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If you have any questions or need assistance with an issue listed in this document, please contact us:

SERFF Help Desk
SERFFHelp@naic.org

SERFF Plan Management Support
SERFFPlanMgmt@naic.org

ID	Area	State/ Industry	Short Description	Issue Description	Workaround
SERFF-8493	All	Both	User receives "Bad Gateway" error when uploading attachments	This is generally caused when an organization has configured their network infrastructure in such a way that browser traffic is routed through multiple unique IP addresses simultaneously.	Contact your company internal IT support. SERFF Help Desk can assist them with additional information.
SERFF-8493	All	Both	User receives "Bad Gateway" error when uploading attachments	This is generally caused when an organization has configured their network infrastructure in such a way that browser traffic is routed through multiple unique IP addresses simultaneously.	Contact your company internal IT support. SERFF Help Desk can assist them with additional information.
20813	Rate & Form	Both	Searches cannot be saved if criteria exceeds database limitation	Users cannot save blank searches or searches that would return the error "Search is too broad. Please enter additional criteria and try again."	Create multiple searches with smaller criteria sets and save
SERFF-6928	Rate & Form	Both	Supporting Doc attachments - Order changes after uploading	When uploading multiple attachments per schedule item, the order of the attachments will appear in random order after saving changes.	No workaround available
SERFF-7805	Rate & Form	Both	Cannot search by user if they have instance removed	Users who have previously been filers on an instance but have had an instance removed can no longer be searched for using the Users box on the search page.	Contact SERFF Help Desk
SERFF-7805	Rate & Form	Both	Cannot search by user if Industry Filer/ State Reviewer, or Industry Manager / State Manager roles are removed	Users who previously held the Filer / Reviewer or Manager role, but have had those roles removed, cannot be searched for using the Authors / Reviewers box on the Search page.	Contact SERFF Help Desk

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SERFF-8692	Rate & Form	Both	Company Order in Filing Fees Screen randomized	Companies will appear on the Companies & Contacts tab in the order in which they were added to the filing. However, on the Filing Fees tab, the order is randomized.	No workaround available
SERFF-9422	Rate & Form (IIPRC)	Industry	On IIPRC SOI, validation error when comments field left blank on revised SOI item.	When an industry user revises a submitted SOI schedule item, a validation error appears when the comments field is left blank.	Add blank spaces to the SOI schedule item comments field
SERFF-9190	Rate & Form (IIPRC)	Industry	Cannot add attachments to new Statement of Intent rows	This occurs after an Interstate Compact filing has been submitted. Users can add new SOI rows, but cannot add attachments to those rows.	Contact SERFF Help Desk
SERFF-9409	Rate & Form	State	Schedule Item Status dropdown is empty	After creating a paper filing, the schedule item status dropdown will appear blank, even if schedule item statuses are configured in the state instance settings.	Exit the filing and re-open it - the schedule item status dropdown will be populated
SERFF-9429	Rate & Form	State	Invalid field on P&C Disposition	When a state user selects "Add Rate Data? Y" for a P&C filing disposition, the "Change Period for Approved Rate:" field appears. This field cannot be edited and does not apply to P&C filings.	No workaround available. Field cannot be edited
SERFF-9259	Rate & Form	State	Adobe Error when opening Overall Reviewer Status Summary PDF report	State users will receive an Adobe 'Corrupt File' error when attempting to open a PDF Overall Reviewer Status Summary report, if the reviewer selected is not listed as a Primary Reviewer on any filing.	Download the report in an Excel format instead of PDF
SERFF-9937	Rate & Form	Both	Form Schedule appears excessively wide under the Form Number column	This occurs when the Form Number is of an excessive length (over 200 characters).	No workaround available.
SERFF-7053	PDF Pipeline	Both	Malformed PDFs in Pipeline generate a stack trace	Users will receive "An Error Has Occurred" when a malformed PDF is included and the filing is pipelined. This is most commonly caused by some types of scanners.	Recreate the PDF file and re-upload into SERFF

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SERFF-7090	PDF Pipeline	Both	PDF Pipeline has issues displaying long project names	The project name will overlap the Filing At A Glance information on the PDF Pipeline.	No workaround available
SERFF-7435	PDF Pipeline	Both	PDF Pipeline gives Internal Server Error	Occasionally, users will receive an "Internal Server Error" when attempting to pipeline a filing.	Pipeline is too large or contains a document with security, remove document or make pipeline smaller to run.
SERFF-8368	PDF Pipeline	Both	Empty Bookmarks generated when using PDF Pipeline	Intermittently the PDF pipeline includes invalid bookmarks that reference other filings or documents not included in the source filing.	Contact SERFF Helpdesk
72559	PDF Pipeline	Both	Invalid signature on PDF attachment after using Pipeline	A PDF signature becomes invalid when the file goes through Pipeline. Pipeline compiles the filing to into one PDF. Because of this, the PDF signature sequence changes, which invalidates the signature	No workaround available
SERFF-7511	SERFF Filing Access		SFA Public Access non-functional in compatibility mode	SFA Public Access search function does not work when Internet Explorer is in compatibility mode	Turn off compatibility mode for Internet Explorer
SERFF-7649	Plan Mgmt.	Industry	Blank HHS Issuer ID on Submitted Binder	On draft binders, If the industry user removes a state ID from the company configuration area from a company on a binder, this Issuer ID becomes blank on the Companies and contacts tab. This causes binders to be in an invalid state, as the Issuer ID is required for binder creation. Users can still submit their binders, and state users will be unable to transfer these plans.	Contact SERFF Plan Management Support
SERFF-7894	Plan Mgmt.	Industry	Industry User Cannot Submit Response Letter After Revising Template	When a user revises a QHP template on a previously submitted Binder, and removes the template attachment, they are unable to submit the change via an Amendment or Response Letter. (Note: only applies to State Based Exchanges)	Contact SERFF Plan Management Support

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SERFF-11219	Reports	State	Turnaround Report Date Range Search is Not Inclusive	The turnaround report states that the date range is inclusive but it is not.	Expand the date range within the search by one day.
SERFF-11674	Plan Mgmt.	State	The flag to "Do Not Transfer to Exchange" is removed after saving.	The "Do Not Transfer to Exchange" flag is being removed after saving and after transferring.	The items must be selected again for this option.
SERFF-12290	Filing Log	Both	Respond By Date updated in Objection letter date updated from is incorrect	The filing log shows an incorrect Respond By date if the date is updated within the Objection Letter	No workaround available
SERFF-12220	Post Submission Update Messages	Industry	Post Submission Update Messages are not generating to the Message Center	If a post submission update is submitted, allowed or disallowed, the messages are not generating to the message center.	No workaround available
SERFF-12291	IIPRC Add a State	Industry	If a state is added which requires EFT but EFT is not submitted the filer is not allowed to submit Post Submission EFT	If a state is added to a Compact filing which requires EFT but EFT is not submitted the filer is not allowed to submit Post Submission EFT.	Request the IIPRC to remove state and submit the request again with the EFT in the initial request.
	Amendment/Response Letter	Industry	Users cannot submit	If an Amendment/Response Letter contains a Statement of Intent (SOI) for the IIPRC and there is a validation error, the correspondence will not submit.	Return to the SOI and turn on validation mode, correct and save the errors.