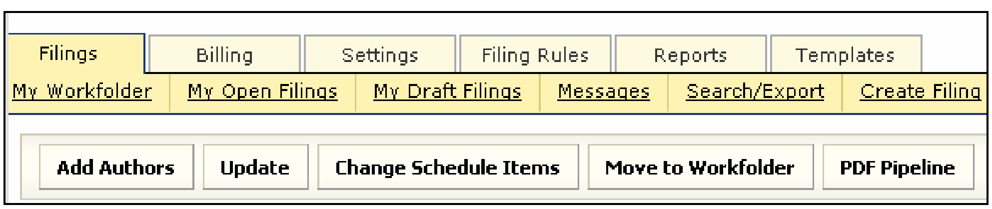
Clicking on the icon provides the user with the details of the related Objections. This information can also be viewed within the Objection Letter on the Correspondence tab.



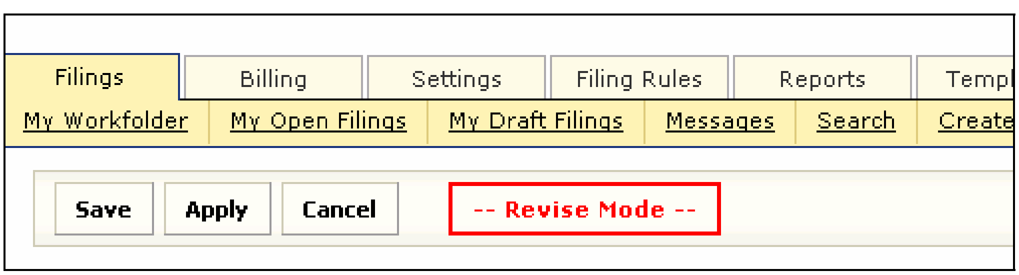
Step 2: Make your changes.

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.

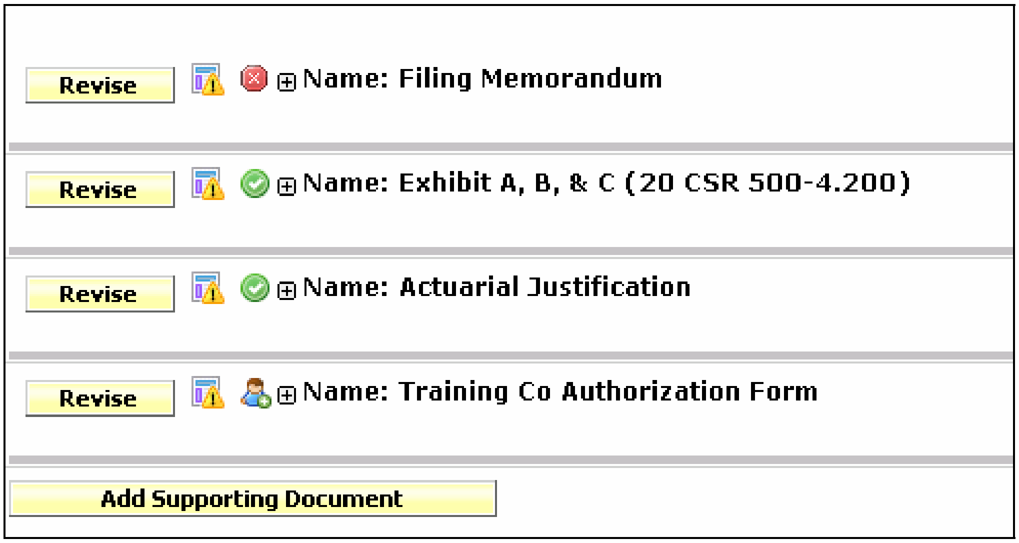
To make changes, click the new button that says "Change Schedule Items." This button is not available when the filing is closed.



The filing will be put into "revise mode."

