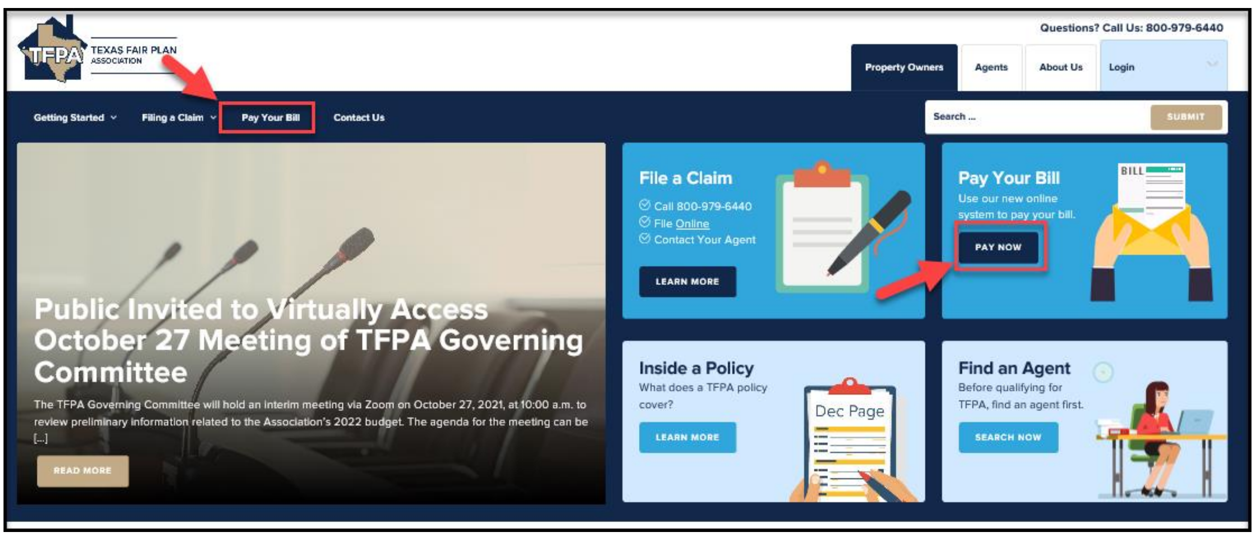
TFPA Setting Up 10-Pay Policyholder E-Payments

AGENTS: These directions assist your clients in using the policyholder payment portal, which can only be used by policyholders and not by agents.

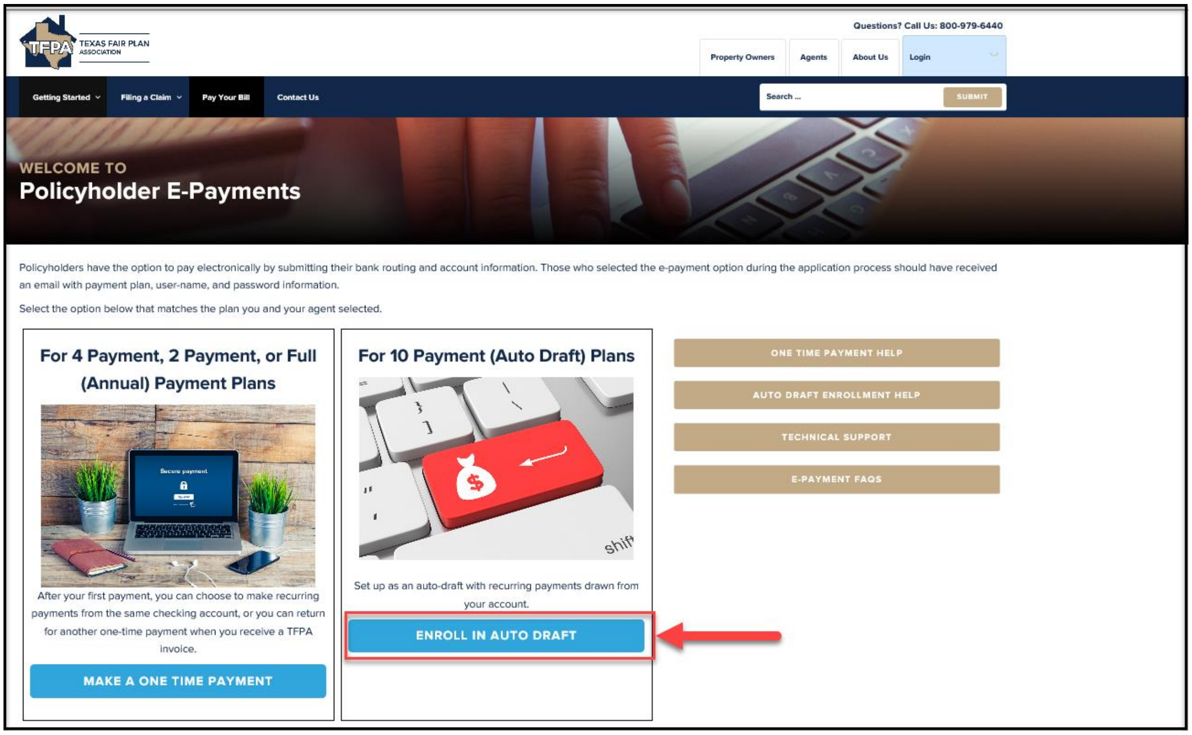
POLICYHOLDERS: This job aid walks through the steps needed to make a payment and manage your TFPA policyholder account. Please note: you will need your bank account and routing numbers in order to make online payments. TFPA does not accept credit card or debit card payments.

