

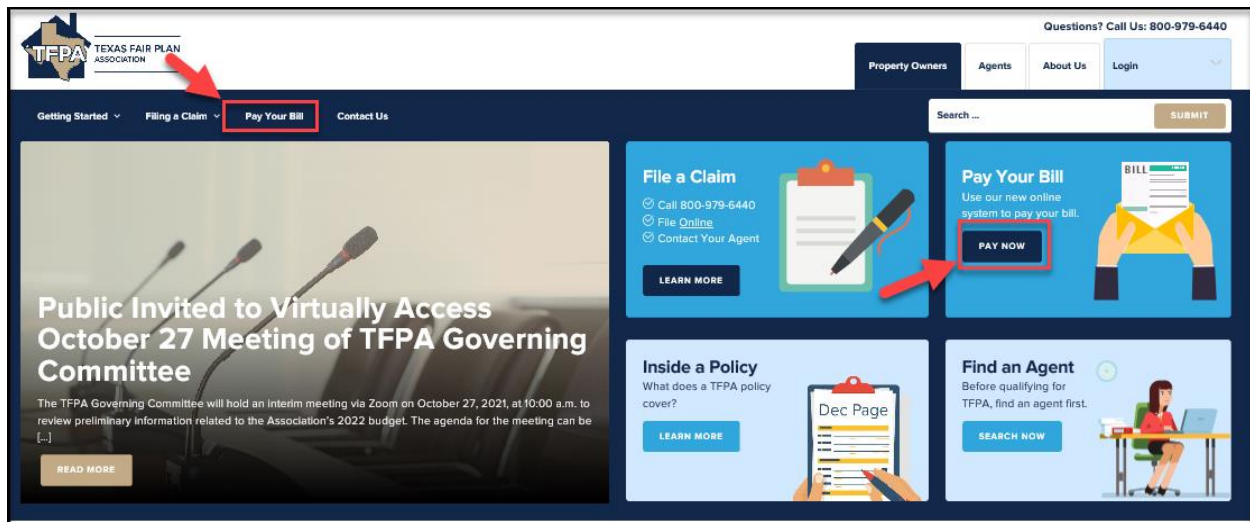
# TFPA Setting Up 10-Pay Policyholder E-Payments

**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.

TFPFA TEXAS FAIR PLAN ASSOCIATION

Questions? Call Us: 800-979-6440

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## WELCOME TO Policyholder E-Payments

Policyholders have the option to pay electronically by submitting their bank routing and account information. Those who selected the e-payment option during the application process should have received an email with payment plan, user-name, and password information.

Select the option below that matches the plan you and your agent selected.

### For 4 Payment, 2 Payment, or Full (Annual) Payment Plans

After your first payment, you can choose to make recurring payments from the same checking account, or you can return for another one-time payment when you receive a TFPFA invoice.

**MAKE A ONE TIME PAYMENT**

### For 10 Payment (Auto Draft) Plans

Set up as an auto-draft with recurring payments drawn from your account.

**ENROLL IN AUTO DRAFT**

ONE TIME PAYMENT HELP

AUTO DRAFT ENROLLMENT HELP

TECHNICAL SUPPORT

E-PAYMENT FAQs

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 TFPFA 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](mailto: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. \*\*\***

## Welcome to the Electronic Payment System

**Bold fields with \* are required.**

### User Log In

Enter your UserID and Password, then click **Log In**.

[Forgot Password](#)

**UserID\*:**

**Password\*:**

**Log In**

**Payment Inquiry** Click **Payment Inquiry** to view information on a previously submitted payment, or Log In above if you're a Registered User.



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."

The screenshot shows a web form titled "One-Time Update of Log In Credentials". At the top, it states "Bold fields with \* are required." Below this is a message box: "Our recent electronic payments system update requires you to change your user log in credentials." A mouse cursor points to the word "change". Below the message is a text input field labeled "Current Password\*:". Below that is a section titled "WEB PASSWORD" with a link "Guidelines for creating a strong password:". Under this link, it says "Password must:" followed by a bulleted list: "Be 8 to 20 characters long", "Contain at least 1 upper case letter, 1 lower case letter and 1 number", and "Contain at least one of the following special characters ! @ # \$ % ^ & \* ( )". Below the list are two text input fields: "New Password \*" and "Re-Enter New Password \*:". At the bottom of the form are two buttons: "Update" (highlighted with a red box) and "Cancel".

5. Click "Continue" on this screen.

The screenshot shows a confirmation screen titled "Update of Log In Credentials Complete". The main message is "Changes to your log in credentials are complete." Below this message is a green button labeled "Continue", which is highlighted with a red box.



