

# Washington State SERFF Motor Vehicle Service Contract Filing Instructions

Edition 08-14

## I. Filing requirements for motor vehicle service contract filers

- A. Filers must file all contracts in SERFF. See [WAC 284-20C-020\(2\)](#).
- B. Filers must not submit other types of service contracts with a motor vehicle service contract filing. Please refer to the definition of “contract” in [WAC 284-20C-005\(2\)](#) before filing your motor vehicle service contract, paying particular attention to the definition of “motor vehicle” in [WAC 284-20C-005\(2\)\(a\)](#).
- C. Under [WAC 284-20C-015](#) these instructions are incorporated by reference into the Washington Administrative Code.
- D. Filers must attach filed contracts to the Form Schedule tab. You must attach all other documents (such as correspondence, explanatory memorandums, side-by-sides or marked-up forms) to the Supporting Documentation tab.
- E. Filers must use the Type of Insurance (TOI) 33.0 and Sub-TOI 33.0004.
- F. Filers must use the filing type “Vehicle Service Contract.”
- G. Under [WAC 284-20C-020\(3\)](#) filers must not combine “prior approval” and “use and file” contracts in one filing.
- H. Filers must submit a completed compliance checklist with each new contract under the Supporting Documentation tab. See [WAC 284-20C-020\(6\)](#).
- I. See [WAC 284-20C-050](#) for rules for filings submitted by a third-party filer on behalf of a provider.

## II. Your filing is incomplete and will be rejected if:

- A. We cannot download your filing into our back office system. Common reasons filings cannot be downloaded include:
  - 1. Attachments are not formatted using a Distiller in PDF format.
  - 2. An incorrect WAOIC number is entered in the Filing Company Information, under the Companies and Contacts tab in the State ID Number field.
- B. You attach more than one contract to a row in the Form Schedule tab.
- C. You file for more than one service contract provider per filing.
- D. You file service contracts that do not meet the definition of a motor vehicle in [WAC 284-20C-005\(2\)\(a\)](#).
- E. You file under an incorrect filing type.

**NOTE:** When a filing is rejected, that filing is not considered to be filed with the commissioner.

## III. You must enter the contract number and edition identifier on the Form Schedule tab correctly.

- A. You must attach your contract on the **same row** as the form name, number and edition date fields.
- B. You must enter the form number and edition identifier correctly on the Form Schedule tab. Common errors include:
  - 1. Entering the edition date twice in the Form Number and Edition Date fields. For example, P1492 0407 is entered as **Form Number:** P14920407 **Edition Date:** 0407.
  - 2. Entering the edition date or edition identifier incorrectly. Please follow these instructions:
    - a. If you use traditional contract numbers and edition dates, you must enter numbers as they appear on the contract in the Form Number and Edition Date fields.
      - (1) If spacing exists between the contract number and edition date, the edition date is not part of the contract number, and must be entered in the **Edition Date** field. For example, P1492 0407 must be entered as **Form Number:** P1492 **Edition Date:** 0407.

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(2) If spacing does not exist between the contract number and edition date, the edition date is part of the contract number, and must be entered in the **Form Number** field. For example, P14920407 should be entered as **Form Number:** P14920407 **Edition Date** {Blank}.

- b. If you use an alternative method to identify the edition of the contract, you must enter the contract number and edition date the same way it is displayed on the contract.

### IV. Rules for responding to SERFF objection letters

- A. All attachments submitted with a response to an Objection Letter must be in PDF format.
- B. OIC must be able to determine which contracts are “Approved” or “Disapproved” when creating a Final Disposition Report. When responding to an Objection Letter, you must:
  1. *Amend Filing* to respond to an objection.
  2. *Revise a Schedule Item* to make changes to a contract that was previously submitted.
  3. *Add a Schedule Item* to add additional contracts that were not previously submitted.
  4. *Use General Update* to change a filing when the filing is in Review Pending. Review Pending is the state status when an OIC analyst has not reviewed the filing. Never use a General Update to change a filing after it has been reviewed by an OIC analyst.

### VI. After a Final Disposition by OIC Analyst

- A. To change an effective date: Submit a Note to Reviewer and ask to revise the effective date.
- B. If you must submit a new attachment to make a change or correction to a closed filing, you must contact the analyst who reviewed the filing (preferably by Note to Reviewer) and ask to re-open the filing. The analyst will review the filing and determine if you can make a change to the filing.
- C. If the analyst agrees to re-open the filing, you can make changes and corrections without making a new SERFF filing.
- D. If the analyst determines the filing cannot be re-opened, you must make a new filing in SERFF.

### For questions related to SERFF filing procedures, contact:

Rates and Forms Help Desk  
(360) 725-7111  
[RFHelpDesk@oic.wa.gov](mailto:RFHelpDesk@oic.wa.gov)