When your agent submitted the application either for a new policy or renewal to TFPA, they supplied your email address. You received a registration email from TFPA at that time. The email contains your payment plan information, User ID and password needed to register, and a link to the TFPA website (https://www.texasfairplan.org).

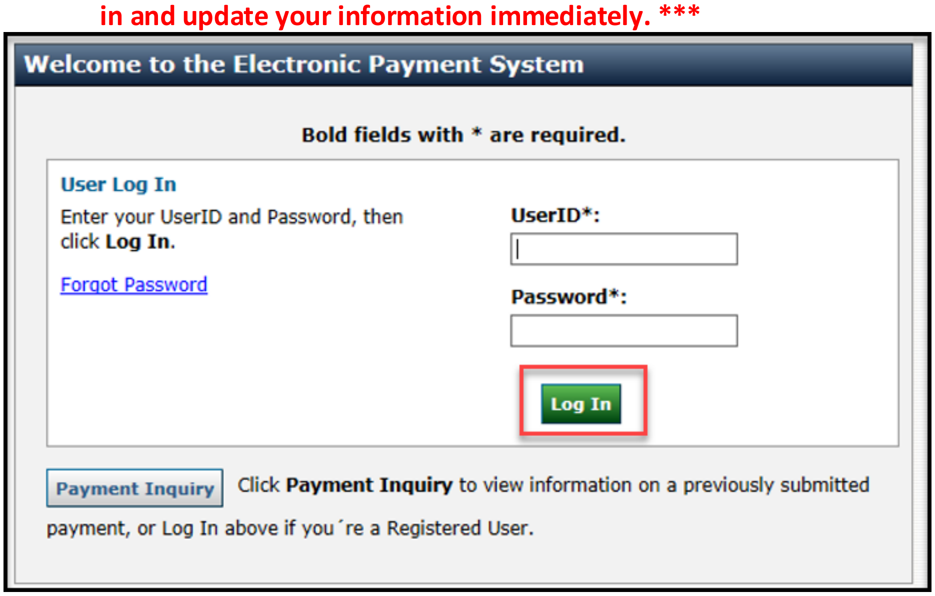
1. In order to access the policyholder payment site, go to the TFPA website (https://www.texasfairplan.org). You may either choose the "Pay Your Bill" in the top section or the "Pay Your Bill" tile on the right.



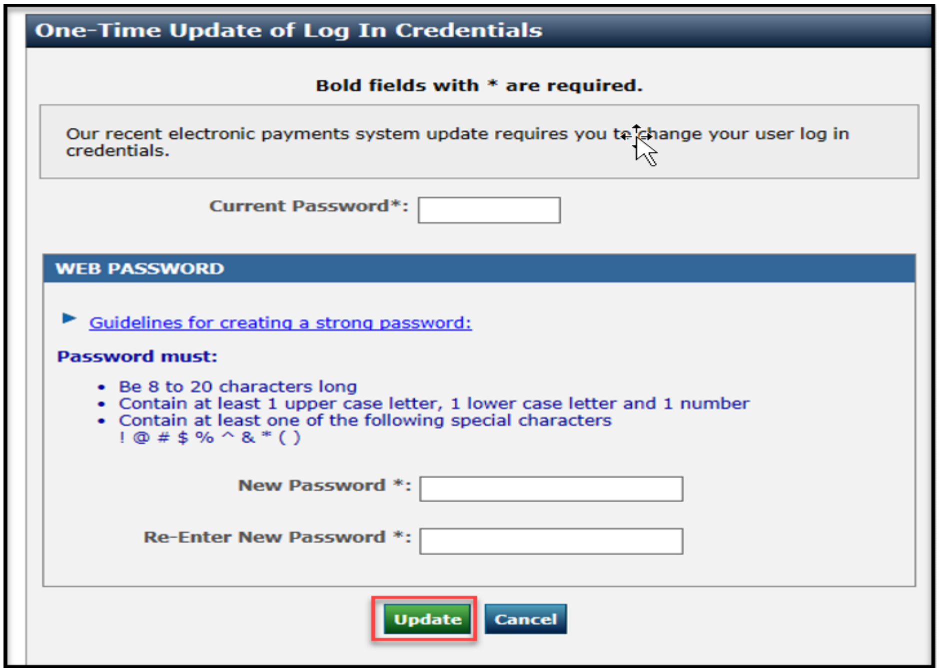
2. For the 10-Pay Payment option, choose “Enroll in Auto Draft.” You must enroll in auto payments for the 10-Pay plan.



