The SERFF Advisory Board met Dec. 7, 2019. During this meeting, the Advisory Board:

1. Reviewed its Summer National Meeting minutes.

2. Heard an update on System for Electronic Rate and Form Filing (SERFF) implementation projects and development activity.
   a. The SERFF team has introduced four releases since the Summer National Meeting. These releases included: security updates; a fix for PDF Pipelines that failed due to attachment sizes; an update to the text of the license agreement for third-party filers; functionality to support the block expiration policy; work to support the decommission of external hosters and the implementation of the NAIC hosting service; a new feature to allow state insurance regulators to set state-specific lists of “labels” and apply them to filings, which will undergo a beta period with several states, later to be rolled out to additional states and extended to the industry; as well as fundamental enhancements and fixes.
   b. Development for plan management plan year 2021 is underway.
   c. The SERFF Product Steering Committee (PSC) has held two conference calls to discuss potential enhancements and ongoing development. The next PSC call is planned for January 2020.
   d. The SERFF marketing team participated in the Association of Insurance Compliance Professionals’ (AICP) annual conference in Denver, CO. The marketing team has additionally been working to create a proof-of-concept collaboration space using SharePoint online for the Big Data (EX) Working Group.
   e. The SERFF implementation team has been working on communication and outreach regarding the new NAIC data hosting feature for SERFF.

3. Received an update on the data hoster solution.
   a. The SERFF Data Hosting fiscal was approved by the NAIC membership at the Summer National Meeting. Since its approval, initial efforts were put toward reaching affected customers; i.e., those who have previously been hosted with one of two vendors. This outreach has become one of the more challenging aspects of the project.
   b. The NAIC negotiated a Dec. 31 end date for both vendors after extensions were requested. This resulted in a project change request, which was submitted and approved in October to accommodate the project close date change into early 2020.
   c. Currently, the biggest risk to the project is the difficulty in reaching hosted customers for a decision regarding their hosting into next year. Ongoing efforts are being made to identify appropriate contacts and further explain the data hosting changes to customers prior to Dec. 31.

4. Received an update on NAIC financials as they relate to SERFF. NAIC staff addressed the Board with a report that illustrated SERFF-related revenues and expenses.

5. Heard an announcement regarding the 2020 SERFF Advisory Board appointment process. Applications for industry and consumer representative seats will be available in mid-December. Terms run from March 1, 2020, to Feb 28, 2021.

6. Heard an update from Commissioner Barbara D. Richardson (NV) related to the SERFF Assessment Request for Proposal. Interviews have been conducted with respondents. A recommendation will be given to the Executive (EX) Committee at this national meeting and contract negotiations will begin before year-end.