



TEXAS FAIR PLAN
ASSOCIATION



Texas FAIR Plan

Policy System Information Guide

October 22, 2018

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For all new business applications, please refer to <https://www.texasfairplan.org/agents/> for TFPA agent registration and login information.

Policy Inquiry & Search

1.1 Viewing a Policy

Follow the directions below for step-by-step instruction on viewing policies. This choice is available when you place your pointer over Producers and click on **View Policy**.

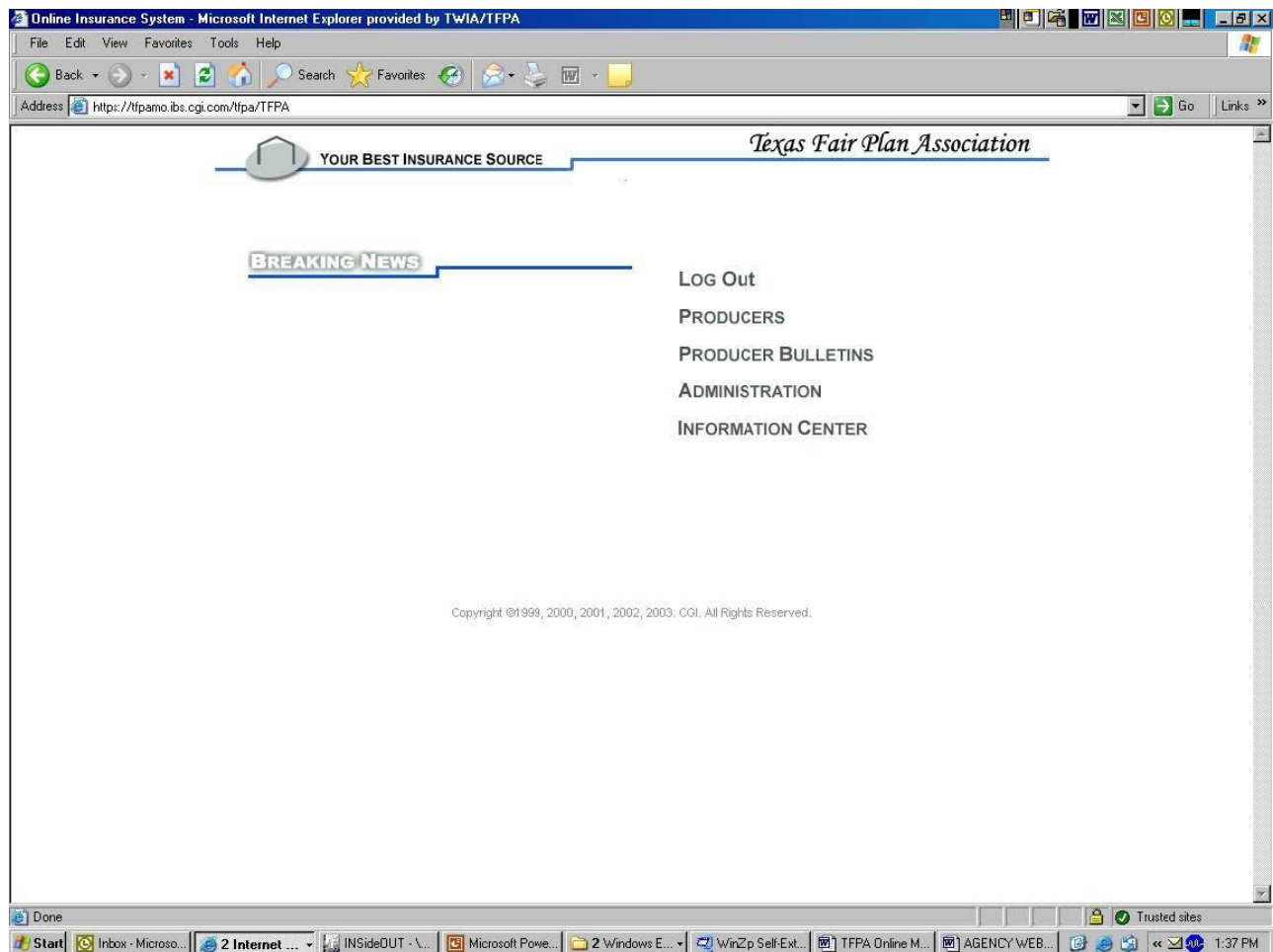


Figure 1-1 TFPA Home page

1.2 To View a Policy:

1. To display the *Producers* options, place your mouse's pointer over the *Producers* heading located on the *Home* page.

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

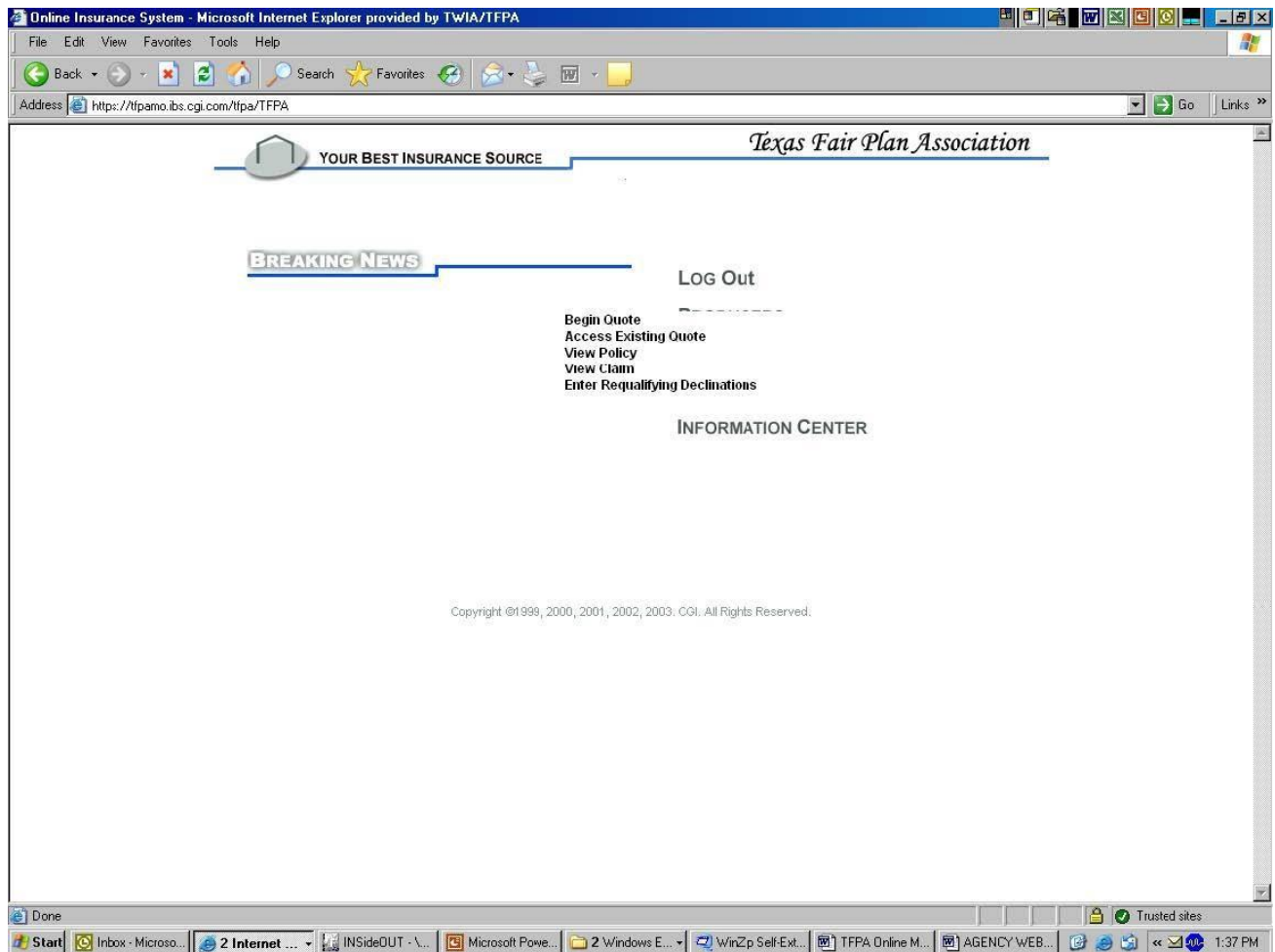


Figure 1-2 The Producers options

2. Choose **View Policy** from the menu.
The *Policy Search* page appears.



Note

If you have not already logged in, you will be brought to the *Log In* page first and then the *Policy Search* page.

