

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
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