Survey sent to: SERFF users, Speed to Market Interested Parties via email

(Survey will be advertised on the SERFF release notes page too.)

The Speed to Market (EX) Working Group is evaluating existing Speed to Market tools and would appreciate your input.

Deadline for responses: 30 days from release of the survey

**BACKGROUND ON SURVEY TAKER**

1. Survey Taker Information
2. Company Name \_\_\_\_
3. Your Name \_\_\_\_
4. Title \_\_\_\_
5. Email \_\_\_\_\_
6. Phone \_\_\_\_
7. I am employed by: *(Select one)*
8. 🞎 State Insurance Department
9. 🞎 Insurance Company
10. 🞎 Consulting or Third Party Filer Company
11. 🞎 Rating Bureau or Advisory Organization
12. 🞎 IIPRC
13. State(s):

If 2a. was checked:

3. Insurance Department State *(Select one)* (survey to include drop down of list of states to choose)

If 2b,c,d were checked:

3. States where your company submitted filings or where you performed product development/compliance research *(Select all that apply):* (survey to include list of states and IIPRC with check boxes)

If 2e. was checked, skip #3.

1. My work is in the following business areas(s) *(Select all that apply):*
2. 🞎 Life
3. 🞎 Annuity
4. 🞎 Health
5. 🞎 Property/Casualty – Personal Lines
6. 🞎 Property/Casualty – Commercial Lines
7. 🞎 Other (please specify)
8. My work includes: *(Select all that apply)*
9. 🞎 Filing Compliance
10. 🞎 Product Development
11. 🞎 Submission of Filings
12. 🞎 Regulatory Review of Filing Submissions
13. 🞎 Actuarial
14. 🞎 Legal
15. 🞎 Manager/management
16. 🞎 Other (please specify) \_\_\_\_\_\_\_
17. My responsibilities are related to regulation, development or submission of: *(Select all that apply)*
18. 🞎 Policy Forms & Endorsements
19. 🞎 Provider Agreements
20. 🞎 Manual Rules
21. 🞎 Rates, Loss Costs, or Rating Plans
22. 🞎 Items Not Listed Above
23. 🞎 N/A
24. When I perform product development research, I typically: *(Select one)*
25. 🞎 Research multiple requirements for a single state for a single product type (TOI)
26. 🞎 Research multiple requirements for a single state for multiple product types (TOIs)
27. 🞎 Research multiple requirements for multiple states for a single product type (TOI)
28. 🞎 Research multiple requirements for multiple states for multiple product types (TOIs)
29. 🞎 Research a single requirement for a single state for single product types (TOIs)
30. 🞎 Research a single requirement for a single state for multiple product types (TOIs)
31. 🞎 Research a single requirement for multiple states for a single product type (TOI)
32. 🞎 Research a single requirement for multiple states for multiple product types (TOIs)
33. 🞎 N/A
34. When I perform filing requirements research, I typically: *(Select one)*
35. 🞎 Research multiple requirements for a single state for a single product type (TOI)
36. 🞎 Research multiple requirements for a single state for multiple product types (TOIs)
37. 🞎 Research multiple requirements for multiple states for a single product type (TOI)
38. 🞎 Research multiple requirements for multiple states for multiple product types (TOIs)
39. 🞎 Research a single requirement for a single state for single product types (TOIs)
40. 🞎 Research a single requirement for a single state for multiple product types (TOIs)
41. 🞎 Research a single requirement for multiple states for a single product type (TOI)
42. 🞎 Research a single requirement for multiple states for multiple product types (TOIs)
43. 🞎 N/A

**PRODUCT DEVELOPMENT AND POLICY FORMS**

If 2a/e, then skip:

1. Which of the following best describes your business unit’s operations with respect to product development and policy forms? *(Select one)*
2. 🞎 We rely primarily on bureaus (ISO, AAIS, SFAA, etc.) for our policy forms with very few company developed endorsements or modifications.
3. 🞎 The majority of our policy forms are already developed or are bureau-based with some revisions or endorsements developed internally.
4. 🞎 We primarily market standard products and develop the majority of our policy language internally.
5. 🞎 We primarily market standard products and rely on external consulting firms for policy development.
6. 🞎 We primarily market specialty products and develop the majority of our policy language internally.
7. 🞎 We primarily market specialty products and rely on external consulting firms for policy development.
8. 🞎 N/A
9. When developing or researching policy forms, which source do you use most often to research state requirements? *(Select one)*
10. 🞎 State websites, checklists, bulletins
11. 🞎 NAIC’s Product Requirements Locator
12. 🞎 Third-party product or subscription services