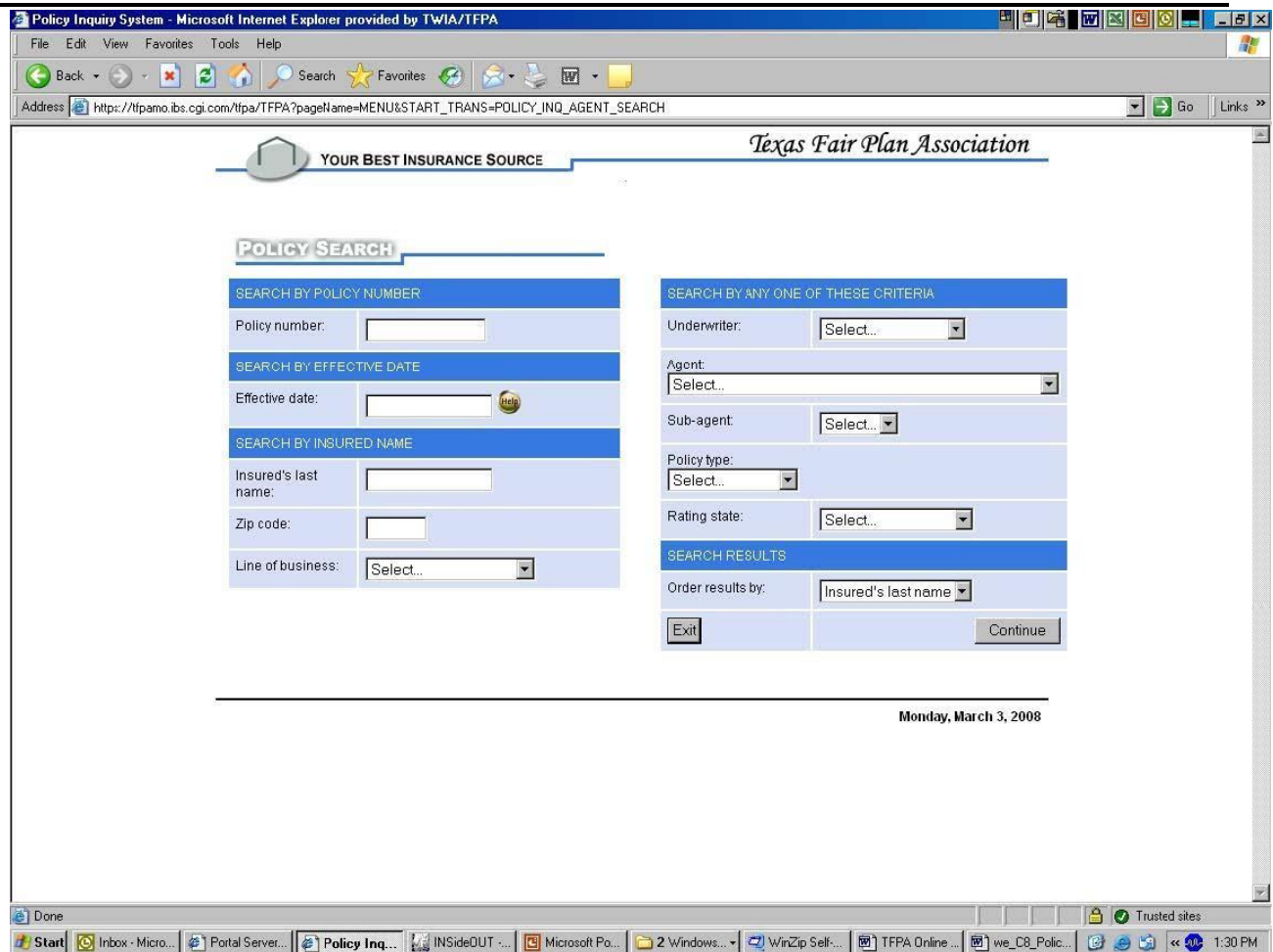


Figure 1-3 Policy Inquiry – Policy Search page

- Choose the policy search option you would like to use and click Continue.

The *Policy Search* options are as follows:

Search by Policy Number – If you know the policy number, you can enter it and click Continue. If the policy number is not found you will receive an error message stating that the policy number could not be found.

OR

Search by Effective Date – If you know the policy effective date, you can enter it and click Continue. If there are no policies with the specified effective date, you will receive an error message stating that there were no policies that match your search criteria.

OR

Search by Insured Last Name – You can enter insured last name and the zip code, last name and line of business, or simply the last name. You may not search by only the zip code or line of business. The zip code and line of business searches are only used to narrow down the last name search. If the combination of entries does not find a policy, you will receive a message at the top of the page indicating a policy could not be found.

OR

Search by any one of these criteria – If you choose to search from items in this column you must make only one selection. If you select two different criteria to search on you will receive a red message indicating you need to remove one of your search criteria.



Note

You may view policies associated with your agency or an agency transferred to your agency. If you enter policy search criteria that only return policies associated with another agency, you will receive a message stating, "You are not allowed to view this policy because it is associated with a different agency number."

If a policy is pending underwriter review, you will be able to view the policy.

4. The Policy Search results page is displayed.

Figure 1-4 Policy Inquiry – Policy Search Results page



The screenshot shows a web browser window titled "Policy Inquiry System - Microsoft Internet Explorer provided by TWIA/TFPA". The address bar shows "http://tppano.its.org.com/tppa/TFPA". The page header includes "YOUR BEST INSURANCE SOURCE" and "Texas Fair Plan Association". The main content area is titled "POLICY SEARCH RESULTS" and displays a table of search results.

THE FOLLOWING POLICIES MET YOUR SEARCH CRITERIA							
Insured name	Address	Policy number	Line of business	Transaction	Term eff. date	Tran. eff. date	
MARION BELL	810 CHURCHILL ROAD, Granite Shoals, TX 78654	TFPH0600030151	Homeowners (Texas)	New Business	02/29/2008	02/29/2008	Select
ANGELIA DAVIS	810 CHURCHILL ROAD, Granite Shoals, TX 78654	TFPH0600030150	Homeowners (Texas)	New Business	02/29/2008	02/29/2008	Select
MARK JOHNSON	752 AVENUE A, Bridge City, TX 77611	TFPD0600014250	Dwelling Fire - Texas	New Business	02/29/2008	02/29/2008	Select
CHRIS SHANNON	810 CHURCHILL ROAD, Granite Shoals, TX 78654	TFPD0600014348	Dwelling Fire - Texas	New Business	02/29/2008	02/29/2008	Select
JIMMY SHOALS	810 CHURCHILL ROAD, Granite Shoals, TX 78654	TFPD0600014349	Dwelling Fire - Texas	New Business	02/29/2008	02/29/2008	Select

At the bottom right of the table is an "Exit" button. The browser's status bar shows "Monday, March 3, 2008" and "1:25 PM".



Note

If the system determines there is only one policy with one segment that matches the search criteria entered, you will be brought directly to the Policy Summary page of the policy. The Policy Search Results page will not be displayed.

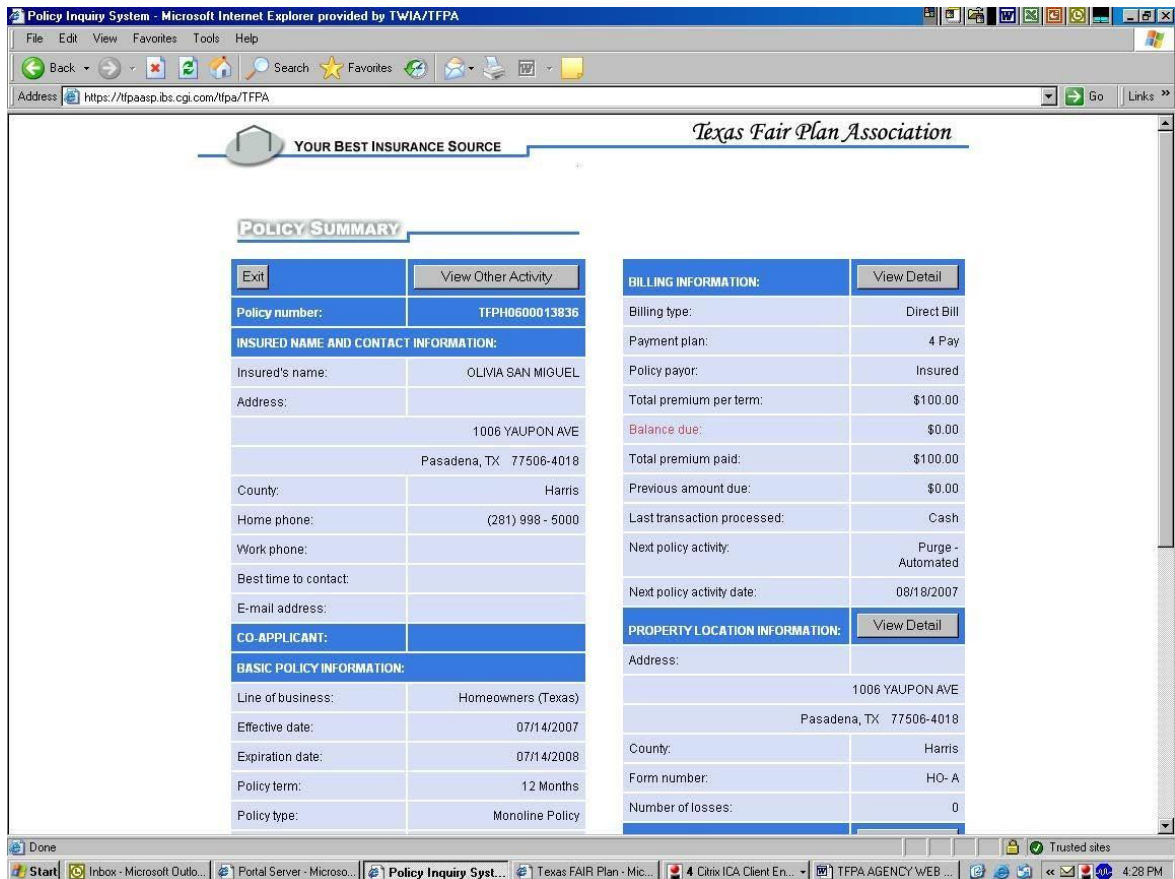
If there are multiple segments to a policy, all segments will appear on the Search Results page in ascending date order. The current segment will be listed last on the page. Select the segment you are interested in viewing.

On the policy summary page, there is a View Other Activity button. If there are multiple segments to the policy you are viewing, clicking this button will bring you back to the Search Results page where you may select a different segment to view.

5. If the policy you wish to view is not displayed on the Search Results page, choose exit and repeat steps beginning with step 1.
6. If the policy that you wish to view is listed on this page, click the **Select** button located to the right of the policy segment information.

Clicking **Select** will bring you to the **Policy Summary** page. This is a rather long page and requires scrolling to view the entire page.

Figure 1-5 Policy Summary page



Policy information available for viewing include:

- Insured and co-applicant's name and address information
- Basic policy information
- Agent information
- Policy discounts
- Billing information - (click *View Detail* for more information)
 - ☐ Billing transaction detail (click *Select* for more information)
 - ☐ Premium
 - ☐ Cash postings

- ☐ Balances – amounts due
 - Property Location – (*click View Detail for more information*)
 - ☐ Location address
 - ☐ Rating information
 - ☐ Mortgagee information (*click View Interests for more information*) ☐
 - Prior loss information
 - Coverage – (*click View Detail for more information*)
 - Attached Policy Endorsements - (*click View Detail for more information*)
 - Policy-level interest – (*click View Detail for more information*)
 - Application questions – (*click View Detail for more information*)
 - Related Claims – (*click View Detail for more information – Note: very limited information is available for online viewing.*)
7. Click **View Detail** for specific detail regarding the policy being viewed.
8. Click **Exit** to return to the Home page for additional Producer options or to exit the TFPA website.

Requalifying Declinations

2.1 Accessing Enter Requalifying Declinations

Follow these instructions to requalify pending 2nd year non-renewed policies due to the TFPA Plan of Operations. Policies will be only be available for entering requalify declinations ninety-days prior to the expiration of the first renewal.