3. The log in and registration screens are the same for all payment options. Enter your “User ID” and “Password” from the registration email and then select “Log In.” Your User ID is your TFPA Account Number, and your Password is ‘TX’ followed by the five-digit ZIP code of your property address (Ex. TX78748). If you need your login information, contact Agent Services either by email agentservices@twia.org or by calling 1-800-979-6443 (M-F from 8AM to 5PM). ***Please note: any reset passwords provided by Agent Services expire after 24 hours, so log in and update your information immediately. ***

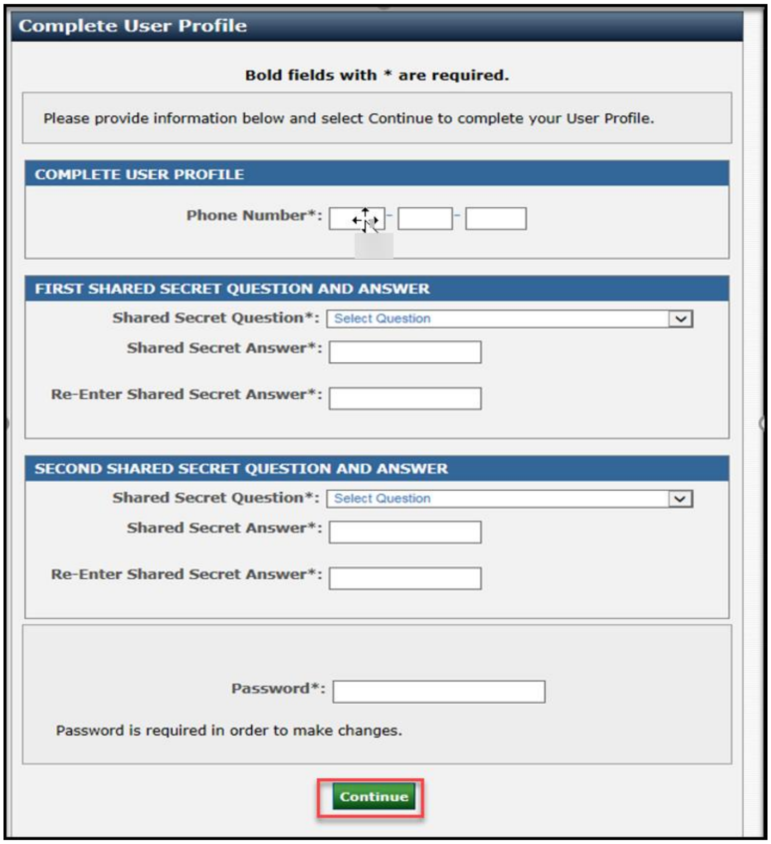


4. All policyholders are prompted to create new passwords the first time they log in. Make sure to complete all of the fields with an * by them. When finished, select “Update.”

