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1. Online Image Viewing

Agents now have the ability to view imaged output/documents online via the web through the producer portal. The option for agents to print an Association copy of the policy output is also available. Policy output/documents which will be accessible include the following:

- **Policy Declarations (DEC)**
  - New Business
  - Renewal
  - Amended

- **Invoices**
  - Additional Premium Due Notice
    - BILL FORM A2
    - BILL FORM A2N
    - BILL FORM A9
  - Collection Notice
    - BILL FORM E4
  - Expiration Notice
    - BILL FORM A8
    - BILL FORM A8M (Mortgagee notice)
  - Installment Notice
    - BILL FORM A10
    - BILL FORM N10 (NSF)
  - New Business Premium Due Notice
    - BILL FORM A13
  - Renewal Premium Due Notice
    - BILL FORM A7

- **Cancellations & Reinstatements**
  - Notice of Cancellation of Insurance
    - BILL FORM A3
    - BILL FORM A3M (Mortgagee notice)
    - BILL FORM A3N (NSF)
    - BILL FORM C01
  - Payment Received Notice
    - BILL FORM A6A
• Reinstatement Notice
  ▪ BILL FORM A6
  ▪ BILL FORM A6M (Mortgagee notice)
  ▪ BILL FORM A6N
  ▪ BILL FORM A6R

• Nonrenewals
  o Notice of Nonrenewal of Insurance
    ▪ BILL FORM C03
    ▪ BILL FORM NR3
  o 90 Day Letter
    ▪ BILL FORM NR9

• Inspection Reports
  o Inspection Report

Documents which will not be accessible include the following:

- Letters/Correspondence
- Endorsements/Change Requests
- CLUE Reports
- Claims Documents

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**Important Tip**

In order to view imaged output/documents, downloading plug-ins or viewers may be necessary. Agents are responsible for installing the necessary viewers in their own browser; however, links to aid in the installation of the Adobe PDF viewer, *AlternaTIFF* viewer, and *InterneTIFF* viewer are provided on the *Imaging Output* page, as illustrated in *Figure 1-6*.

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The *View Policy* option, which is used to allow an agent access to policy information for Homeowners (HO-A, HO-BT, HO-CONB) and Dwelling Fire (TDP1) insurance policies listed under their agent number, will be used as the starting point to view and/or print imaged output/documents.

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**Note**

Policy output/documents will not be available for online viewing until the following business day after a transaction was processed.
Follow the step-by-step instructions below to view and/or print imaged output/documents for applicable policies.

![TFPA Main Menu page](image)

*Figure 1-1 TFPA Main Menu page*

**Important Tip**
The only time you should use your browser's *Back Arrow* is when you are viewing a document in your image viewer. *See example in Figure 1-7.*
To Begin:

1. Place your mouse’s pointer over the Producers heading located on the Main Menu page

   When you do this, a hidden menu appears, as shown here:

   ![Producers options](image)

   Figure 1-2 Producers options

2. Select the View Policy option from the menu

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**Note**

If you have not already logged in, you will be navigated to the Log In page prior to the Policy Search page.
The Policy Search page appears:

![Policy Search Page Image]

**Figure 1-3 Policy Search page**

New Changes:

- The ‘Effective date’ field in the SEARCH BY EFFECTIVE DATE section has been changed to allow input of a date value without any slash marks, and with a two-digit year or a four-digit year. Acceptable date formats now include:
  - **MMDDYY**
  - **MMDDYYYY**
  - **MM/DD/YY**
  - **MM/DD/YYYY**

- The SEARCH BY ANY ONE OF THESE CRITERIA section in the upper right-hand portion of this page will no longer display the ‘Agent’ and ‘Sub-agent’ dropdowns
Important Tip
If any field is entered incorrectly, or if it is a required field and left blank, you will not be able to continue. A message will appear at the top of the page and a red arrow will identify any field(s) which may need to be entered or corrected. To view the error, move your mouse’s pointer over the red arrow. The error/edit message will appear.