2.2 To access Enter Requalifying Declinations:

1. To display the *Producers options*, place your mouse's pointer over the *Producers* heading located on the *Home* page.

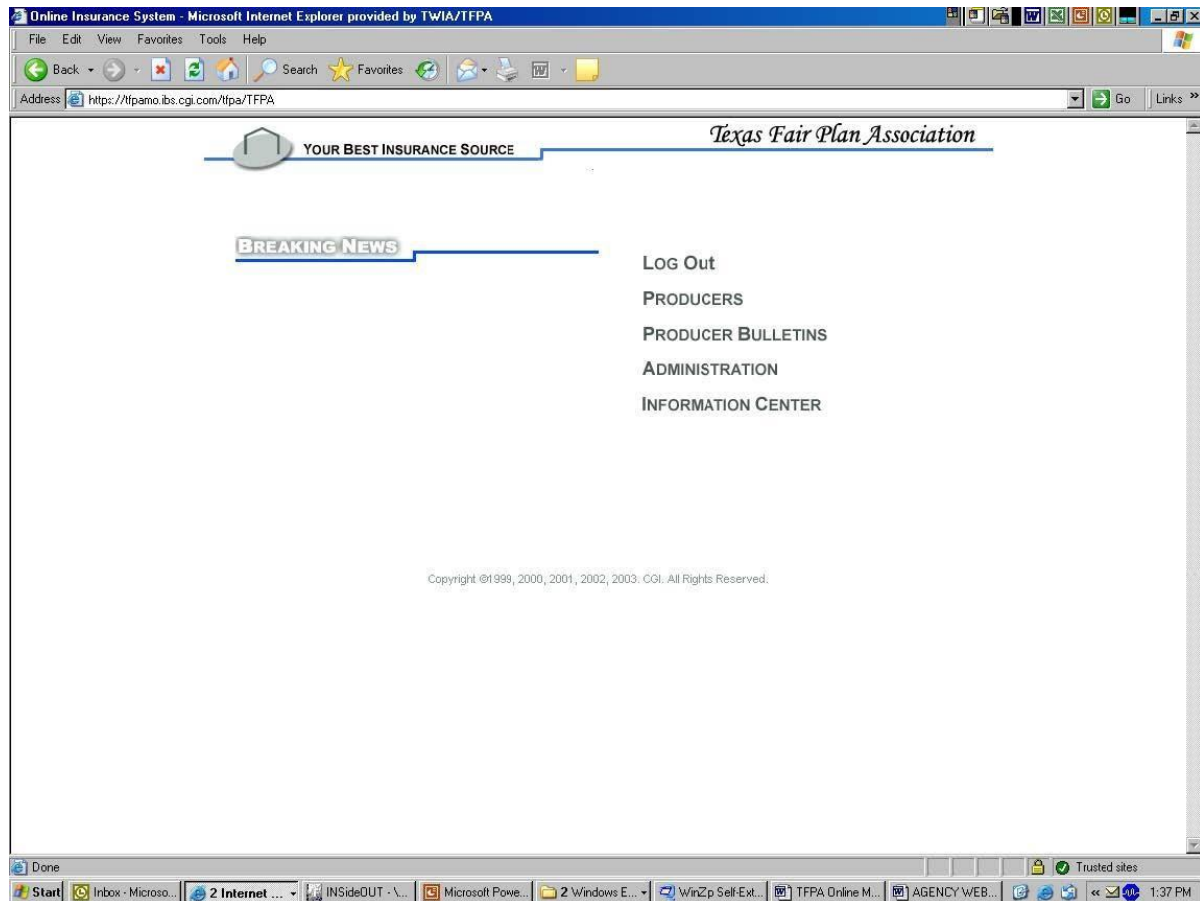


Figure 2-1 TFPA Home page

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

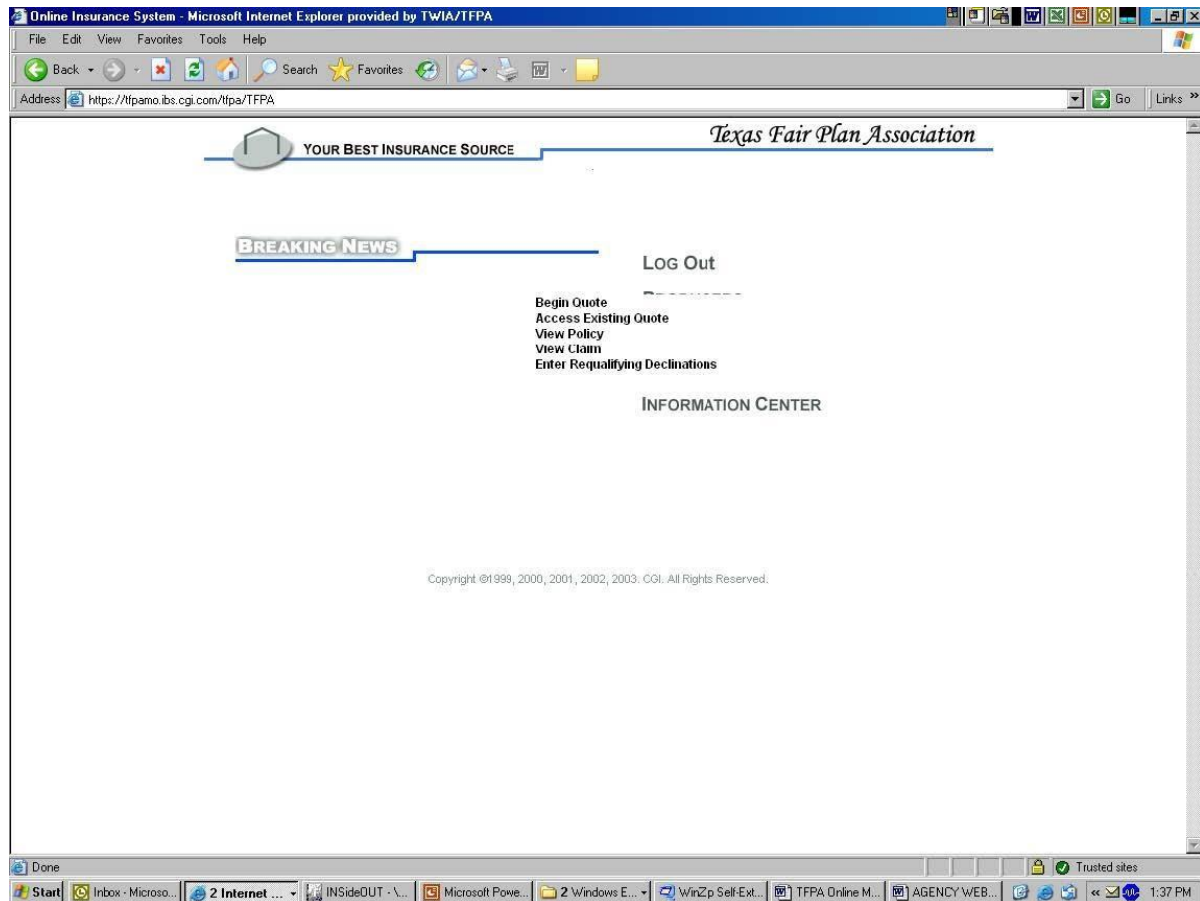


Figure 2-2 Producers options

2. Position your mouse's pointer over the ***Enter Requalifying Declinations*** option.
The ***Policy Search*** page appears

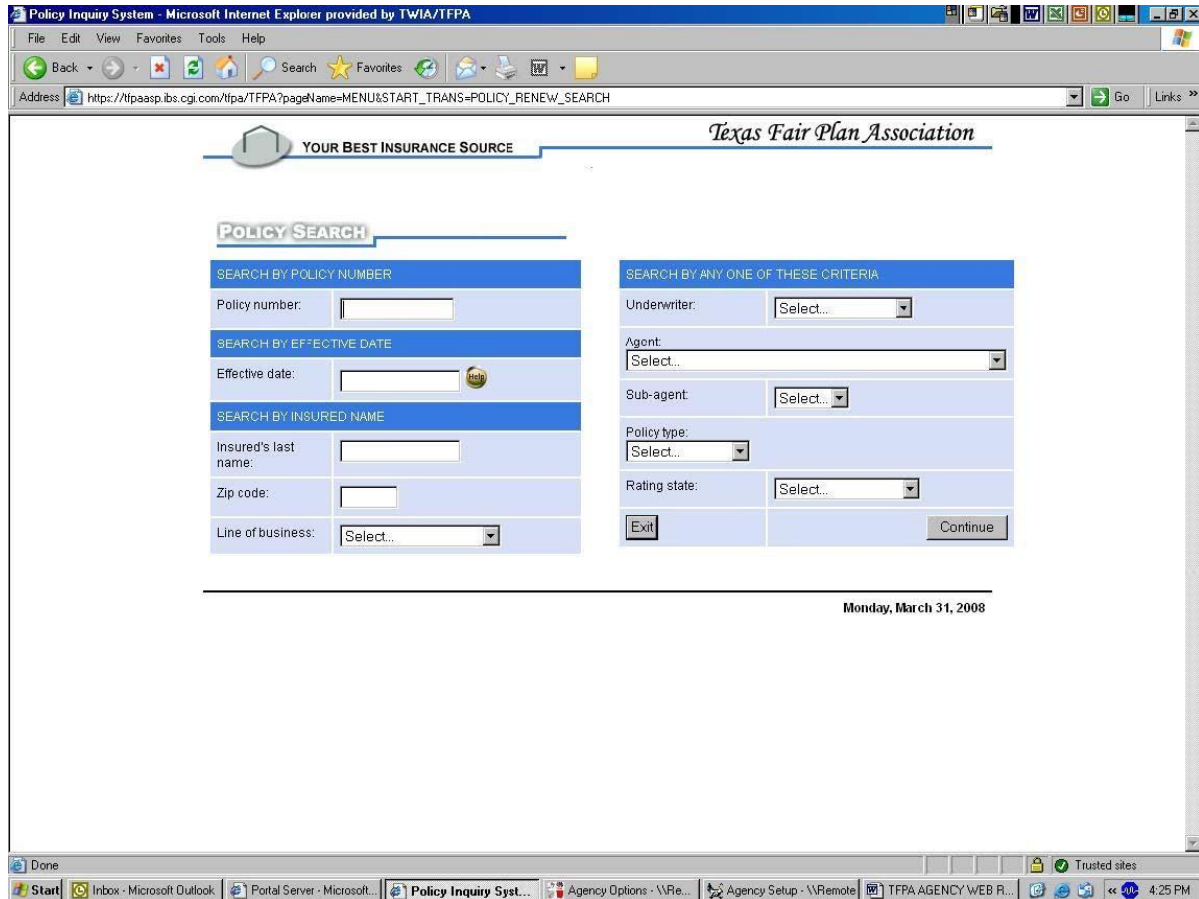


Figure 2-3 Policy Search

3. Choose the policy search option you would like to use and click Continue.

The **Policy Search** options are as follows:

Search by Policy Number – If you know the policy number, you can enter it and click Continue. If the policy number is not found you will receive an error message stating that the policy number could not be found. **OR**

Search by Effective Date – If you know the policy effective date, you can enter it and click Continue. If there are no policies with the specified effective date, you will receive an error message stating that there were no policies that match your search criteria.