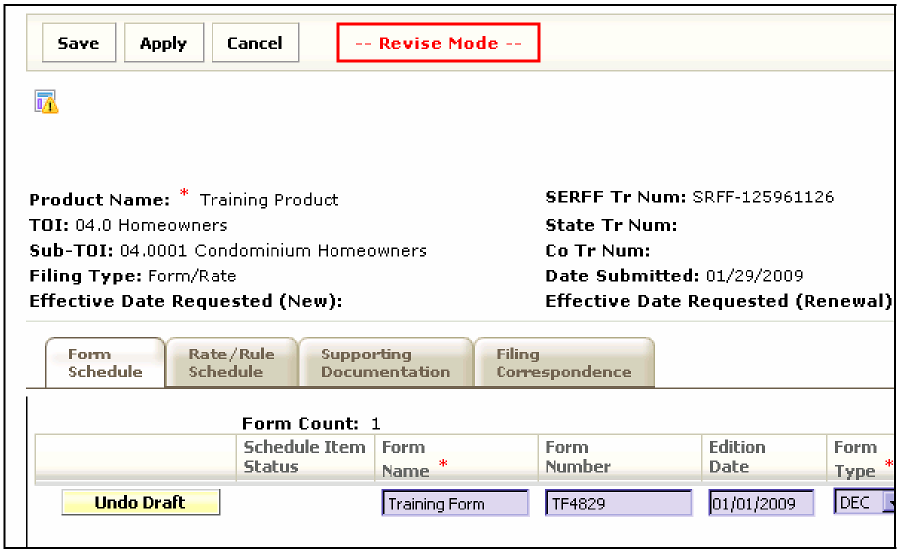


To revise a specific schedule item, click the Revise button to the left of that item.



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

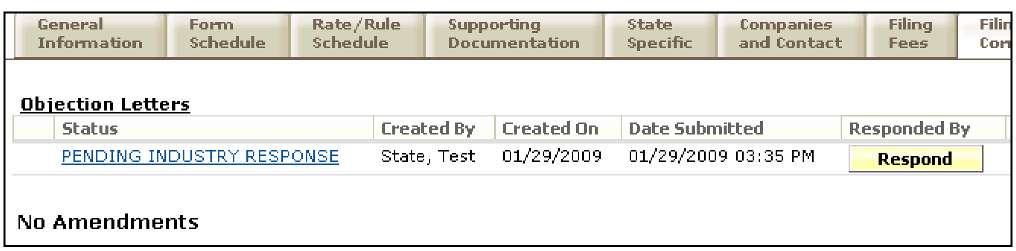
Make any necessary changes to that item directly on the schedule tab. Don't forget to replace attachments as needed. If you change your mind and don't want to revise an item, click the Undo Draft button. Continue in this manner until all the necessary schedule item changes have been made. Be sure to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