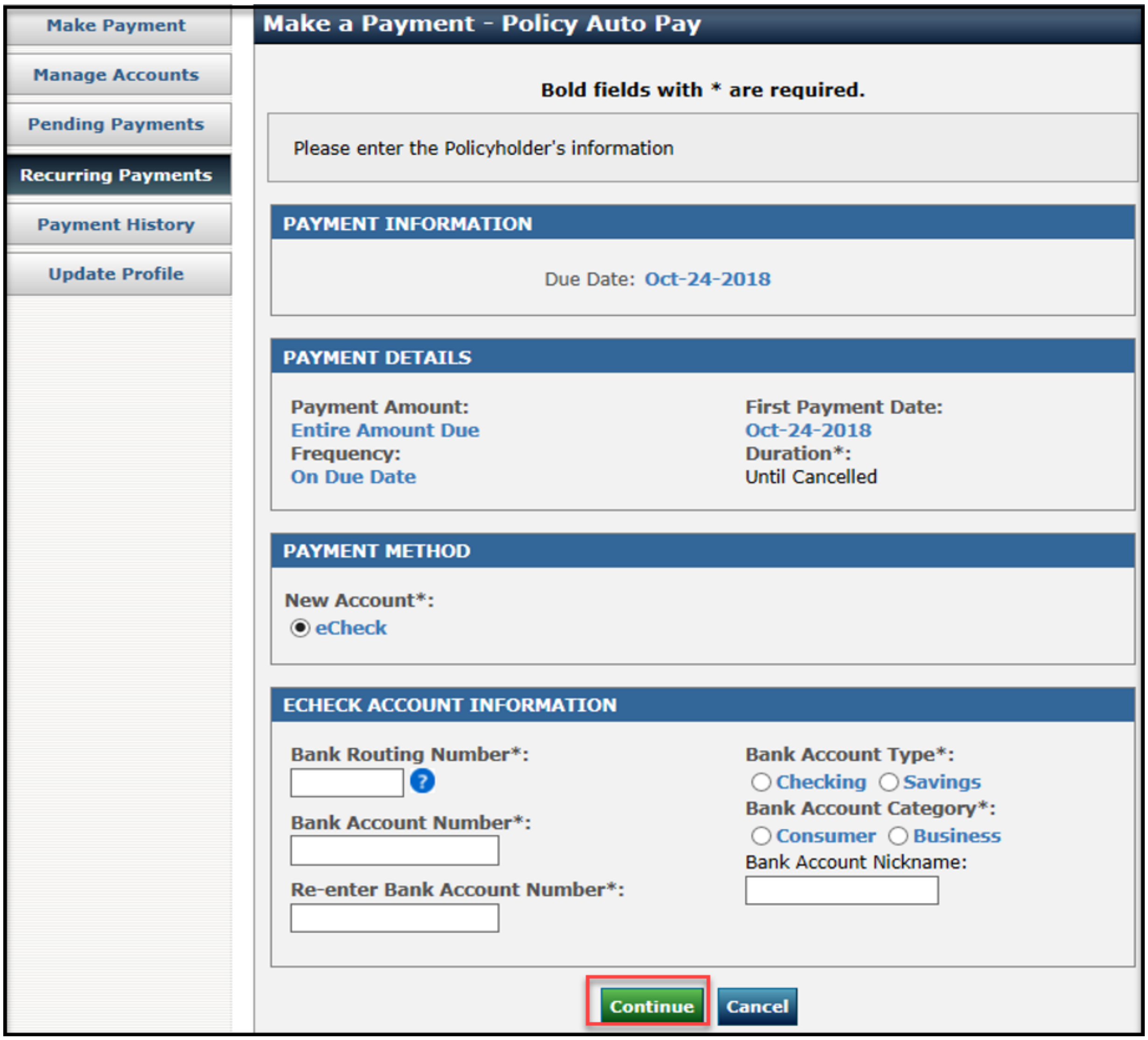


5. Click “Continue” on this screen.

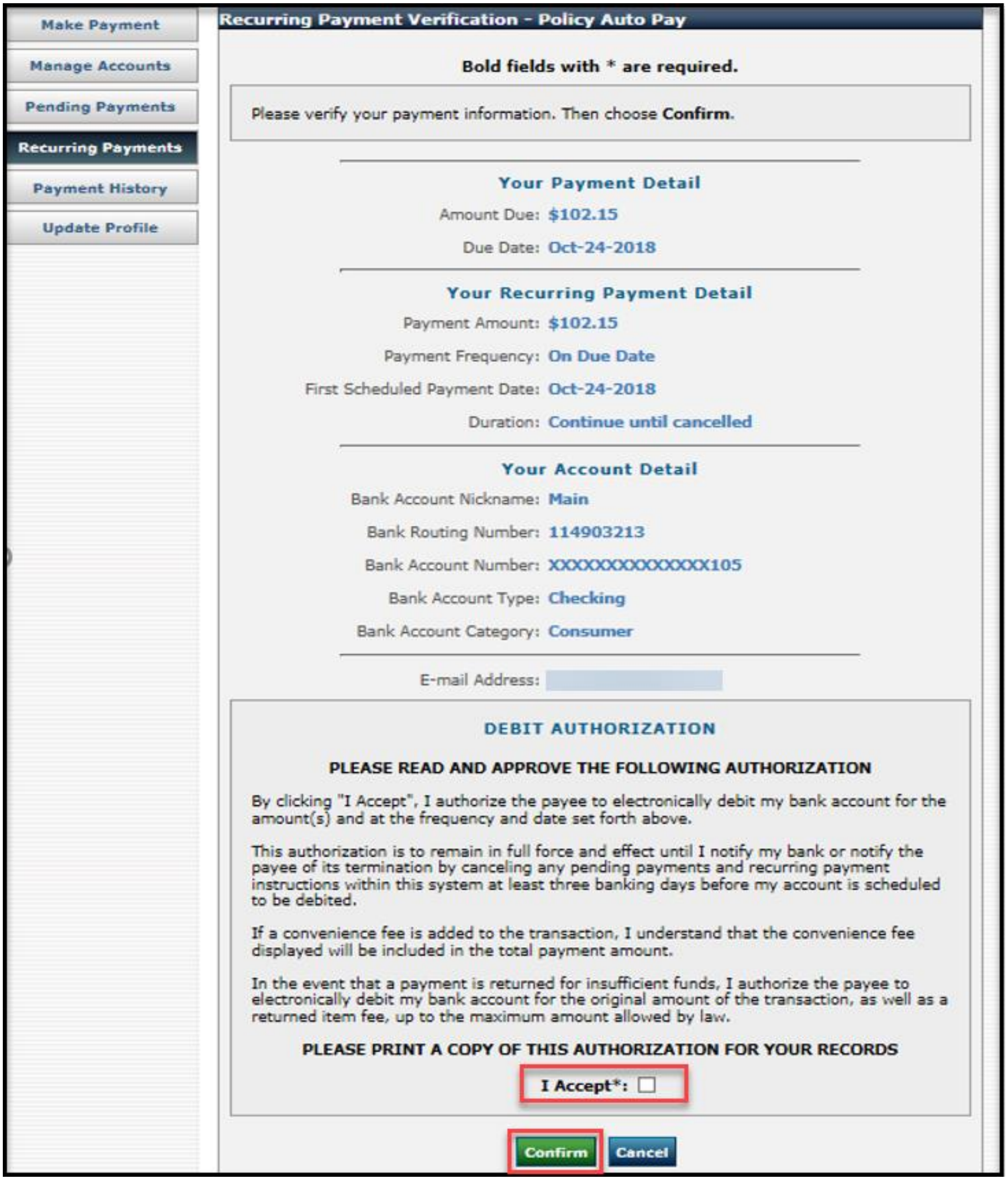
6. **Next, you will complete your user profile the first time you log in. Be sure to complete every field with an * by it and then select "Continue."**