3. To search by:
   - **Policy Number**, enter the primary insured’s policy number
     
       OR
     
   - **Effective Date**, enter the effective date of the policy term edition (format can be *MMDDYY, MMDDYYYY, MM/DD/YY, or MM/DD/YYYY*)
     
       OR

   - **Insured Name**, enter the primary insured’s last name
     
       OR

   - **Insured Name & Zip Code** (using Zip Code in combination with Last Name will allow for a more precise search):
     
       o enter the primary insured’s last name, and
     
       o enter the primary insured’s mailing address zip code (format is #######)

     OR

   - **Last Name, Zip Code, and Line of Business** (using Line of Business and Zip Code in combination with Last Name will allow for an even more precise search):
     
       o enter the primary insured’s last name, and
     
       o enter the primary insured’s mailing address zip code (format is #######), and
     
       o select either the *Dwelling Fire - Texas* or *Homeowners (Texas)* option from the Line of Business dropdown

Select the ‘Continue’ button in order to proceed with the search, or select the ‘Exit’ button to return to the *Main Menu*. If there is only one unique match, the user will be navigated directly to the *Policy Summary* page. If there is more than one match, the user will be navigated to the *Policy Search Results* page.

If the search criterion entered does not return a match, a message will be displayed indicating no matches were found.
The **Policy Search Results** page appears:

![Policy Search Results page](image)

**Figure 1-4 Policy Search Results page**

All policies and/or policy transactions which match the search criteria, even those that are expired or canceled, will be displayed. **If multiple transaction records for the same policy number are displayed, please be aware that:**

- The Term Effective Date of the record selected will impact which policy output/documents will be displayed

- Only output/documents which processed on or after the Term Effective Date will be displayed on the **Imaging Output** page (refer to **Figure 1-6**)

- If you would like to view all documents for all terms/editions, please select the policy record with the earliest Term Effective Date.

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**Note**

Only those policies and/or policy transactions associated with your agency will be returned as a result of your search.
4. Select the ‘Select’ button which corresponds to the appropriate policy transaction record in order to proceed, or select the ‘Exit’ button to return to the Main Menu page.

The Policy Summary page appears:

![Policy Summary Page](image)

**Figure 1-5 Policy Summary page**

New Changes for all users:

- The ‘Return to Search Results’ button is a new feature which will provide the ability to navigate back to the Policy Search Results page. This is beneficial in case the incorrect policy or policy transaction record was selected, and prevents from having to repeat the initial search.

- The ‘View Output’ button is a new feature which will provide the ability to view imaged output/documents for the accessed policy; output/documents can then be printed, if desired.

5. Select the ‘View Output’ button in order to proceed to the new Imaging Output page. If no output/documents are available for the policy, the following message will display: “No output present for this policy”.

TFPA Online Image Viewing Guide 11
The **Imaging Output** page appears:

![Image of Imaging Output page]

**Figure 1-6 Imaging Output page**

The **Imaging Output** page is a new page and will display a list of the imaged output/documents associated with the selected policy edition.

6. Select the ‘View’ button which corresponds to the specific document you would like to view; this will launch the installed browser tool for that image type. For example, a PDF image will display using the Adobe PDF viewer; a TIFF image would display using a TIFF viewer. For a list of document descriptions, please refer to pages 4-5 of this agent user guide.

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**Important Tip**

In order to view imaged output/documents, downloading plug-ins or viewers may be necessary. Agents are responsible for installing the necessary viewers in their own browser; however, links to aid in the installation of the Adobe PDF viewer, **AlternaTIFF** viewer, and **InternetTIFF** viewer are provided on the **Imaging Output** page, as illustrated above.
Selecting the ‘Go to Policy Summary’ button will return the user to the ‘Policy Summary’ page. Selecting the ‘Exit’ button will close the policy record and return the user to the Main Menu page.

When the ‘View’ button is selected, the viewer is launched and the imaged output/document selected displays:

**Figure 1-7 Sample Document in Viewer**

Options to Save, Print, etc. can be selected at this time from your viewer’s menu bar at the top of the page.

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**Important Tip**

Since Internet Explorer is not programmed to be able to read or display TIFF files, the print functionality within Internet Explorer cannot be used. Users should always use the Print icon within the plug-in viewer.
7. Select the browser Back Arrow in the upper left-hand corner to close the viewer and return to the *Imaging Output* page.

