

## Filing Requirements – Service Contracts (Obligors)

### **New or revised service contract forms must be filed in the SERFF system using the following guidance.**

All service contract (obligor) filings must be submitted electronically through SERFF. SERFF is a portal utilized by states for form submittal, document management and review. You can access the portal by going to [SERFF.com](http://SERFF.com) for more information on how to access SERFF and create an account can be found [here](#).

When submitting a service contract (obligor), the following are instructions to help the review of your filing:

- Using the following indicators in SERFF:
  - TOI = 33.0 – Other Lines of Business
  - Sub-TOI = 33.0004 – Service Contracts
  - Filing Type = Form
- Obligor must be listed as the ‘Filing Company’
- on the ‘Company and Contacts Tab’. Contact person’s name, address, phone and email contact must be provided on the ‘Company and Contacts Tab’.
- Product Standards must be completed and attached under Supporting Documentation: [PDF](#)
- Forms:
  - Must be attached to the Forms Schedule tab;
  - Each form is submitted as a separate pdf document;
  - Form numbers must be entered in the form number field exactly as they are printed on the attached pdf. Each form must have a unique identifying form number. The number will include the edition/version date of the document; and
  - Each pdf document must be under 3MB.
- If filing a revised form or replacing a previously filed form, a highlighted, annotated, red line, or side-by-side version of the form must be provided under the Supporting Documentation Tab. An explanation of changes made and why should be placed under Supporting Documentation.
- A copy of the reimbursement insurance policy should be attached to the Supporting Documentation Tab. If another form of financial responsibility is used (e.g. 10K), please attach that information to a separate schedule item under the Supporting Documentation tab in the SERFF submission.

- Home Service Obligor – must either be registered with the CCB (Construction Contractors Board), or must file a \$25,000 bond. If registered with the CCB, please provide the registration number under Supporting Documentation. If the \$25,000 bond applies, please provide proof of the bond under Supporting Documentation.
- All communication and disposition will be done within SERFF. This information is archived permanently in the SERFF system.