7. To set up automatic recurring payments ("Auto Pay") for 10-Pay Plans, first select the "Recurring Payments" navigation tab on the left side of the screen. Enter the bank account information and complete all fields with an * by them. This bank account information will be automatically saved for future payments. Once the information is entered, click "Continue." **Please note: due dates cannot be adjusted.**



8. **The system will prompt you to verify the payment details and accept the "Debit Authorization." Once the authorization is accepted and the information is verified, click "Confirm." ***You will not be able to use this payment method if the Debit Authorization is not accepted.*****



Make Payment
Manage Accounts
Pending Payments
Recurring Payments
Payment History
Update Profile

Recurring Payment Verification - Policy Auto Pay

Bold fields with * are required.

Please verify your payment information. Then choose **Confirm**.

Your Payment Detail

Amount Due: **$102.15**
Due Date: **Oct-24-2018**

Your Recurring Payment Detail

Payment Amount: **$102.15**
Payment Frequency: **On Due Date**
First Scheduled Payment Date: **Oct-24-2018**
Duration: **Continue until cancelled**

Your Account Detail

Bank Account Nickname: **Main**
Bank Routing Number: **114903213**
Bank Account Number: **XXXXXXXXXXXXXX105**
Bank Account Type: **Checking**
Bank Account Category: **Consumer**

E-mail Address:

DEBIT AUTHORIZATION

PLEASE READ AND APPROVE THE FOLLOWING AUTHORIZATION

By clicking "I Accept", I authorize the payee to electronically debit my bank account for the amount(s) and at the frequency and date set forth above.

This authorization is to remain in full force and effect until I notify my bank or notify the payee of its termination by canceling any pending payments and recurring payment instructions within this system at least three banking days before my account is scheduled to be debited.

If a convenience fee is added to the transaction, I understand that the convenience fee displayed will be included in the total payment amount.

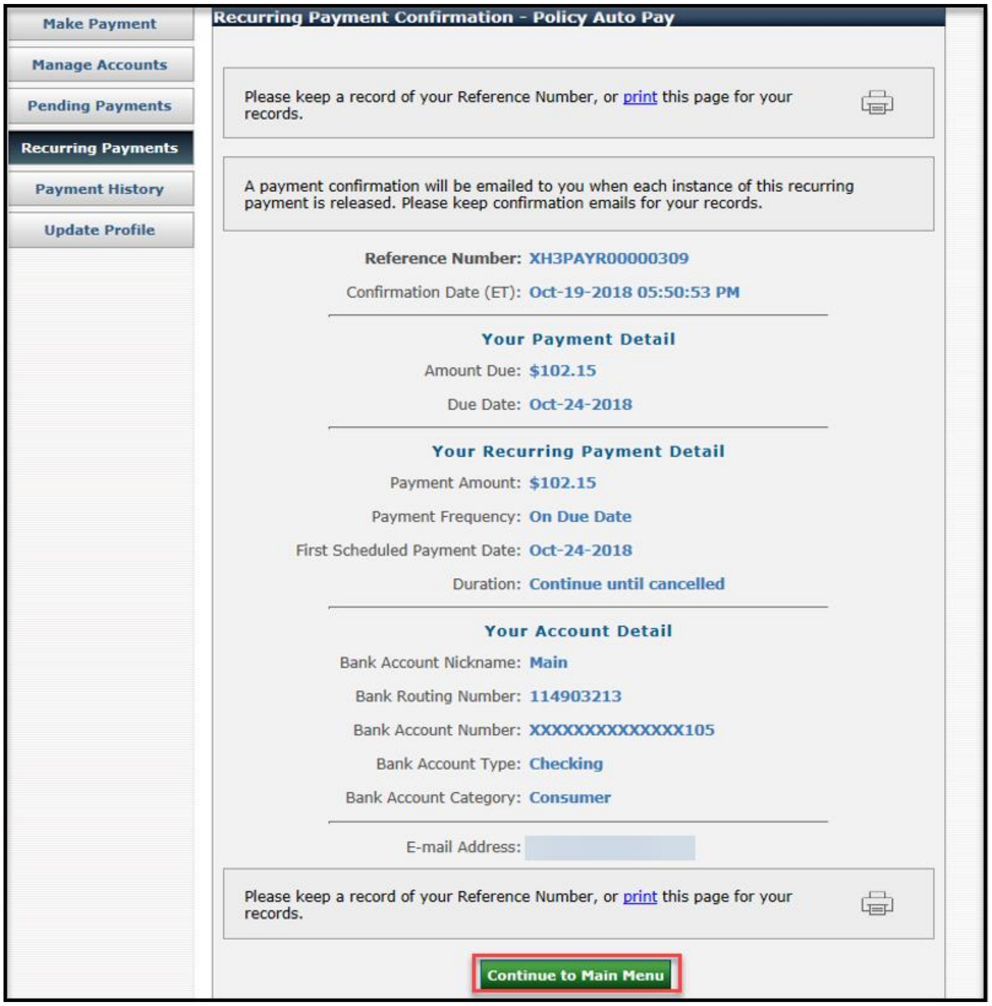
In the event that a payment is returned for insufficient funds, I authorize the payee to electronically debit my bank account for the original amount of the transaction, as well as a returned item fee, up to the maximum amount allowed by law.

