



# SERFF Licensing Requirement

Please answer the below questions to confirm you completed the Getting Started with SERFF tutorial and your understanding of the basic functionality of SERFF. Save the form to your computer, mark one answer per question, and then email the completed form to your assigned Product Specialist or to the SERFF Marketing & Implementation team at [serffmktg@naic.org](mailto:serffmktg@naic.org). A minimum score of 60% (6/10 correct) is required to complete the licensing process and obtain access to SERFF.

**Company Name:** \_\_\_\_\_

**Your Name:** \_\_\_\_\_

**1. How to create a company to file for?**

- ☐ Settings > Instance Preferences
- ☐ Settings > Companies
- ☐ Settings > Contacts
- ☐ All of the above

**2. What steps to take to respond to an objection?**

- ☐ Messages > Filing > Submit
- ☐ Filing Correspondence > Satisfy Documents > Add Scheduled Items
- ☐ Supporting Documentation > Change Schedule Items > Upload Documents > Filing Correspondence
- ☐ All of the above

**3. Where can you find the state contact information for state-specific questions?**

- ☐ Call the emergency contact
- ☐ SERFF State Participation
- ☐ Contact the SERFF Marketing Team
- ☐ Google

**4. Who can add the Companies and Contacts?**

- ☐ Configuration Manager
- ☐ User Admin
- ☐ Industry Filer
- ☐ Industry Record Retention

**5. What items can be put into My Workfolder?**

- ☐ Draft Filings
- ☐ Open Filings
- ☐ Messages
- ☐ All of the above

**6. How do you create a filing?**

- ☐ Call the SERFF Help Desk
- ☐ The User Admin is the only one who can create filings
- ☐ Run the EFT Report
- ☐ Select 'Create Filing' under the Filings tab

**7. How can you make a change to a submitted filing?**

- ☐ Create a new filing
- ☐ Ask the state to make the change for you
- ☐ Submit an amendment
- ☐ Create an objection

**8. How can you create a copy of the entire filing?**

- ☐ Batch PDF Queue
- ☐ Records Retention
- ☐ PDF Pipeline
- ☐ Settings

**9. Where can you look in SERFF for public access and state fee information?**

- ☐ Request Confidentiality
- ☐ Filing Fees tab
- ☐ State General Instructions
- ☐ Filing at a Glance

**10. How do you reconcile fees paid to the state in SERFF with your bank account debits?**

- ☐ EFT Report
- ☐ Billing Export
- ☐ Contact the Help Desk
- ☐ Search Report