

# Filing Requirements

## Service Contracts (obligors)

New or revised service contracts (Obligor) forms submitted to Rates & Forms for review may be filed using one of the three options below:

### 1.) Filings submitted via SERFF:

- TOI = 33.0 – Other Lines of Business
- Sub-TOI = 33.0004 – Service Contracts
- Filing Type = Form
- Obligor/Warrantor 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: [Word](#), [PDF](#)
- Forms:
  - Must be attached to the Forms Schedule tab.
  - Each form 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.
  - Each pdf document must be under 3MB.
  - Do not attach .zip files.
- 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.
- A copy of the reimbursement insurance policy should be attached to the Supporting Documentation Tab if applicable.
- All communication and disposition will be done within SERFF. This information is archived permanently in the SERFF system.

### 2.) Filings submitted via CD:

- CD should be mailed to:
  - Oregon Insurance Division
  - Attn: Rates & Forms Unit
  - 350 Winter St. NE
  - Salem, OR 97301
- Documents on the CD must be in pdf format.
- Forms:
  - Each form as a separate pdf document.
  - Each form must have a unique identifying form number.
  - Each pdf must be under 3MB.
  - Documents cannot be accepted in a .zip file.
- Additional documents to include in the filing must each have their own separate pdf:
  - Cover letter including all form numbers exactly as they appear on the forms.
- Product Standards: [Word](#), [PDF](#)
  - Forms for review. (Each form must have a separate pdf.)
  - 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.
  - Email address that we can send correspondence and the final disposition.
  - A copy of the reimbursement insurance policy should be attached if applicable.
  - The OID is unable to permanently archive these submissions. The filer will need to maintain any permanent record of their filing materials and approvals.

### 3.) Filings submitted via paper:

- Mailed to:
  - Oregon Insurance Division
  - Attn: Rates & Forms Unit
  - 350 Winter St. NE
  - Salem, OR 97301
- Forms:
  - Each form must have a unique identifying form number.
- Additional documents to include in the filing:
  - Cover letter including all form numbers exactly as they appear on the forms.
  - Product Standards: [Word](#), [PDF](#)
  - 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.
  - Email address that we can send correspondence.
  - A copy of the reimbursement insurance policy should be attached if applicable.
  - The final disposition will be sent by email unless the filer provides a postage paid return envelope and second copy of the filing letter. The OID is unable to permanently archive paper submissions. The filer will need to maintain any permanent record of their paper filing materials.