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."

**Complete User Profile**

**Bold fields with \* are required.**

Please provide information below and select Continue to complete your User Profile.

**COMPLETE USER PROFILE**

Phone Number\*:  -  -

**FIRST SHARED SECRET QUESTION AND ANSWER**

Shared Secret Question\*:

Shared Secret Answer\*:

Re-Enter Shared Secret Answer\*:

**SECOND SHARED SECRET QUESTION AND ANSWER**

Shared Secret Question\*:

Shared Secret Answer\*:

Re-Enter Shared Secret Answer\*:

Password\*:

Password is required in order to make changes.

**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.**

<b>Make Payment</b>	<b>Make a Payment - Policy Auto Pay</b>
<b>Manage Accounts</b>	<b>Bold fields with * are required.</b>
<b>Pending Payments</b>	Please enter the Policyholder's information
<b>Recurring Payments</b>	<b>PAYMENT INFORMATION</b>
<b>Payment History</b>	Due Date: <b>Oct-24-2018</b>
<b>Update Profile</b>	<b>PAYMENT DETAILS</b>
	Payment Amount: <b>Entire Amount Due</b> First Payment Date: <b>Oct-24-2018</b>
	Frequency: <b>On Due Date</b> Duration*: <b>Until Cancelled</b>
	<b>PAYMENT METHOD</b>
	New Account*: <input checked="" type="radio"/> <b>eCheck</b>
	<b>ECHECK ACCOUNT INFORMATION</b>
	Bank Routing Number*: <input type="text"/> ?      Bank Account Type*: <input type="radio"/> <b>Checking</b> <input type="radio"/> <b>Savings</b>
	Bank Account Number*: <input type="text"/> Bank Account Category*: <input type="radio"/> <b>Consumer</b> <input type="radio"/> <b>Business</b>
	Re-enter Bank Account Number*: <input type="text"/> Bank Account Nickname: <input type="text"/>
	<input type="button" value="Continue"/> <input type="button" value="Cancel"/>





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.\*\*\*

<b>Make Payment</b>	<b>Recurring Payment Verification - Policy Auto Pay</b>
<b>Manage Accounts</b>	<b>Bold fields with * are required.</b>
<b>Pending Payments</b>	Please verify your payment information. Then choose <b>Confirm</b> .
<b>Recurring Payments</b>	<hr/>
<b>Payment History</b>	<b>Your Payment Detail</b>
<b>Update Profile</b>	Amount Due: <b>\$102.15</b>
	Due Date: <b>Oct-24-2018</b>
	<hr/>
	<b>Your Recurring Payment Detail</b>
	Payment Amount: <b>\$102.15</b>
	Payment Frequency: <b>On Due Date</b>
	First Scheduled Payment Date: <b>Oct-24-2018</b>
	Duration: <b>Continue until cancelled</b>
	<hr/>
	<b>Your Account Detail</b>
	Bank Account Nickname: <b>Main</b>
	Bank Routing Number: <b>114903213</b>
	Bank Account Number: <b>XXXXXXXXXXXXXXXX105</b>
	Bank Account Type: <b>Checking</b>
	Bank Account Category: <b>Consumer</b>
	<hr/>
	E-mail Address: <input type="text"/>
	<hr/>
	<b>DEBIT AUTHORIZATION</b>
	<b>PLEASE READ AND APPROVE THE FOLLOWING AUTHORIZATION</b>
	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.
	<b>PLEASE PRINT A COPY OF THIS AUTHORIZATION FOR YOUR RECORDS</b>
	<b>I Accept*: <input type="checkbox"/></b>
	<b>Confirm</b> <b>Cancel</b>