Search by Insured – You can enter insured last name and the zip code, last name and line of business, or simply the last name. You may not search by only the zip code or line of business. The zip code and line of business searches are only used to narrow down the last name search. If the combination of entries does not find a policy, you will receive a message at the top of the page indicating a policy could not be found. **OR**

Search by any one of these criteria – If you choose to search from items in this column you must make only one selection. If you select two different criteria to search on you will receive a red message indicating you need to remove one of your search criteria.

The **Policy Search** results page is displayed

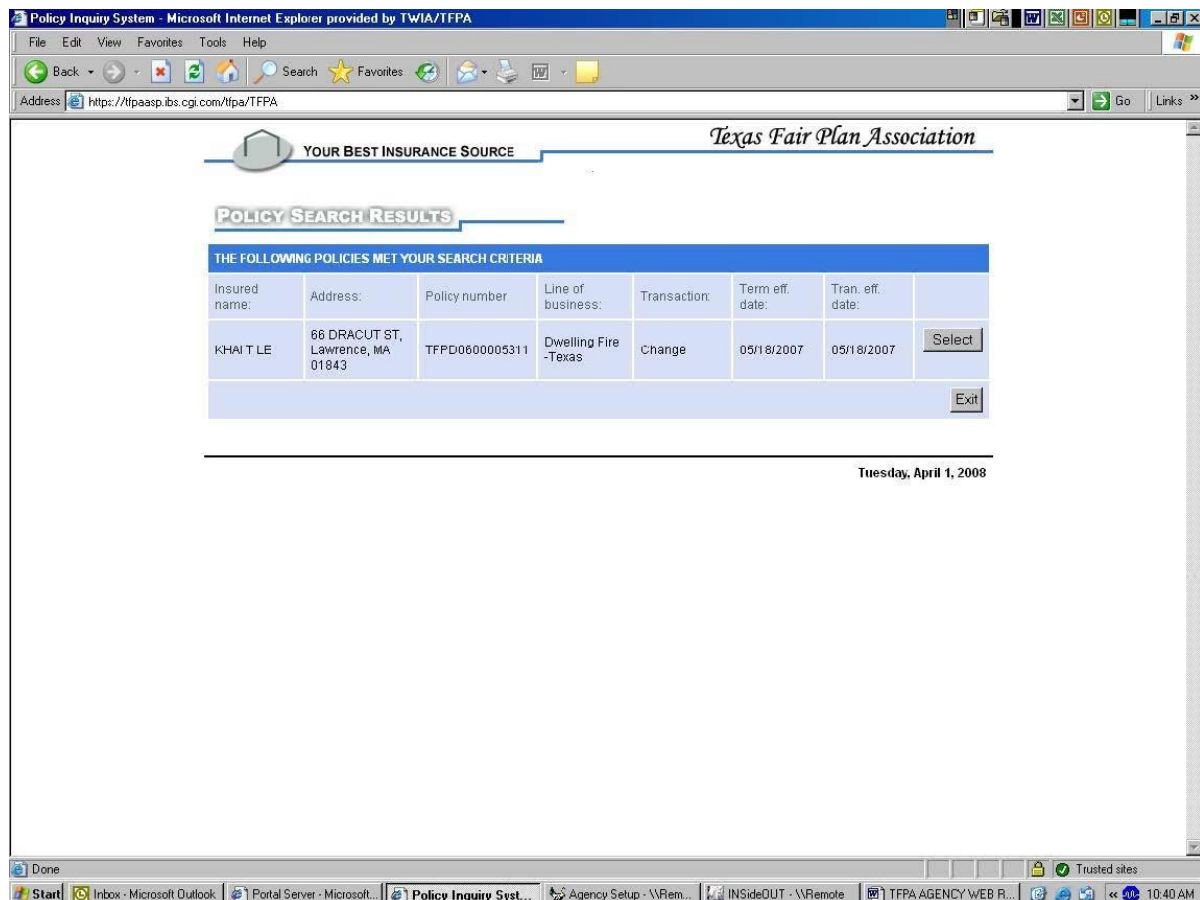


Figure 2-4 Policy Search Results page

4. Click **Select** to enter two current/valid declinations.

If the policy selected is not within ninety-days prior to the expiration date a note will appear at the top of the page - The policy selected is not in the correct status for second year renewal.




Policy Inquiry System - Microsoft Internet Explorer provided by TWIA/TFPA

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites RSS Feeds Print Mail

Address http://tpaasp.tbs.org/tpa/TFPA Go Links

 **YOUR BEST INSURANCE SOURCE** *Texas Fair Plan Association*

The policy selected is not in the correct status for second year renewal.

POLICY SEARCH RESULTS

THE FOLLOWING POLICIES MET YOUR SEARCH CRITERIA

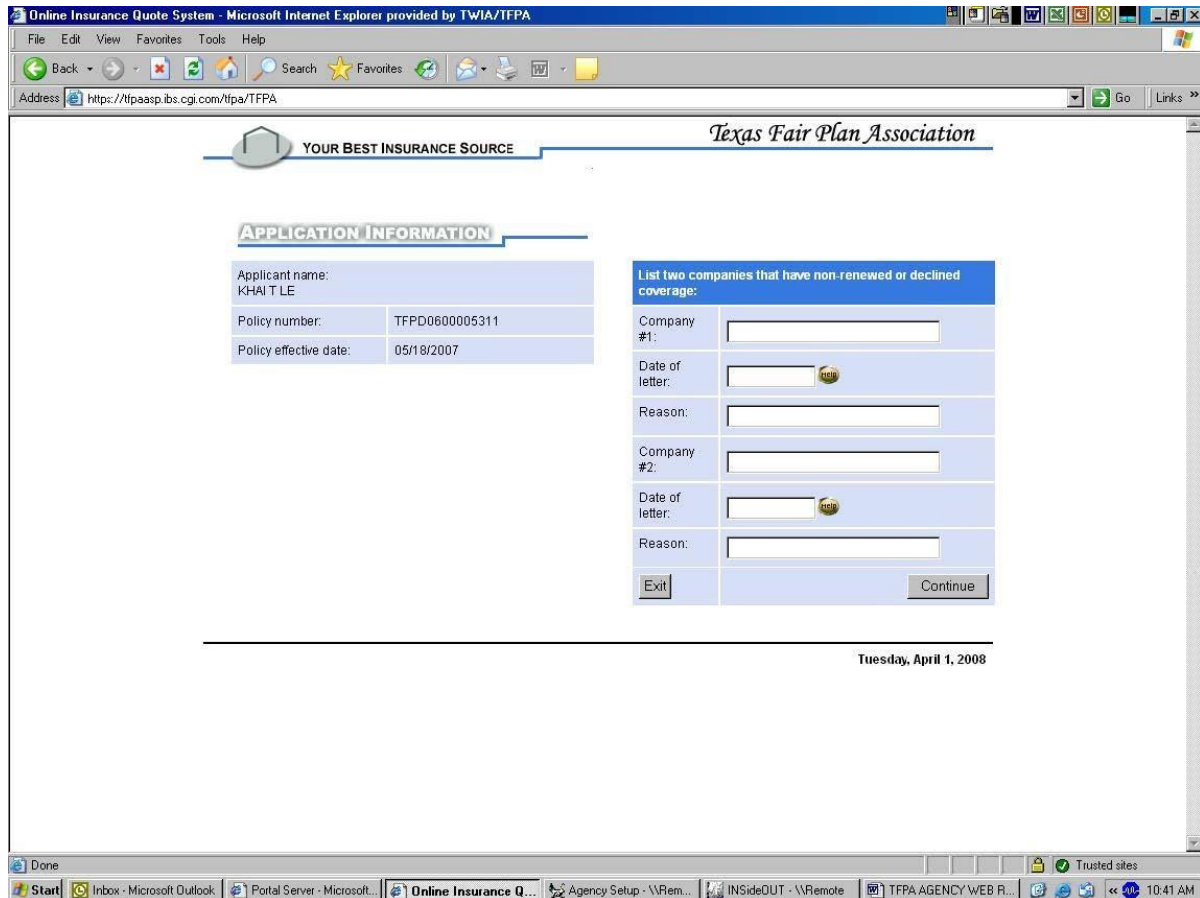
Insured name:	Address:	Policy number:	Line of business:	Transaction:	Term eff. date:	Tran. eff. date:	
LISA KURRE	551 COUNTY ROAD 3796, Cleveland, TX 77328	TFPH0600048137	Homeowners (Texas)	Change	10/15/2007	02/13/2008	Select

Exit

Tuesday, April 1, 2008

Start | Inbox - Microsoft Outlook | Portal Server - Microsoft I... | Policy Inquiry System... | Policy Processing - \VRe... | TFPA AGENCY WEB RE... | Trusted sites | 11:31 AM

Figure 2-¹ Policy Search Results page



Online Insurance Quote System - Microsoft Internet Explorer provided by TWIA/TFPA

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites Home



Address http://tfaasp.ibs.cgi.com/tfa/TFPA Go Links

YOUR BEST INSURANCE SOURCE Texas Fair Plan Association

APPLICATION INFORMATION

Applicant name:	KHAI T LE
Policy number:	TFPD0600005311
Policy effective date:	05/18/2007

List two companies that have non-renewed or declined coverage:

Company #1:	<input type="text"/>
Date of letter:	<input type="text"/> 
Reason:	<input type="text"/>
Company #2:	<input type="text"/>
Date of letter:	<input type="text"/> 
Reason:	<input type="text"/>
<input type="button" value="Exit"/>	<input type="button" value="Continue"/>

Tuesday, April 1, 2008

Done Start Inbox - Microsoft Outlook Portal Server - Microsoft... Online Insurance Q... Agency Setup - \\Rem... INSIDEOUT - \\Remote TFA AGENCY WEB R... Trusted sites 10:41 AM

Figure 2-6 Application Information page

- Enter the declinations from two insurance companies licensed to write, and actually writing, residential property insurance in Texas. Enter the company's name, date of the declination and reason the insurance company declined.
Click **Continue** to initiate a request for renewal of FAIR Plan coverage.