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**Important Tip**

The only time you should use your browser’s Back Arrow during the View Policy process is when you have launched a viewer to view imaged output/documents. You must select the Back Arrow to exit the viewer and return to the *Imaging Output* page.
# 2. Frequently Asked Questions (FAQ)

## Administrative Information

<table>
<thead>
<tr>
<th>Q</th>
<th>A</th>
</tr>
</thead>
<tbody>
<tr>
<td>I forgot my user ID and password. What do I do?</td>
<td>Please contact:&lt;br&gt; <strong>TFPA Agent Registrar</strong> – (512) 505-2199&lt;br&gt; Be prepared to provide the authorized agent or Agency name and/or TDI license number.</td>
</tr>
</tbody>
</table>

## Service Information

<table>
<thead>
<tr>
<th>Q</th>
<th>A</th>
</tr>
</thead>
<tbody>
<tr>
<td>I received an ERROR message. How should I report it to Texas FAIR Plan Association online?</td>
<td>We suggest you report the problem to Underwriting Customer Service by calling (800) 979-6440 before you close or leave Texas FAIR Plan Association online. Please be prepared to provide a detailed step-by-step description about your actions just prior to observing the problem. It is especially important to tell us:&lt;br&gt; 1. What you were trying to accomplish&lt;br&gt; 2. What happened or didn’t happen (be as specific as you can)&lt;br&gt; 3. Other facts, including the policy number, which might be important to our analysis</td>
</tr>
<tr>
<td>Who do I contact with questions or for help?</td>
<td>If you need assistance regarding online viewing and/or printing policy output/documents, please contact:&lt;br&gt; <strong>TFPA Agent Registrar</strong> – (512) 505-2295&lt;br&gt; If you would like to speak with a Customer Service Representative, please contact:&lt;br&gt; <strong>Underwriting Customer Service</strong> – (800) 979-6440</td>
</tr>
<tr>
<td>How do I change agent/agency information (address, phone, etc.)?</td>
<td>All agent/agency change requests should be faxed to the attention of:&lt;br&gt; <strong>TFPA Agent Registrar</strong> – (800) 979-6441</td>
</tr>
</tbody>
</table>
## General Information

<table>
<thead>
<tr>
<th>Q</th>
<th>I see a red arrow display just to the left of my entry. What does this mean?</th>
<th>A</th>
<th>The red arrow indicates there is a problem with the response in the corresponding field. Usually, incorrect information was selected, or entered. Additionally, the field may have been formatted incorrectly, or required information may have been omitted. If you place your mouse pointer directly over the red arrow, a brief a description of the problem will be provided.</th>
</tr>
</thead>
</table>
| Q | How do I return to previous pages? | A | If your current page displays a button labeled “Back” or “Previous”, please select that button to return to the previous page.  

**DO NOT USE THE BACK ARROW TO RETURN TO A PREVIOUS PAGE!!**  

The only time you should use your browser's Back Arrow is when you are viewing an image in your viewer. You must select the Back Arrow to exit the viewer and return to the Imaging Output page. |
| Q | Why can’t I use the Back Arrow browser button? | A | Your browser does not notify Texas FAIR Plan Association online that you have used the Back Arrow button to move to a different page. If you use the browser’s Back Arrow button, navigation errors may occur. |
| Q | I need to refer to my Texas FAIR Plan Association Policy, Rating and Underwriting Manual. Can I see it online? | A | If you are in the middle of viewing policy images, open another web browser and select the Forms & Manuals option from the Information Center menu on the home page; then, select the Texas FAIR Plan Manual option.  
Or  
If you do not have a View Policy session open, simply select the Forms & Manuals option from the Information Center menu on the home page; then, select the Texas FAIR Plan Manual option. |
| Q | I was in the middle of viewing a policy record and was interrupted. When I came back, I had to log in again. Why? | A | After a certain period of inactivity, your logon session expires. |
| Q | I received a message indicating that "This policy is currently being accessed by _____". What do I do? | A | This is an indication that the policy you were attempting to access is currently locked. Please call Underwriting Customer Service at (800) 979-6440 for assistance. Be prepared to provide the policy number, or the insured’s last name and mailing zip code. |