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# NEWS

## Illinois Department of Insurance

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### Illinois Department of Insurance Provides Consumers Direct Access to Records

*Illinois is the third state to provide public access to insurance company filings*

**CHICAGO** – Illinois Department of Insurance (DOI) Director Andrew Boron today announced new online access for consumers to view insurance company records. Insurance product filings, such as rates and forms, filed with DOI are now available to the public through the online tool SERFF Filing Access (SFA). Illinois became the third state nationwide to implement the new service that will provide consumers direct access to insurance records.

“We are pleased to provide consumers direct access to review rate and form filings. The SERFF Filing Access demonstrates our commitment to protecting consumers by providing assistance and information which fosters a competitive insurance marketplace,” said DOI Director Boron.

Consumer access to public records is also an example of the department’s commitment to greater transparency. Prior to submitting a Freedom of Information request for records, the requestor (whether a consumer or member of the media) may first check the information is available to them via SERFF. All public records that have not been declared by law to be closed, for which DOI has legal custody and control, are available for inspection. Documents that are closed (not public) are not available on this website. Filings will be available electronically through SERFF upon the completion of DOI’s review. Access SERFF at <https://filingaccess.serff.com/sfa/home/il>.

SERFF was developed under the leadership of the National Association of Insurance Commissioners (NAIC). The initial purpose was to provide a cost-effective method for facilitating the submission, review and approval of product filings between state regulators and insurance companies. The system has undergone changes, including internet operation. The enhanced online SERFF system was used to facilitate efficient filing and review for the health insurance marketplace implementation. Regulators used SERFF to review rates and the system supported Qualified Health Plan submissions for the initial plan year implementation in 2013.

For assistance finding a filing or public access questions, contact DOI directly at (312) 814-8580 Monday through Friday from 8:30 a.m. to 5:00 p.m. (CST). *For technical difficulties or problems accessing the site, contact the SERFF Help Desk at 816-783-8990 or email [sfahelp@naic.org](mailto:sfahelp@naic.org).*

#### More Information

The Department’s mission is to protect consumers by providing assistance and information, by efficiently regulating the insurance industry’s market behavior and financial solvency, and by fostering a competitive insurance marketplace. The Illinois Department of Insurance assists consumers with all insurance complaints, including health, auto, life, and homeowner. Consumers in need of information or assistance should visit the Department’s web site at [insurance.illinois.gov](http://insurance.illinois.gov) or call our toll-free hotline at (866) 445-5364.

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