* Identify the service: \_\_\_\_\_\_\_\_\_

1. 🞎 Internally collected/managed documentation
2. 🞎 N/A
3. When developing or researching policy forms, indicate the helpfulness of each source:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Least Helpful |  |  |  | Most Helpful |  |
|  | 1 | 2 | 3 | 4 | 5 | N/A |
| * 1. State websites, checklists, bulletins | ⭘ | ⭘ | ⭘ | ⭘ | ⭘ | ⭘ |
| * 1. NAIC’s Product Requirements Locator | ⭘ | ⭘ | ⭘ | ⭘ | ⭘ | ⭘ |
| * 1. Third-party product or subscription services | ⭘ | ⭘ | ⭘ | ⭘ | ⭘ | ⭘ |
| * 1. Internally collected/managed documentation | ⭘ | ⭘ | ⭘ | ⭘ | ⭘ | ⭘ |

**RATING PLANS AND/OR MANUAL RULES**

If 2a/e, then skip:

1. Which of the following best describes your business unit’s operations with respect to rating plans and/or manual rules? *(Select one)*
2. 🞎 We rely primarily on bureaus (ISO, AAIS, SFAA, etc.) for our rating plans and/or manual rules with very few company exceptions or modifications.
3. 🞎 The majority of our rating plans and/or manual rules was already developed or is bureau-based with some revisions developed internally.
4. 🞎 We primarily market standard products and develop the majority of our rating plans and/or manual rules internally.
5. 🞎 We primarily market standard products and rely on external consulting firms for rating plans and/or manual rules.
6. 🞎 We primarily market specialty products and develop the majority of our rating plans and/or manual rules internally.
7. 🞎 We primarily market specialty products and rely on external consulting firms for rating plans and/or manual rules.
8. 🞎 N/A
9. When developing or researching rating plans and/or manual rules, indicate the source you use most often to research state requirements. *(Select one)*

a. 🞎 State websites, checklists, bulletins

b. 🞎 NAIC’s Product Requirements Locator

c. 🞎 Third-party product or subscription services

• Identify the service: \_\_\_\_\_\_\_\_\_

d. 🞎 Internally collected/managed documentation

e. 🞎 N/A

1. When developing or researching rating plans and/or manual rules, indicate the helpfulness of each source:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Least Helpful |  |  |  | Most Helpful |  |
| 1 | 2 | 3 | 4 | 5 | N/A |
| * 1. State websites, checklists, bulletins | ⭘ | ⭘ | ⭘ | ⭘ | ⭘ | ⭘ |
| * 1. NAIC’s Product Requirements Locator | ⭘ | ⭘ | ⭘ | ⭘ | ⭘ | ⭘ |
| * 1. Third-party product or subscription services | ⭘ | ⭘ | ⭘ | ⭘ | ⭘ | ⭘ |
| * 1. Internally collected/managed documentation | ⭘ | ⭘ | ⭘ | ⭘ | ⭘ | ⭘ |

1. In describing your need for a centralized source for product development and filings requirements information from all states: *(Select one)*
2. 🞎 No need, the tools currently offered are sufficient.
3. 🞎 Some need, I would use in certain situations but not regularly.
4. 🞎 Necessary, I would rely on this information during research, product development and/or the filing submission process.

**SPECIFIC PRODUCTS**

**Questions 16-25 apply to SERFF and related tools (e.g., product coding matrices, checklists, compendium of state laws):**

The SERFF system was designed to provide a single, electronic vehicle for the submission, review and disposition of rate and form filings to all states. <https://serff.com/>

1. I use SERFF: *(Select one)*
2. 🞎 Daily
3. 🞎 Weekly
4. 🞎 Monthly
5. 🞎 Less frequently than Monthly
6. 🞎 Never, but I know it exists.
7. 🞎 Never; I didn’t know it existed.
8. The following describes my thoughts/opinions regarding SERFF as a useful tool for Speed to Market: *(Select all that apply)*
9. 🞎 SERFF is hard to learn.
10. 🞎 SERFF is hard to use even after you become familiar with it.
11. 🞎 Submission requirements in SERFF are incomplete.
12. 🞎 Submission requirements in SERFF are out of date.
13. 🞎 SERFF does not contain the product requirement information I need.
14. 🞎 SERFF is a useful Speed to Market tool.
15. 🞎 Changes I recommend: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
16. 🞎 Other Comments:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**PRODUCT CODING MATRIX**

The two Product Coding Matrices (PCMs) were developed to provide a consistent set of codes to be used by all states to describe the different lines for which filings may be submitted.