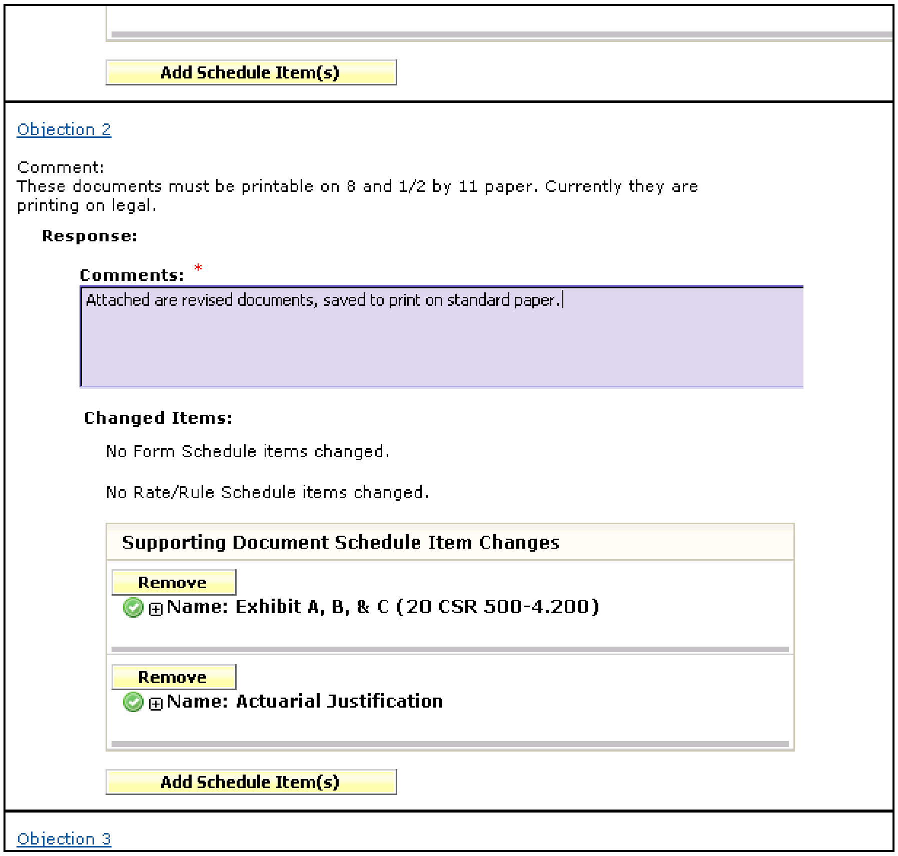
Step 3: Build your Response Letter

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.

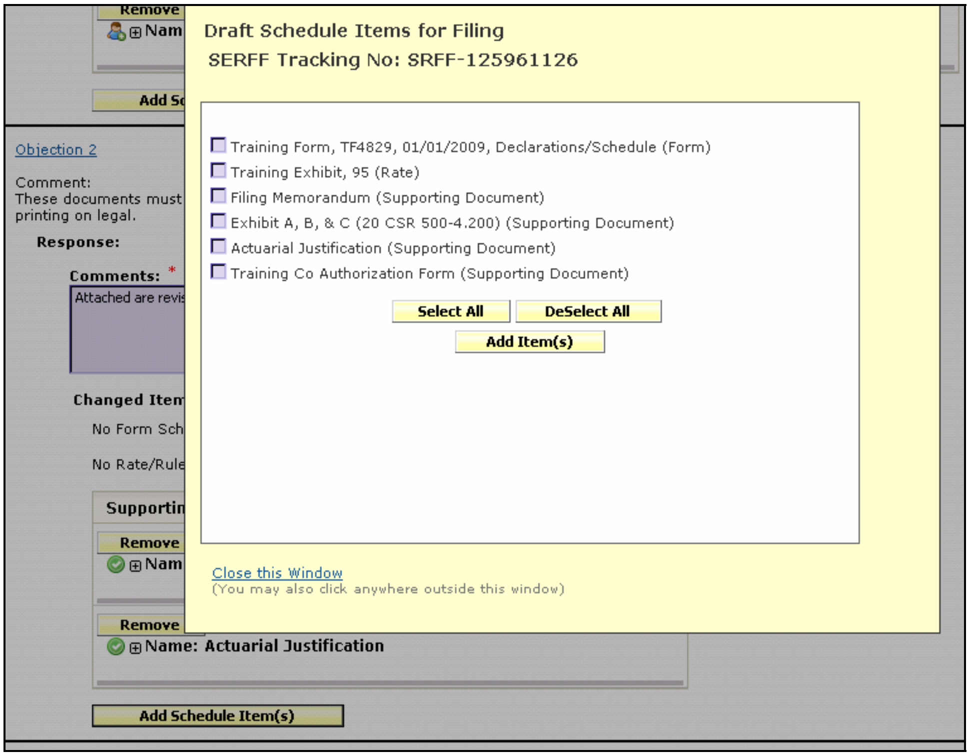
To begin, click the "Respond" button located next to the Objection Letter on the Correspondence tab.



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.



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.



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.