



**RICARDO LARA**  
CALIFORNIA INSURANCE COMMISSIONER

## **NOTICE**

**TO: All Interested Persons**

**DATE: November 5, 2020**

**RE: SERFF Access to Life, Disability and Health Policy Forms and Reports**

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To reduce the need for the public to visit the California Department of Insurance (Department) offices during the pendency of the COVID-19 pandemic, effective November 1, 2020, the Department established online public access to life, disability and health policy forms approved for use in California and reports through the National Association of Insurance Commissioners (NAIC) System for Electronic Rate and Form Filings (SERFF). Access through the SERFF system to these policy forms and reports is available at no cost.

Access to the California approved life, disability and health policy forms and reports through SERFF online access may be found at <https://filingaccess.serff.com/sfa/home/CA>.

If you encounter any issues with accessing the SERFF online access, please contact SERFF Help Desk at (816)783-8990 Monday through Friday from 8:00am to 5:00pm CST or e-mail [sfahelp@naic.org](mailto:sfahelp@naic.org).

Although the Department's public viewing rooms remain available to the public, due to COVID-19, access to the Public Viewing Rooms is currently limited and appointments to use the public viewing rooms must be arranged in advance. The public is encouraged to utilize the SERFF online access whenever possible. Access to the public viewing rooms for those that do not have Internet availability can be arranged at the following contact numbers:

- Northern California: (415) 538-4300
- Southern California: (213) 346-6707

Any requests for additional information or questions regarding this notice should be directed to the following:

- Life and Disability: Leslie Tick, Assistant Chief Counsel, [Leslie.Tick@insurance.ca.gov](mailto:Leslie.Tick@insurance.ca.gov)
- Health: Christopher Citko, Assistant Chief Counsel, [Christopher.Citko@insurance.ca.gov](mailto:Christopher.Citko@insurance.ca.gov)