¹ 1.1 Accessing the Information Center

Follow these instructions to access the Information described.

Information Center

To access the Information Center:

1. Follow the directions below for step-by-step instruction on viewing the *Information Center*. This choice is available when you place your pointer over *Information Center*.

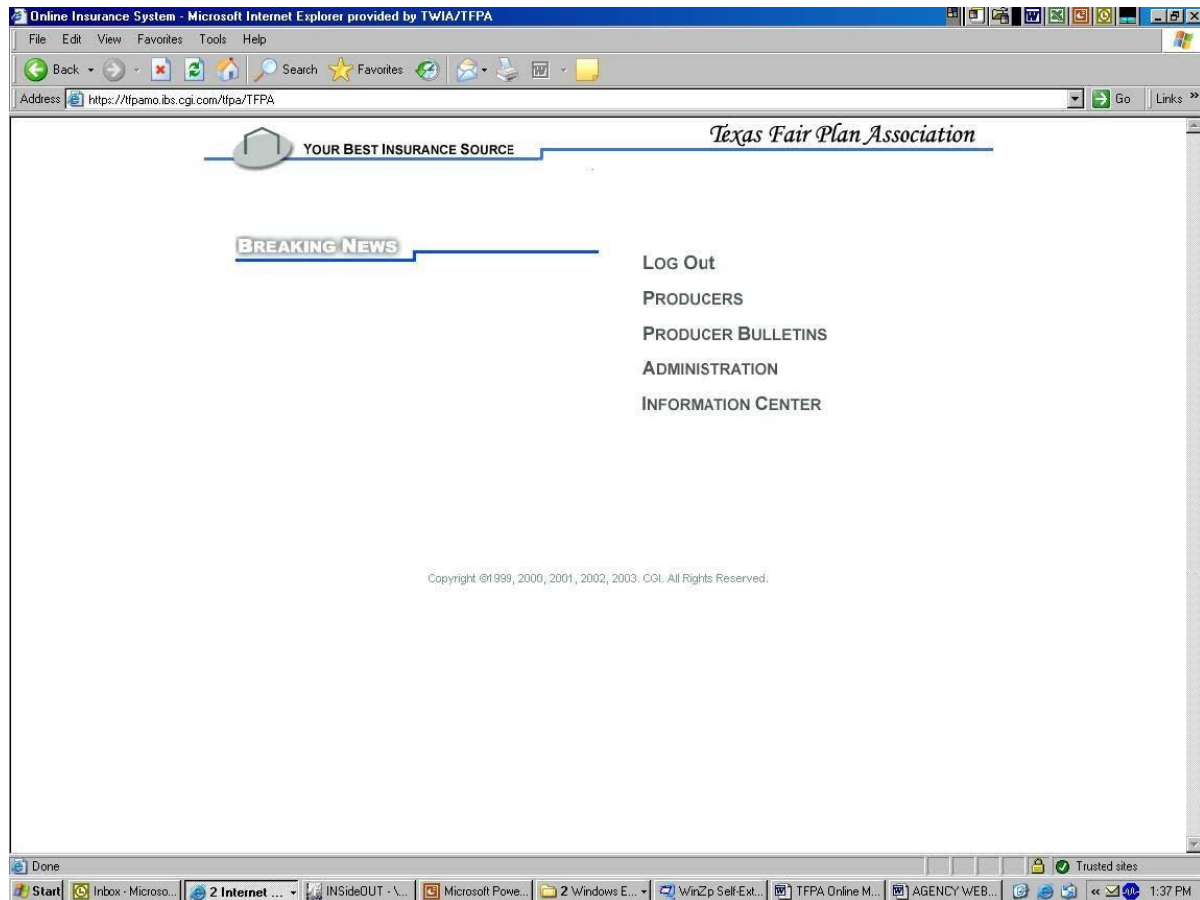


Figure 3-1 TFPA Home page

2. Position your mouse's pointer over the *Information Center* option.

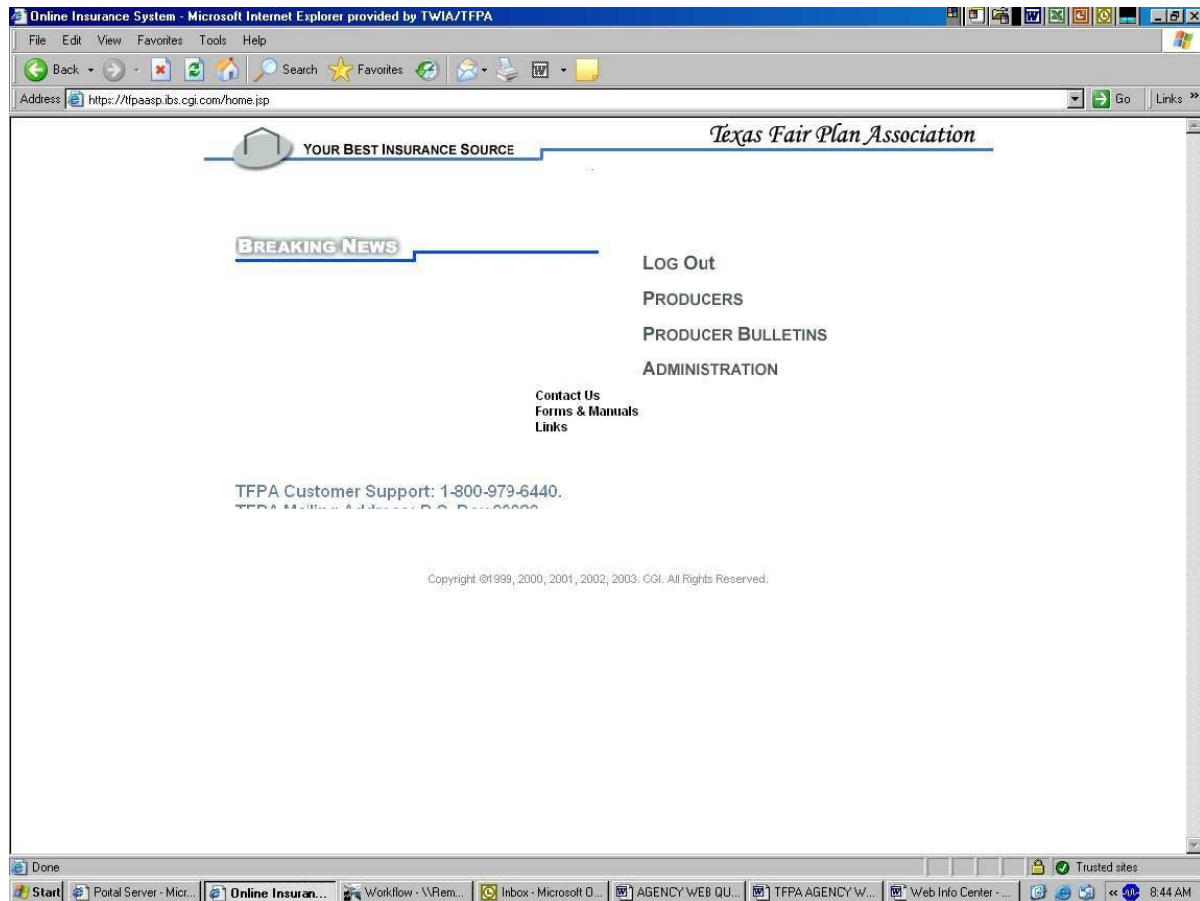


Figure 3-2 Information Center options

3. Click **Contact Us** to display the TFPA mailing address, toll free telephone and fax numbers.

The **Contact Us** page appears.