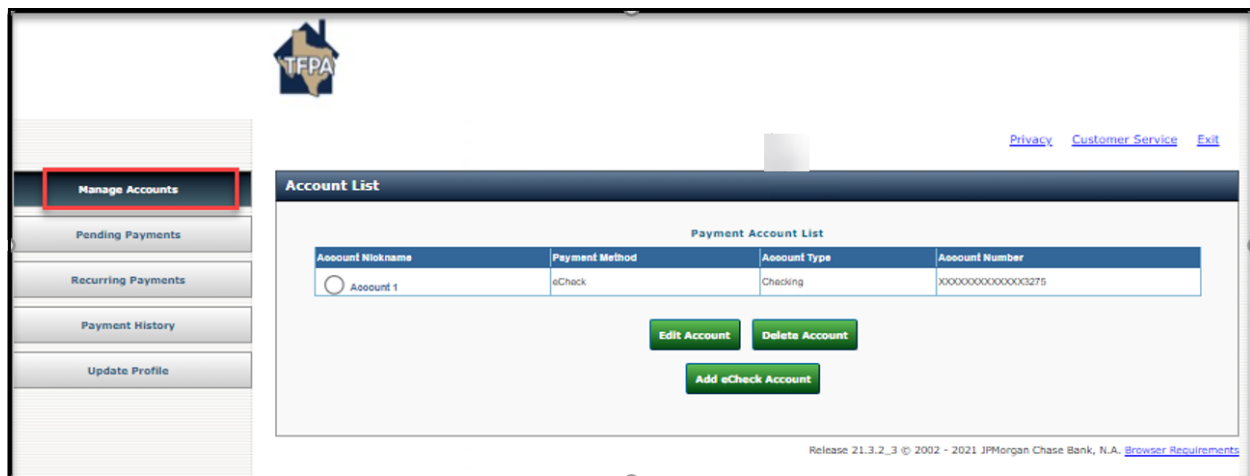
9. Next a confirmation page will display details of the recurring payment. A copy will also be emailed to you. You may click “Continue to Main Menu” or close the browser window to end your session.

<b>Make Payment</b>	<b>Recurring Payment Confirmation - Policy Auto Pay</b>
<b>Manage Accounts</b>	Please keep a record of your Reference Number, or <a href="#">print</a> this page for your records. 
<b>Pending Payments</b>	A payment confirmation will be emailed to you when each instance of this recurring payment is released. Please keep confirmation emails for your records.
<b>Recurring Payments</b>	<b>Reference Number:</b> XH3PAYR00000309
<b>Payment History</b>	Confirmation Date (ET): Oct-19-2018 05:50:53 PM
<b>Update Profile</b>	<hr/> <b>Your Payment Detail</b>
	Amount Due: <b>\$102.15</b>
	Due Date: <b>Oct-24-2018</b>
	<hr/> <b>Your Recurring Payment Detail</b>
	Payment Amount: <b>\$102.15</b>
	Payment Frequency: <b>On Due Date</b>
	First Scheduled Payment Date: <b>Oct-24-2018</b>
	Duration: <b>Continue until cancelled</b>
	<hr/> <b>Your Account Detail</b>
	Bank Account Nickname: <b>Main</b>
	Bank Routing Number: <b>114903213</b>
	Bank Account Number: <b>XXXXXXXXXXXXXXXX105</b>
	Bank Account Type: <b>Checking</b>
	Bank Account Category: <b>Consumer</b>
	<hr/> E-mail Address: <input type="text"/>
	Please keep a record of your Reference Number, or <a href="#">print</a> this page for your records. 
	<b>Continue to Main Menu</b>



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, 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). 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.\*\*\***



TFPA

Privacy Customer Service Exit

Manage Accounts

Pending Payments

Recurring Payments

Payment History

Update Profile

Account List

Payment Account List

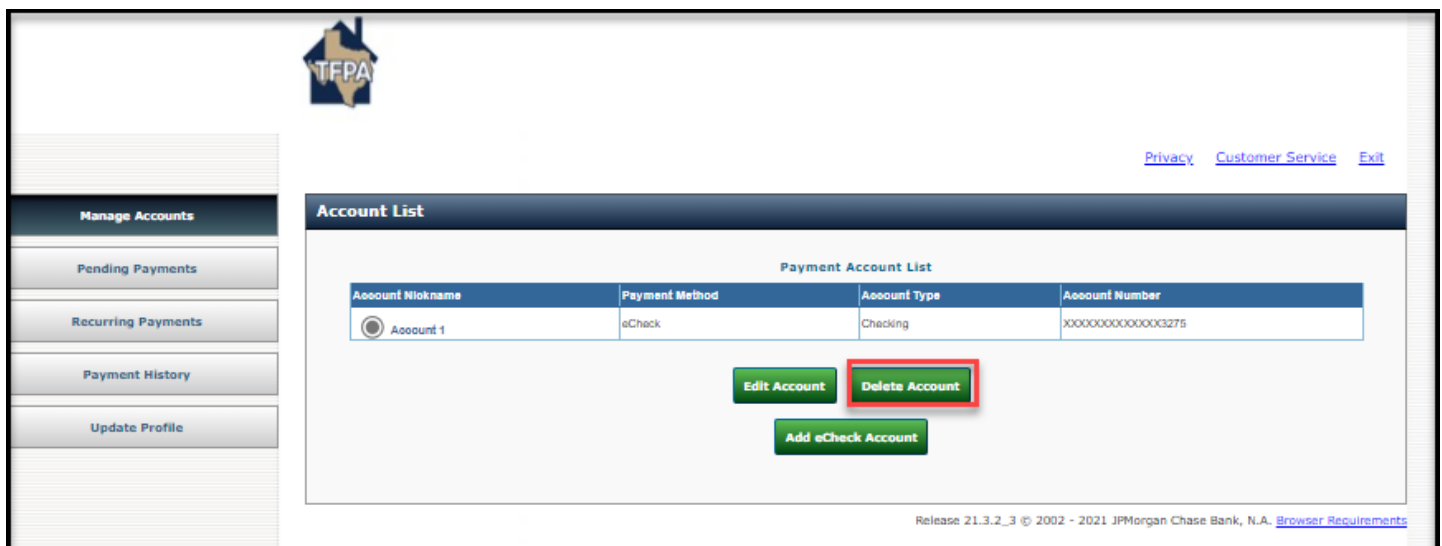
Account Nickname	Payment Method	Account Type	Account Number
<input type="radio"/> Account 1	eCheck	Checking	XXXXXXXXXXXX3275