Life and Health: <https://www.naic.org/documents/industry_pcm_lahac_2019.pdf?50>

Property & Casualty: <https://www.naic.org/documents/industry_pcm_p_c_2019.pdf?45>

1. I use the Product Coding Matrices: *(Select one)*
   1. 🞎 Daily
   2. 🞎 Weekly
   3. 🞎 Monthly
   4. 🞎 Less frequently than Monthly
   5. 🞎 Never, but I know they exist.
   6. 🞎 Never; I didn’t know they existed.
2. The following describes my thoughts/opinions regarding Product Coding Matrices (PCM) as a useful tool for Speed to Market: *(Select all that apply)*
   1. 🞎 It takes too long to get changes to the PCMs approved and implemented in SERFF.
   2. 🞎 The PCMs are confusing and I end up sending my filings on the wrong Type of Insurance (TOI) and sub TOI.
   3. 🞎 The PCM is a useful Speed to Market tool.
   4. 🞎 Changes I recommend: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   5. 🞎 Other Comments:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**REVIEW STANDARDS CHECKLISTS**

The review standards checklist was developed to provide compliance professionals with a set of guidelines as to each state’s review standards for the purposes of ensuring a filing meets review standards on its initial submission. States provide review standards checklists as a reference tool on their website and/ or require completion review standards checklists as part of the filing submission process.

1. I use the Review Standards Checklists: *(Select one)*
2. 🞎 Daily
3. 🞎 Weekly
4. 🞎 Monthly
5. 🞎 Less frequently than Monthly
6. 🞎 Never, but I know they exist.
7. 🞎 Never; I didn’t know they existed.
8. The following describes my thoughts/opinions regarding Review Standards Checklists as a useful tool for Speed to Market: *(Select all that apply)*
   1. 🞎 The Review Standards Checklists are a useful Speed to Market tool.
   2. 🞎 The Review Standards Checklists are NOT useful because: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   3. 🞎 Changes I recommend: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   4. 🞎 Other Comments:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

If 4 d/e, then ask #22 and #23; otherwise skip:

**PRODUCT REQUIREMENTS LOCATOR (PRL)**

The PRL is a tool that was developed to provide a single reference source for property & casualty insurance products to assist in the development of compliant policy language, rating plans and procedures.

<https://eapps.naic.org/prl/do/search/home>

1. I use the Product Requirements Locator: *(Select one)*
2. 🞎 Daily
3. 🞎 Weekly
4. 🞎 Monthly
5. 🞎 Less frequently than Monthly
6. 🞎 Never, but I know they exist.
7. 🞎 Never; I didn’t know they existed.
8. The following describes my thoughts/opinions regarding the Product Requirements Locator (PRL) as a useful tool for Speed to Market: *(Select all that apply)*
   1. 🞎 N/A I do not work with Property & Casualty business.
   2. 🞎 The PRL is useful for product development research.
   3. 🞎 The PRL is useful for compliance research.
   4. 🞎 The PRL is NOT useful because: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   5. 🞎 Changes I recommend: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   6. 🞎 Other Comments:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**COMPENDIUM OF STATE LAWS ON INSURANCE TOPICS**

The Compendium of State Laws on Insurance Topics is available on the NAIC website (<https://www.naic.org/prod_serv_alpha_listing.htm>). The Compendium is a three-volume compilation of legislative and regulatory data. It consists of more than 100 issue-specific charts, combining states' statutes and regulations on various insurance topics in a concise and clear format. The Compendium is available for purchase: 1) as a three-volume set in hard copy or USB, and 2) by quarterly update.

Compendium Table of Contents: <https://www.naic.org/documents/prod_serv_CSL_TOC.pdf>

1. I use the *Compendium of State Laws on Insurance Topics*: *(Select one)*
2. 🞎 Daily
3. 🞎 Weekly
4. 🞎 Monthly
5. 🞎 Less frequently than Monthly
6. 🞎 Never, but I know they exist.
7. 🞎 Never; I didn’t know they existed.
8. The following describes my thoughts/opinions regarding the *Compendium of State Laws on Insurance Topics* as a useful tool for Speed to Market: *(Select all that apply)*
   1. 🞎 The Compendium is useful for product development research.
   2. 🞎 The Compendium is useful for compliance research.
   3. 🞎 The Compendium is NOT useful because: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   4. 🞎 Changes I recommend: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
   5. 🞎 Other Comments:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**SPEED TO MARKET**

1. The single biggest obstacle to Speed to Market is\_\_\_\_\_\_\_\_\_\_\_
2. My suggestions for improving Speed to Market is\_\_\_\_\_\_\_\_\_\_\_
3. Any other suggestions or comments: \_\_\_\_\_\_\_\_\_\_\_\_\_