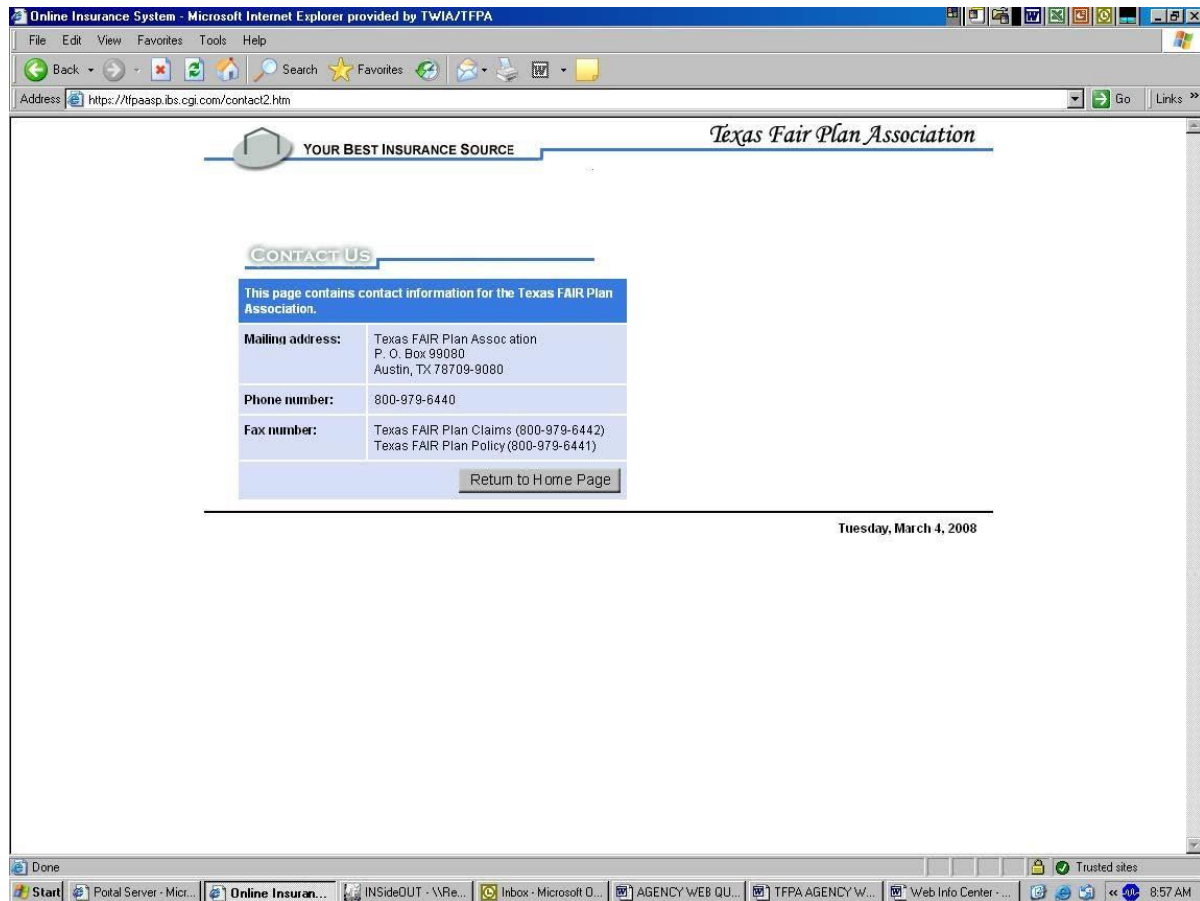


Figure 3-3 Contact Us page

4. Click ***Return to Home Page*** for more ***Information Center*** options.

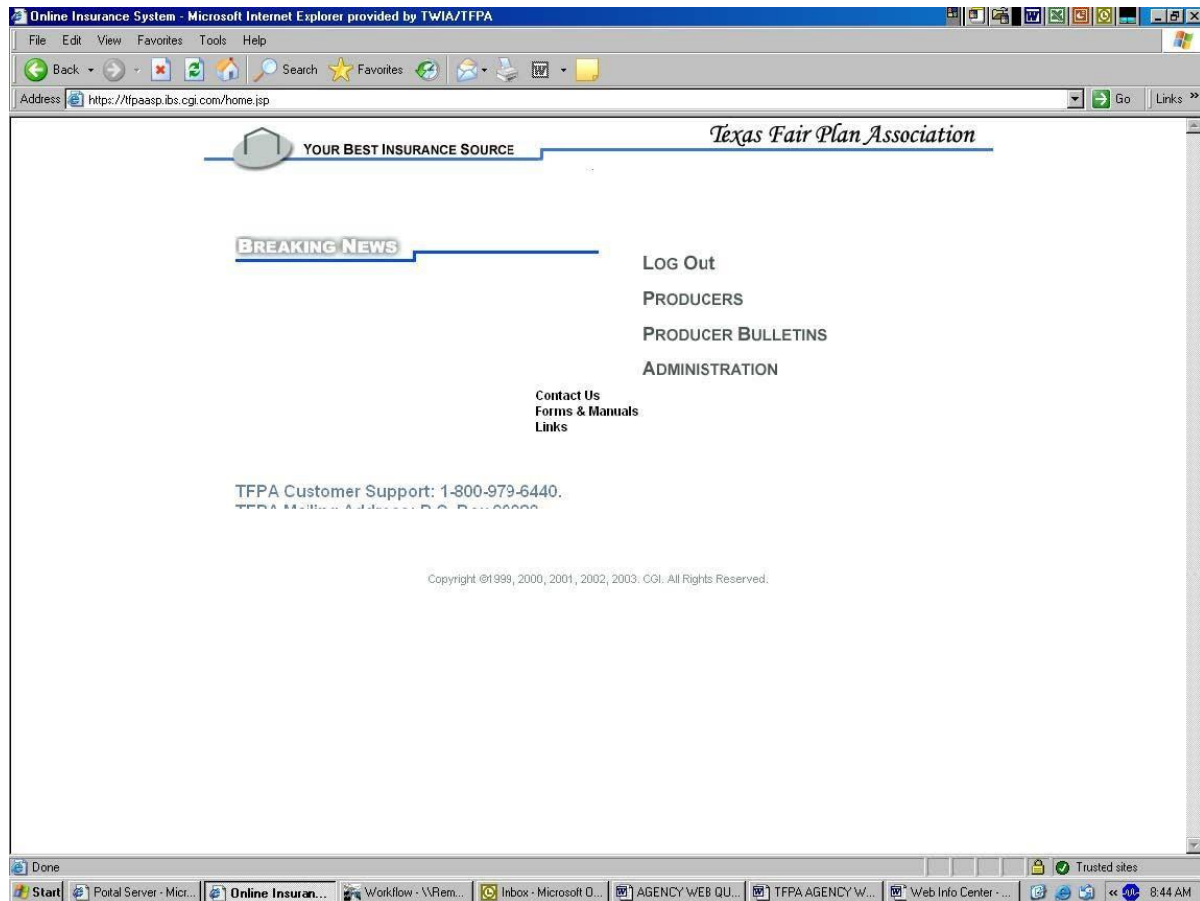


Figure 3-4 Producers options

5. Click **Forms & Manuals**.

The **Forms & Manuals** page appears.

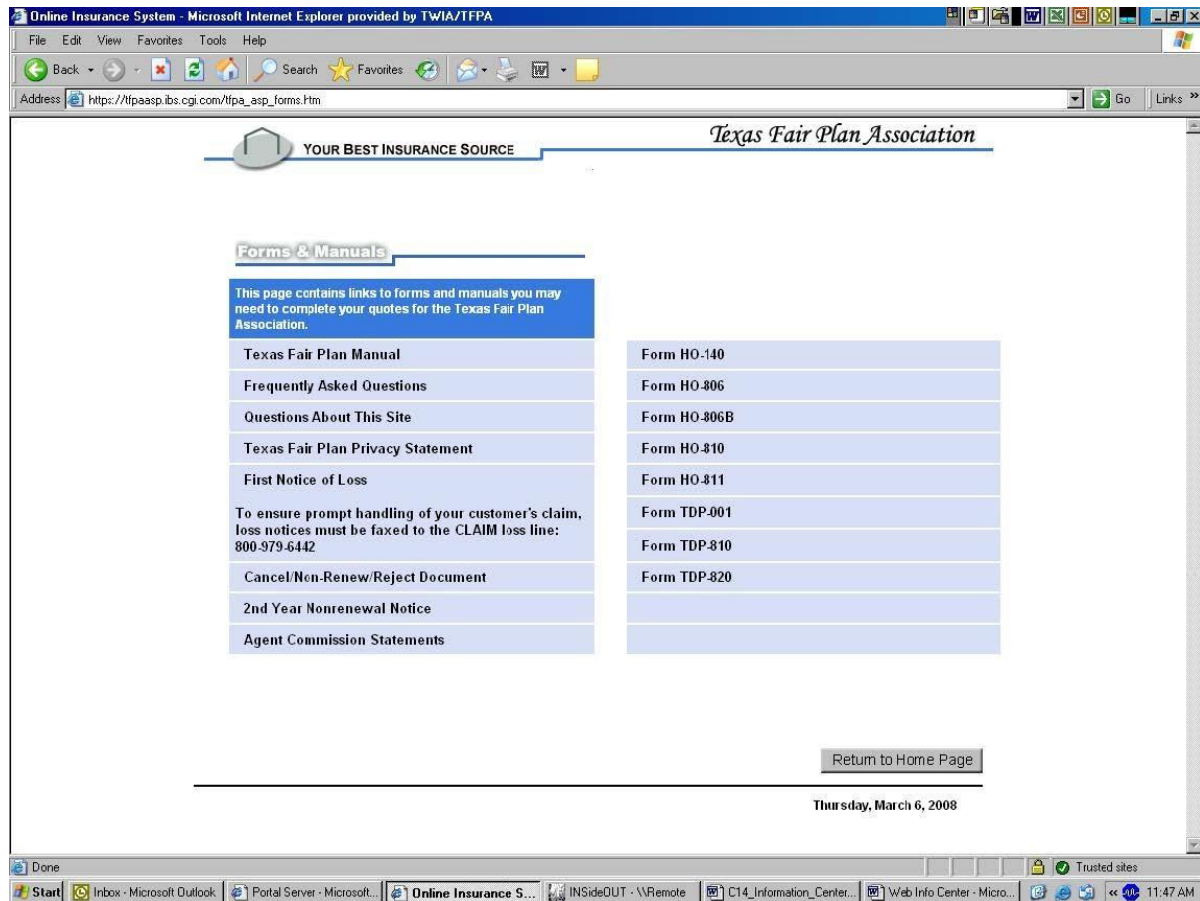


Figure 3-5 Forms & Manuals page

6. Click on the title/name of the form or manual. A separate window will open a .pdf-formatted document for viewing and/or printing.
7. Click **Return to Home Page** for more *Information Center* options.