PLEASE PRINT A COPY OF THIS AUTHORIZATION FOR YOUR RECORDS

I Accept*: ☐

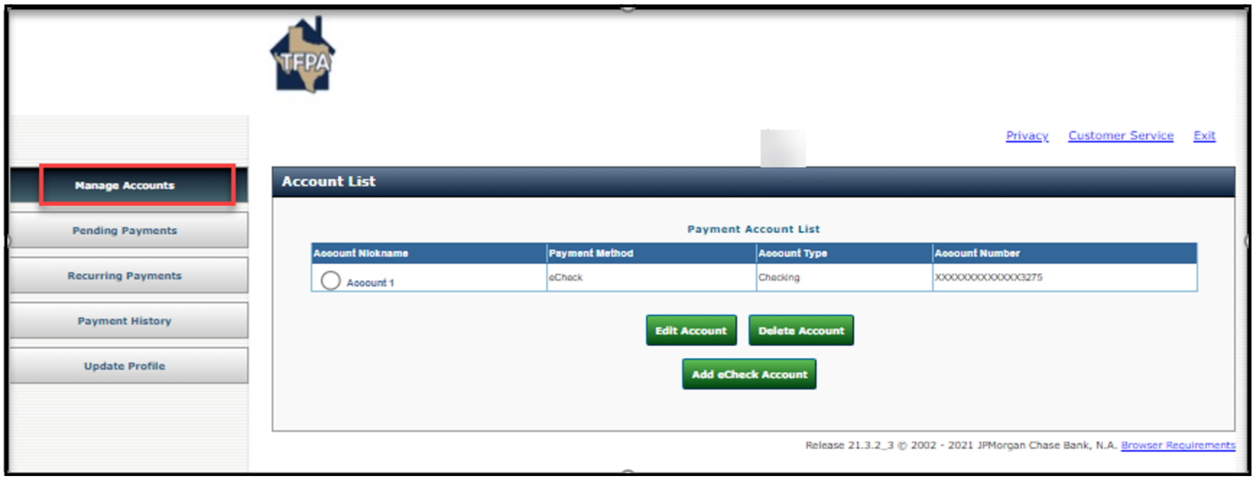
Confirm | Cancel

9. **Next a confirmation page will display details of the recurring payment. A copy will also be emailed to you. You may click "Continue to Main Menu" or close the browser window to end your session.**