Edit Account Delete Account

Add eCheck Account

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



TFPA

Privacy Customer Service Exit

Manage Accounts

Pending Payments

Recurring Payments

Payment History

Update Profile

Account List

Payment Account List

Account Nickname	Payment Method	Account Type	Account Number
<input checked="" type="radio"/> Account 1	eCheck	Checking	XXXXXXXXXXXX3275

Edit Account Delete Account

Add eCheck Account

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

TFPA

[Privacy](#) [Customer Service](#) [Exit](#)

**Delete eCheck Account**

**eCHECK ACCOUNT INFORMATION**

Bank Account Nickname: **Account 1**

Bank Routing Number:

Bank Account Number: **XXXXXXXXXXXX3275**

Bank Account Type: **Checking**

Bank Account Category: **Consumer**

**Delete Account** **Cancel**

13. Next select "Add eCheck Account."

TFPA

[Privacy](#) [Customer Service](#) [Exit](#)

**Account List**

Payment Account List

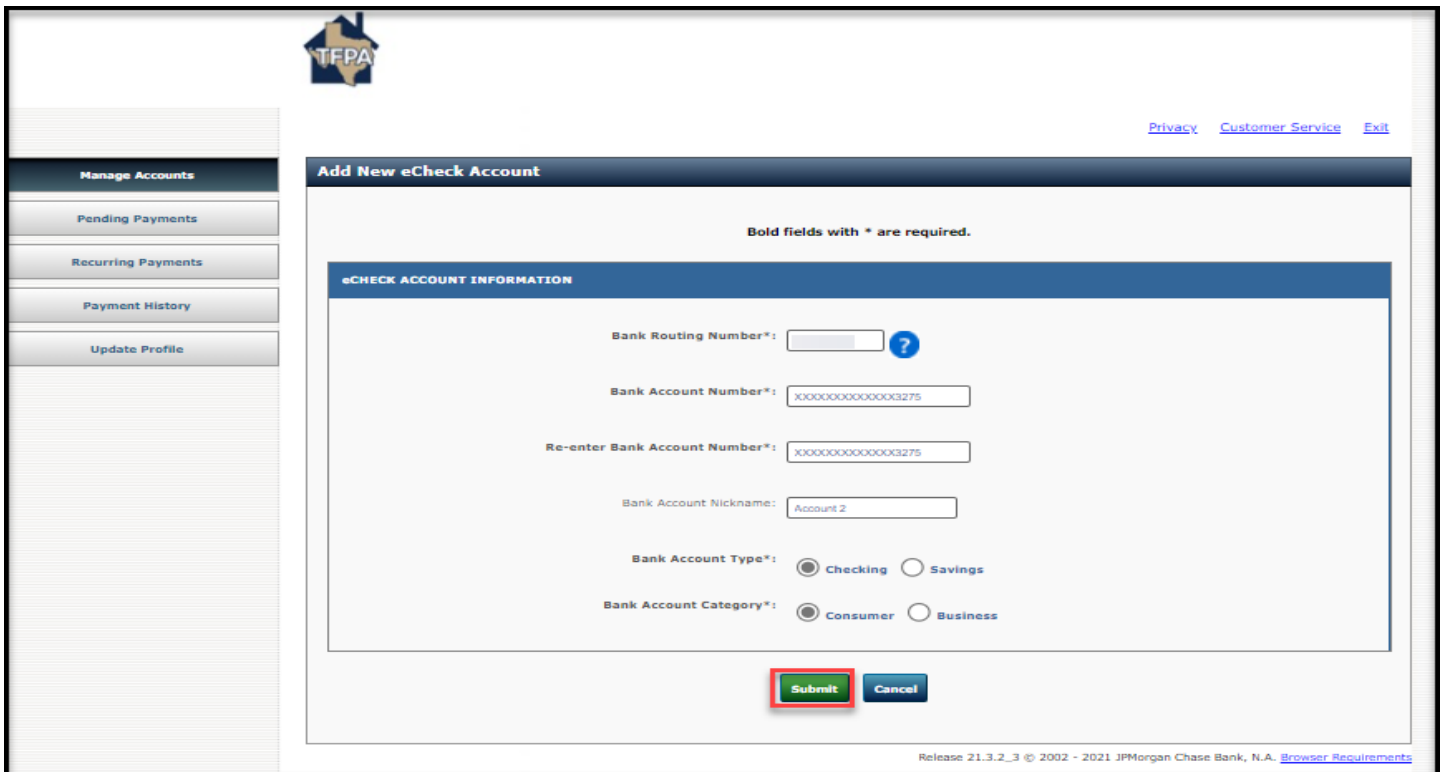
Account Nickname	Payment Method	Account Type	Account Number
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**Add eCheck Account**