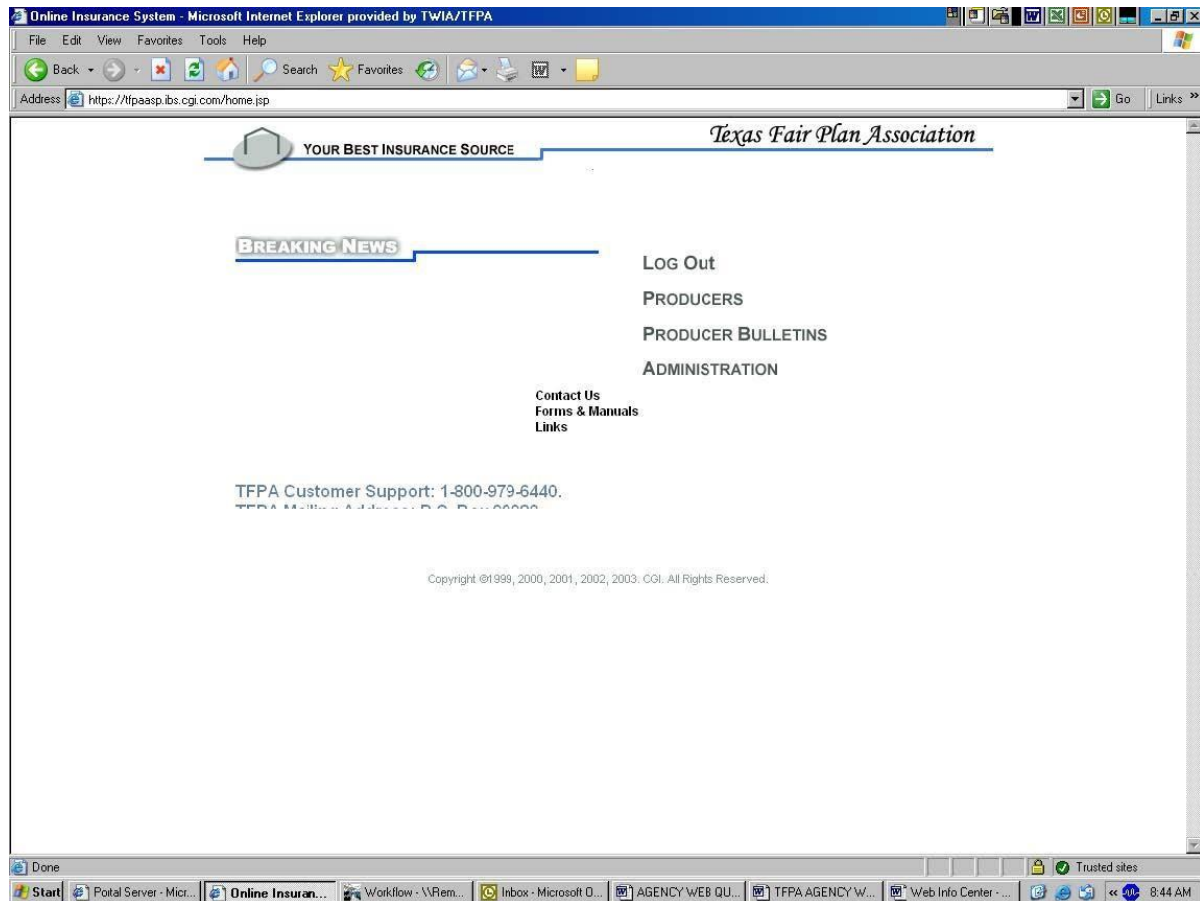


Figure 3-6 Producers options

8. Click on **Links**.

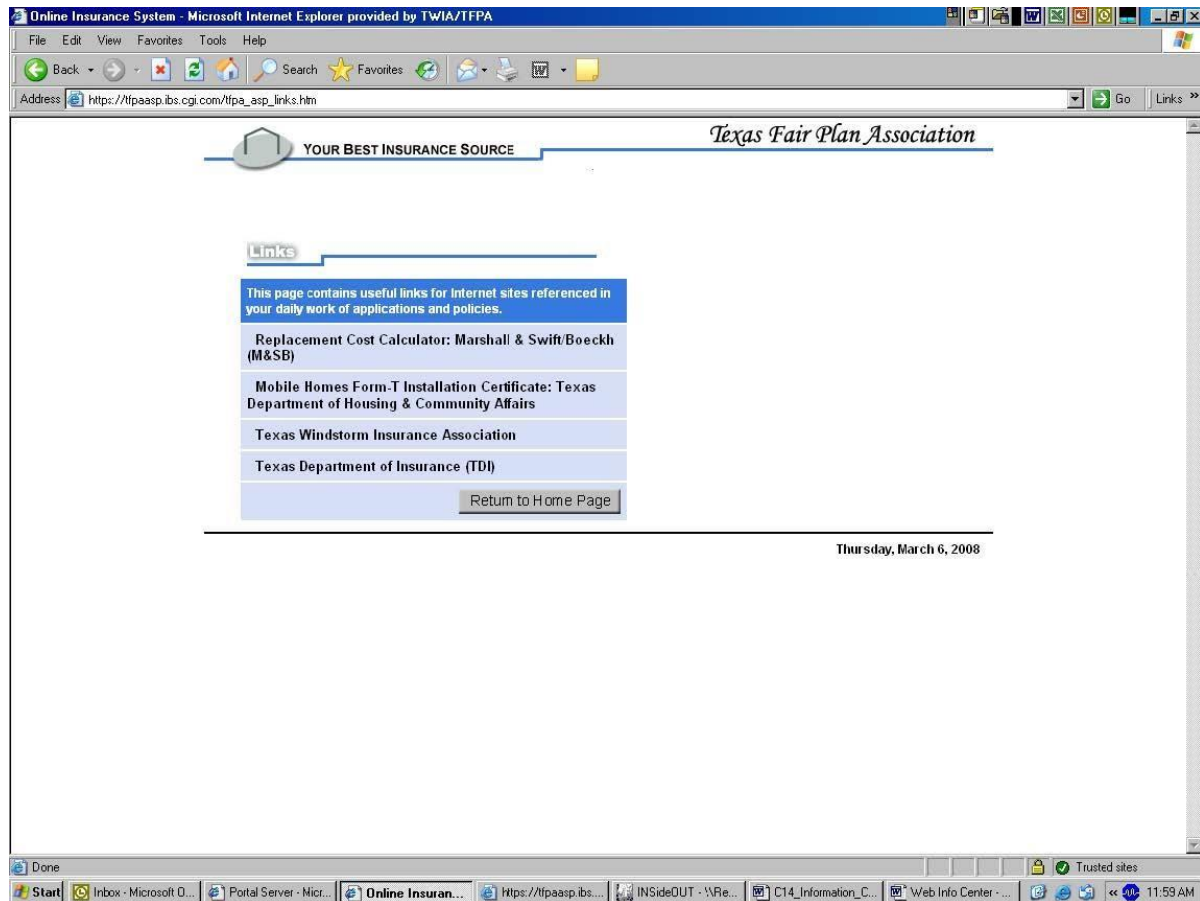


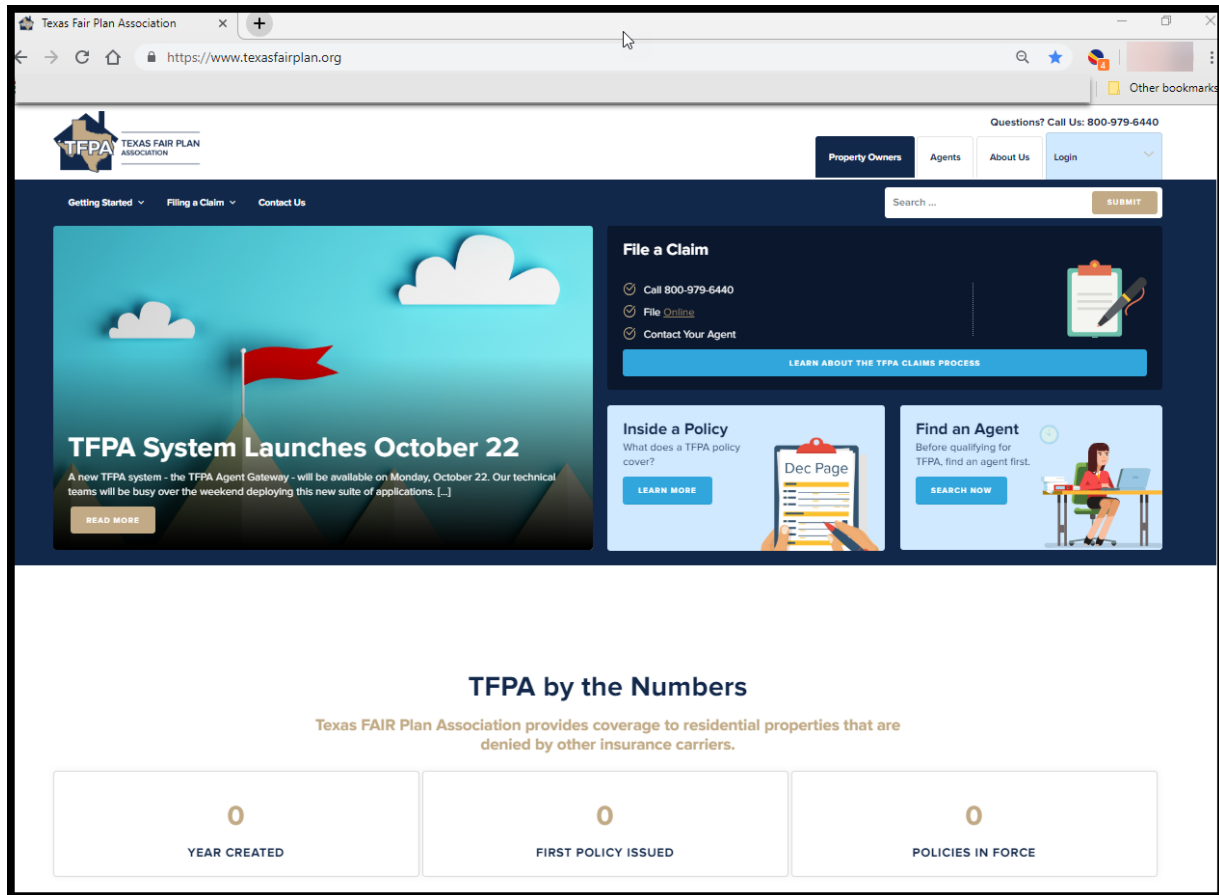
Figure 3-7 Links page

9. Click on the **Link** you would like to be redirected to.
10. Click **Return to Home Page** for more options or to exit the TFPA website.