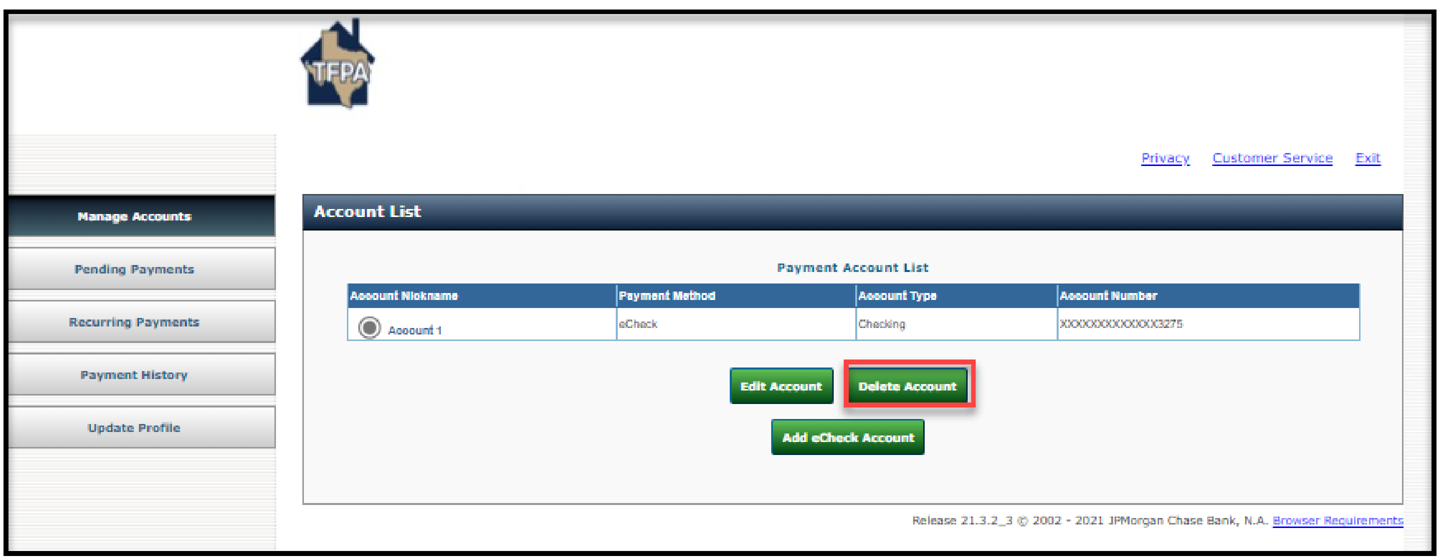


10. If at any time you need to change the bank account information for your auto draft, select the "Manage Accounts" navigation tab on the left once you are logged in to the E-Payments portal. You must delete the current bank account information and then enter the updated account information. Please DO NOT select "Edit Account."

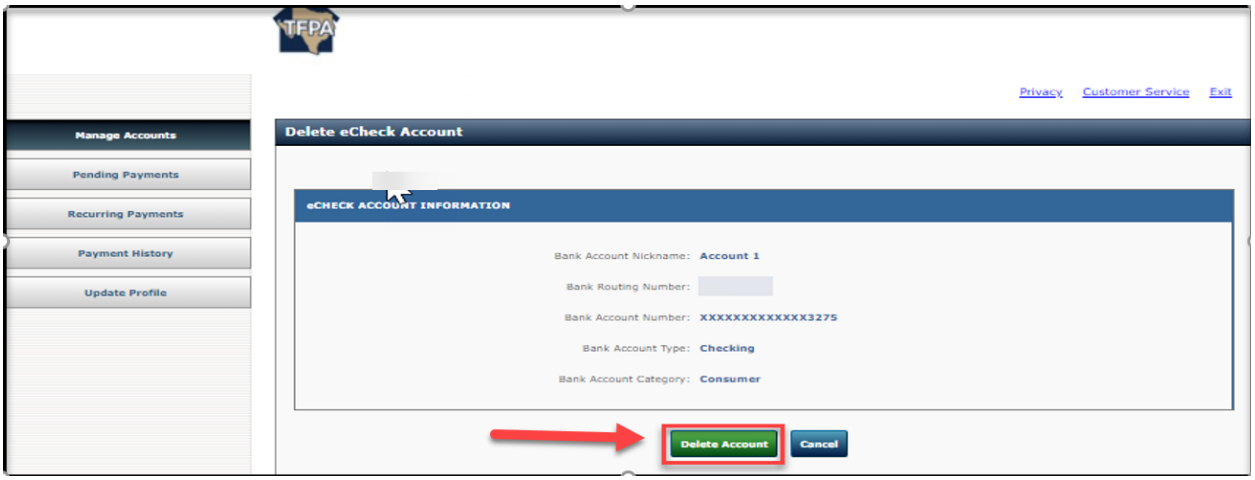
    Please note: If you have any pending payments (select "Pending Payments" tab on left to verify) and want to change the banking information on file, <u>you must cancel the scheduled payment(s) at least 3 days before the due date and make a new payment arrangement for the pending invoice(s).</u> Your options to pay any pending invoice(s) include: mailing in a check, making a One-Time Payment online or by making a payment over the phone with a TFPA representative.



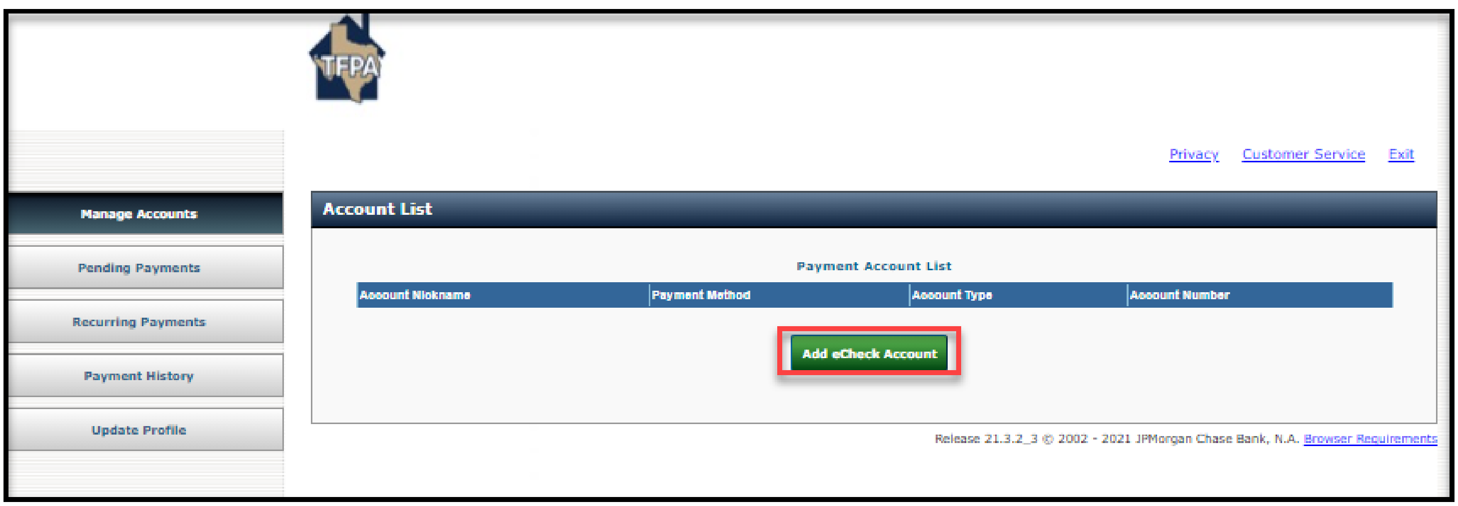
11. Select the account you want to replace and then click on "Delete Account."