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

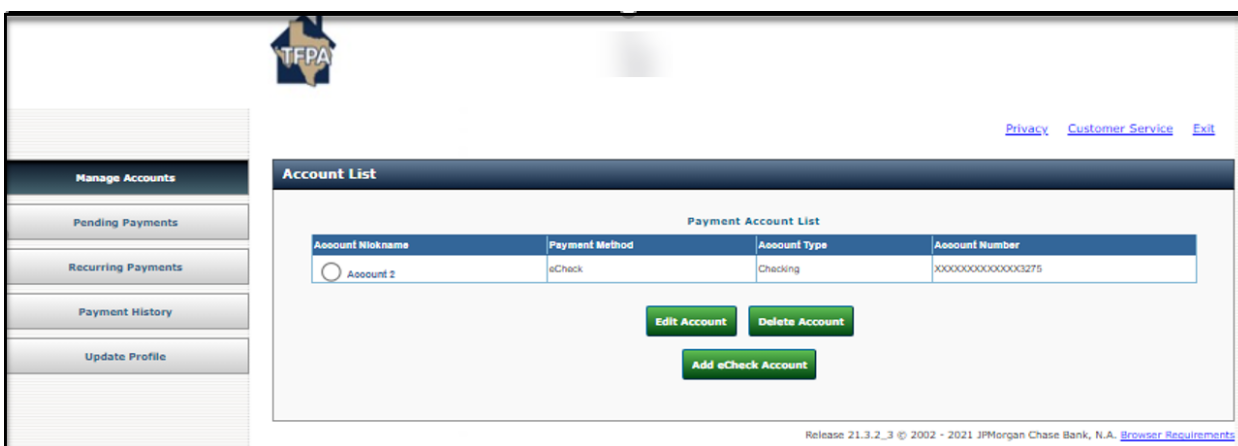


The screenshot shows the 'Add New eCheck Account' form. On the left is a sidebar with navigation links: 'Manage Accounts' (highlighted), 'Pending Payments', 'Recurring Payments', 'Payment History', and 'Update Profile'. The main content area has a header 'Add New eCheck Account' and a note 'Bold fields with \* are required.' Below this is a section titled 'eCHECK ACCOUNT INFORMATION' containing the following fields:

- Bank Routing Number\*: [text input] [help icon]
- Bank Account Number\*: [text input with value XXXXXXXXXXXX3275]
- Re-enter Bank Account Number\*: [text input with value XXXXXXXXXXXX3275]
- Bank Account Nickname: [text input with value Account 2]
- Bank Account Type\*: ☒ Checking ☐ Savings
- Bank Account Category\*: ☒ Consumer ☐ Business

At the bottom of the form are two buttons: 'Submit' (highlighted with a red box) and 'Cancel'. The footer text reads: 'Release 21.3.2\_3 © 2002 - 2021 JPMorgan Chase Bank, N.A. [Browser Requirements](#)'.

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



The screenshot shows the 'Account List' page. The sidebar is identical to the previous screen. The main content area has a header 'Account List' and a sub-header 'Payment Account List'. Below this is a table with the following data:

Account Nickname	Payment Method	Account Type	Account Number
<input type="radio"/> Account 2	eCheck	Checking	XXXXXXXXXXXXXXXX3275

Below the table are three buttons: 'Edit Account', 'Delete Account', and 'Add eCheck Account'. The footer text is the same as the previous screen: 'Release 21.3.2\_3 © 2002 - 2021 JPMorgan Chase Bank, N.A. [Browser Requirements](#)'.