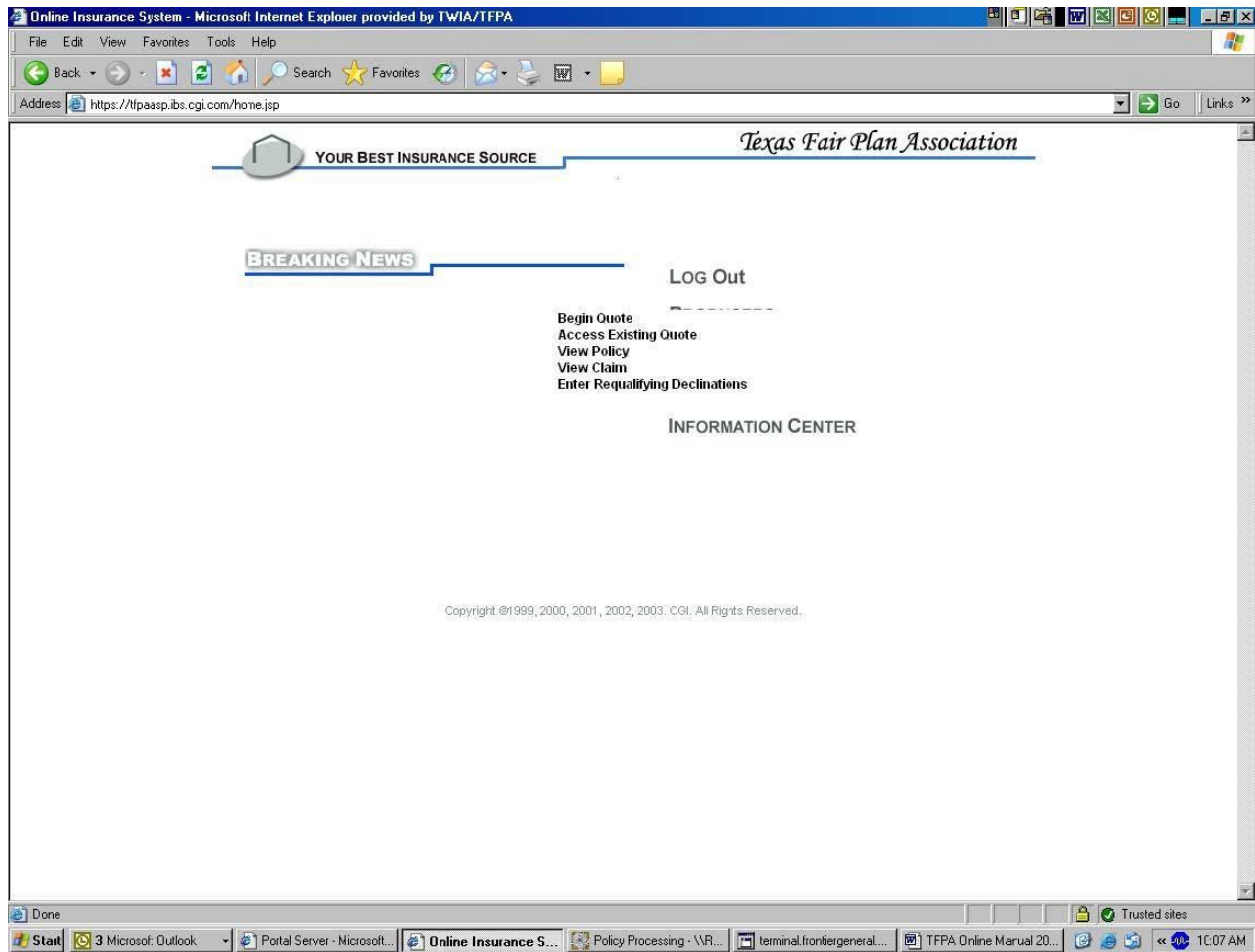
Texas FAIR Plan Online Assistance

3.1 Accessing Texas FAIR Plan Association online

- Open your Internet browser.
- Type www.texasfairplan.org in the address bar and click Go.



The screenshot shows the Texas Fair Plan Association website. The browser address bar displays 'https://www.texasfairplan.org'. The website header includes the TFPA logo, navigation links for 'Property Owners', 'Agents', 'About Us', and 'Login', and a search bar. The main content area features a large banner for 'TFPA System Launches October 22' with a red flag icon. To the right of the banner is a 'File a Claim' section with links to 'Call 800-979-6440', 'File Online', and 'Contact Your Agent'. Below this are two smaller sections: 'Inside a Policy' with a 'Dec Page' icon and 'Find an Agent' with a 'SEARCH NOW' button. The bottom section is titled 'TFPA by the Numbers' and states 'Texas FAIR Plan Association provides coverage to residential properties that are denied by other insurance carriers.' It features three boxes with the number '0' and labels: 'YEAR CREATED', 'FIRST POLICY ISSUED', and 'POLICIES IN FORCE'.



Frequently Asked Questions (FAQ)

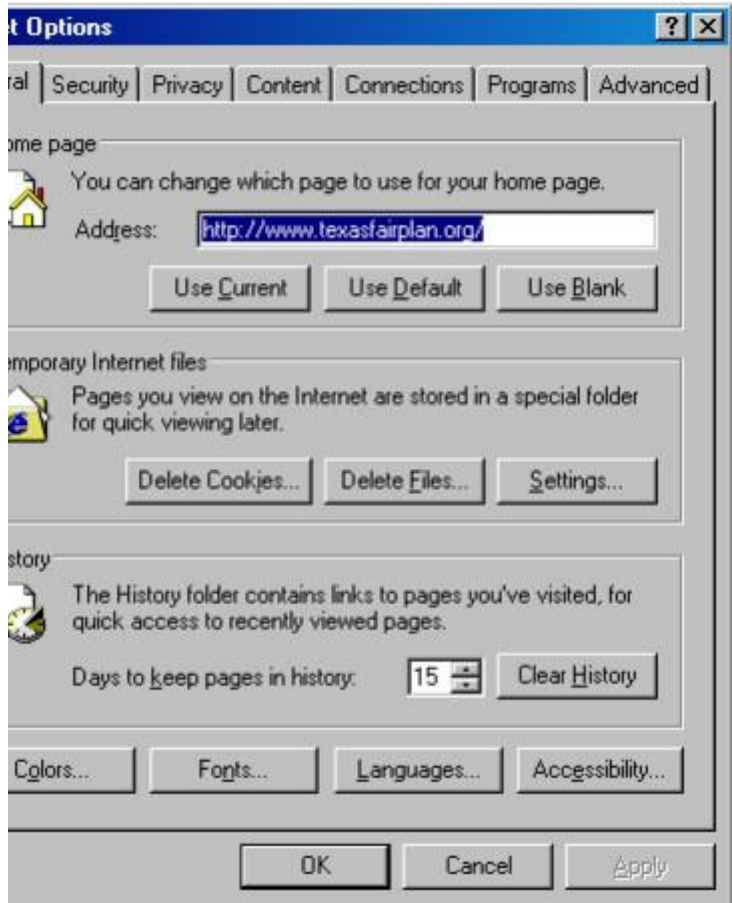
Administrative Information

Q	I forgot my user ID and password. What do I do?	A	Call 1-800-979-6440. Be prepared to provide the authorized agent or agency name and/or TDI license number.
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Service Information

Q	I received an ERROR message, how should I report it to Texas FAIR Plan Association online?	A	<p>We suggest you report the problem to Customer Service by phone (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:</p> <ol style="list-style-type: none"> 1. What you were trying to accomplish, 2. What happened or didn't happen (be as specific as you can) 3. Other facts including the policy or Quote number (if applicable) that might be important to our analysis.
Q	Who do I contact with questions or for help?	A	<p>You can find telephone, fax, and mail information on the Contact Us page from the website. Texas FAIR Plan Association P. O. Box 99080 Austin, TX 78709-9080 1-800-979-6440 – Policy & Claim Services 1.800.979.6441 – UW Fax 1.800.979.6442 – Claims Fax</p>
Q	How do I change agent/agency information (address, phone, etc.)?	A	All agent/agency change requests should be fax to 800-979-6441.
General Information			
Q	How do I change my internet security settings?	A	<ol style="list-style-type: none"> 1. Open your internet browser. 2. Depending on the version of Internet Explorer you have, select either the Tools > Internet Options or View > Internet Options menu option.



			
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4. Click on the **Security** tab.

		 <p>4. Click on the Trusted Sites button. The Sites button becomes active.</p> <p>5. Click on the Sites button. The <i>Trusted Sites</i> window appears.</p> <p>6. Type the Texas FAIR Plan Association online address <u>exactly</u> as follows: https://www.texasfairplan.org.</p> <p>7. Click OK to apply the changes.</p>
<p>Q</p>	<p>I have a red arrow just to the left of my entry. What does this mean?</p>	<p>A</p> <p>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, Texas FAIR Plan Association online will provide brief a description of the problem.</p>

Q	What if I need to make a change on a page that I am no longer on? How do I get back to the page to make the changes?	A	<p>DO NOT USE THE <i>BACK</i> BUTTON TO RETURN TO A PREVIOUS PAGE!</p> <p>The only time you should use your browser's Back button is if you are on a <i>Print</i> page. You must click Back to return to your quote if you are currently viewing a Print page.</p> <ol style="list-style-type: none"> 1. Continue entering your quote until you arrive at the <i>Summary</i> page. 2. Find the information you want to change and click the Change button associated with the page you want to change information on. 3. After making any changes, click Continue on each page until you reach the <i>Summary</i> page again.
Q	Why can't I use the Back browser button?	A	Your browser does not notify Texas FAIR Plan Association online that you have clicked the Back button to move to a different page. If you use the browser's Back button, any data you changed will be lost and/or errors will occur when you attempt to continue.

Q	I can't change the number of prior losses reported. How do I do this?	A	The number of prior losses can be changed from the <i>Summary</i> page by clicking the Add, Change, or Delete button.
Q	What is the process for making changes to my customer's existing policy?	A	<p>If you are online, go to the <i>Contact Us</i> page for mailing, email, fax and phone information.</p> <p>Please fax or mail change requests to:</p> <p>Texas FAIR Plan Association P. O. Box 99080 Austin, TX 78709-9080 1-800-979-6441 fax</p>
Q	What if the entire Property Address does not appear on the <i>Property Location</i> Page?	A	Click in the Address Box then use the right and left arrow keys to view the entire Property Address information.
Q	I need to refer to my Texas FAIR Plan Association Policy, Rating and Underwriting Manual. Can I see it online?	A	Click on the Texas FAIR Plan Manual link in the Information Center menu on the home page.

Q	I added a Windstorm, Hurricane and Hail Exclusion Agreement form HO-140. Where can I get a copy of the form so I can get the insured's signature?	A	<ol style="list-style-type: none"> 1. To print a copy of the HO-140 form, go to the Information Center menu on the Texas FAIR Plan Association online home page. 2. Select the Form HO-140 link. The form will open in a separate window allowing you to print it. 3. Follow your agency guidelines for retaining this document.
Q	I added a Specified Building or Animal Exclusion Endorsement form HO-810. Where can I get a copy of the form so I can get the insured's signature?	A	<ol style="list-style-type: none"> 1. To print a copy of the HO-810 form, go to the Information Center menu on the Texas FAIR Plan Association online home page. 2. Select the Form HO-810 link. The form will open in a separate window allowing you to print it. 3. Follow your agency guidelines for retaining this document
Q	How do I submit a claim?	A	<p>You must submit claims by mail or fax. A First Notice of Loss form is provided under Information Center. Click First Notice of Loss, print the form and mail or fax it to us.</p> <p>See the <i>Contact Information</i> page for fax and mail information.</p>