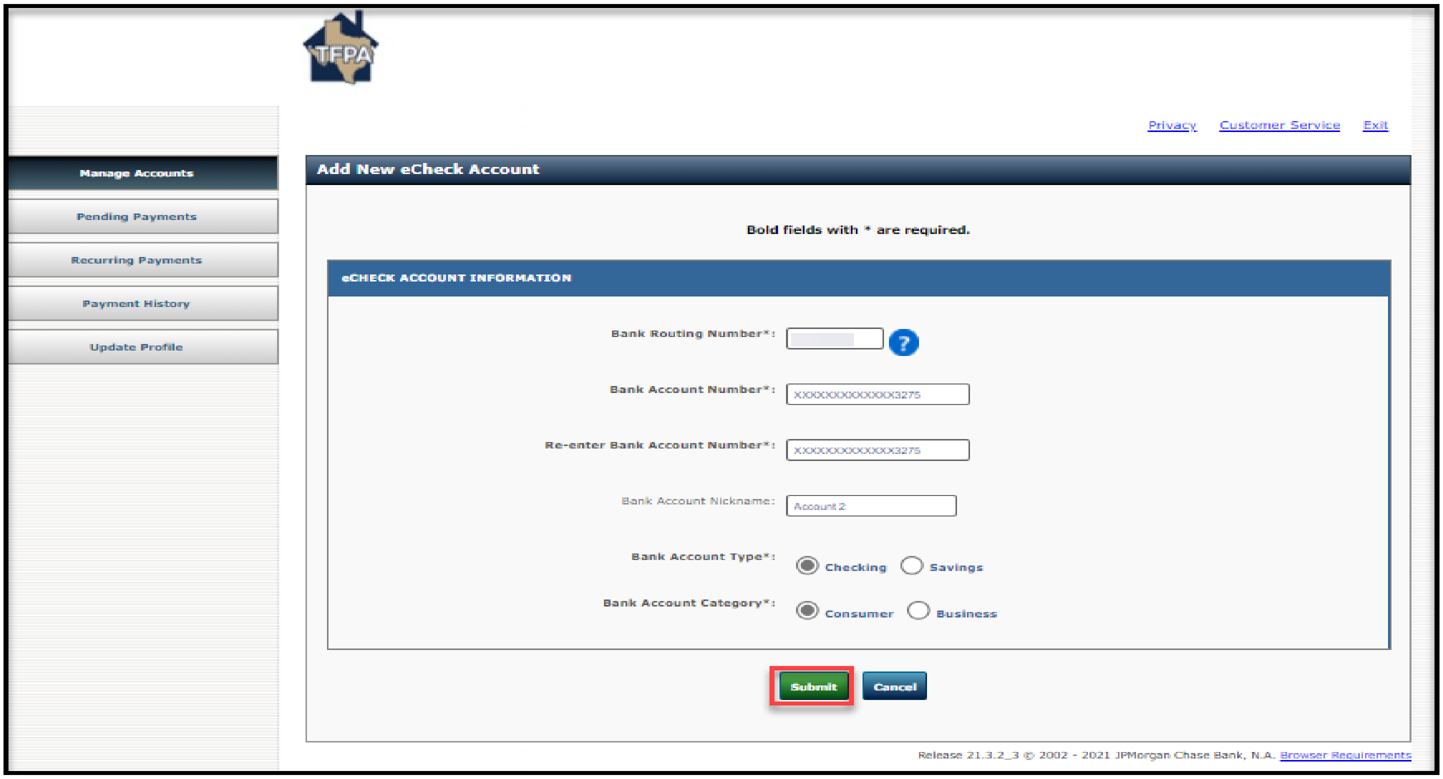
12. Next, confirm the eCheck Account information for the account you do NOT want to use and then select "Delete Account."



13. Next select "Add eCheck Account."



14. Add the information for the new account you would like to use and then select "Submit."



15. The new account information should be displayed on the screen and available for use. You may then exit or close the browser window.