

Logging in to TFPA 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 set up your profile in the TFPA Policyholder E-Payments system.

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.

The screenshot shows the TFPA website homepage. At the top left is the TFPA logo (Texas Fair Plan Association). To the right of the logo is a navigation menu with links for "Property Owners", "Agents", "About Us", and "Login". Below the logo is a secondary navigation bar with links for "Getting Started", "Filing a Claim", "Pay Your Bill" (highlighted with a red box), and "Contact Us". A search bar is located to the right of this navigation bar. The main content area features a large banner on the left for a "Public Invited to Virtually Access October 27 Meeting of TFPA Governing Committee". To the right of the banner are four service tiles: "File a Claim" (with a "LEARN MORE" button), "Pay Your Bill" (with a "PAY NOW" button highlighted by a red box and a red arrow), "Inside a Policy" (with a "LEARN MORE" button), and "Find an Agent" (with a "SEARCH NOW" button). A red arrow also points from the "Pay Your Bill" link in the top navigation bar to the "Pay Your Bill" tile.



2. Select which payment plan you want. For the 4-Payment, 2-Payment or Full Payment/Annual Payment option, choose “Make A One Time Payment.” (Note: You can still sign up for future recurring payments to automatically draft with the 4-Payment or 2-Payment plans, but first you will need to make a one-time payment for these plans.) For the 10-Payment Plan, select “Enroll in Auto Draft.”

TFPA TEXAS FAIR PLAN ASSOCIATION

Questions? Call Us: 800-979-6440

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Search ... SUBMIT

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 TFPA invoice.

MAKE A ONE TIME PAYMENT

ENROLL IN AUTO DRAFT


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 both 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 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.”

One-Time Update of Log In Credentials

Bold fields with * are required.

Our recent electronic payments system update requires you to change your user log in credentials.

Current Password*:

WEB PASSWORD

[Guidelines for creating a strong password:](#)

Password must:

- Be 8 to 20 characters long
- Contain at least 1 upper case letter, 1 lower case letter and 1 number
- Contain at least one of the following special characters
! @ # \$ % ^ & * ()

New Password *:

Re-Enter New Password *:

Update **Cancel**



5. Click "Continue" on this screen.

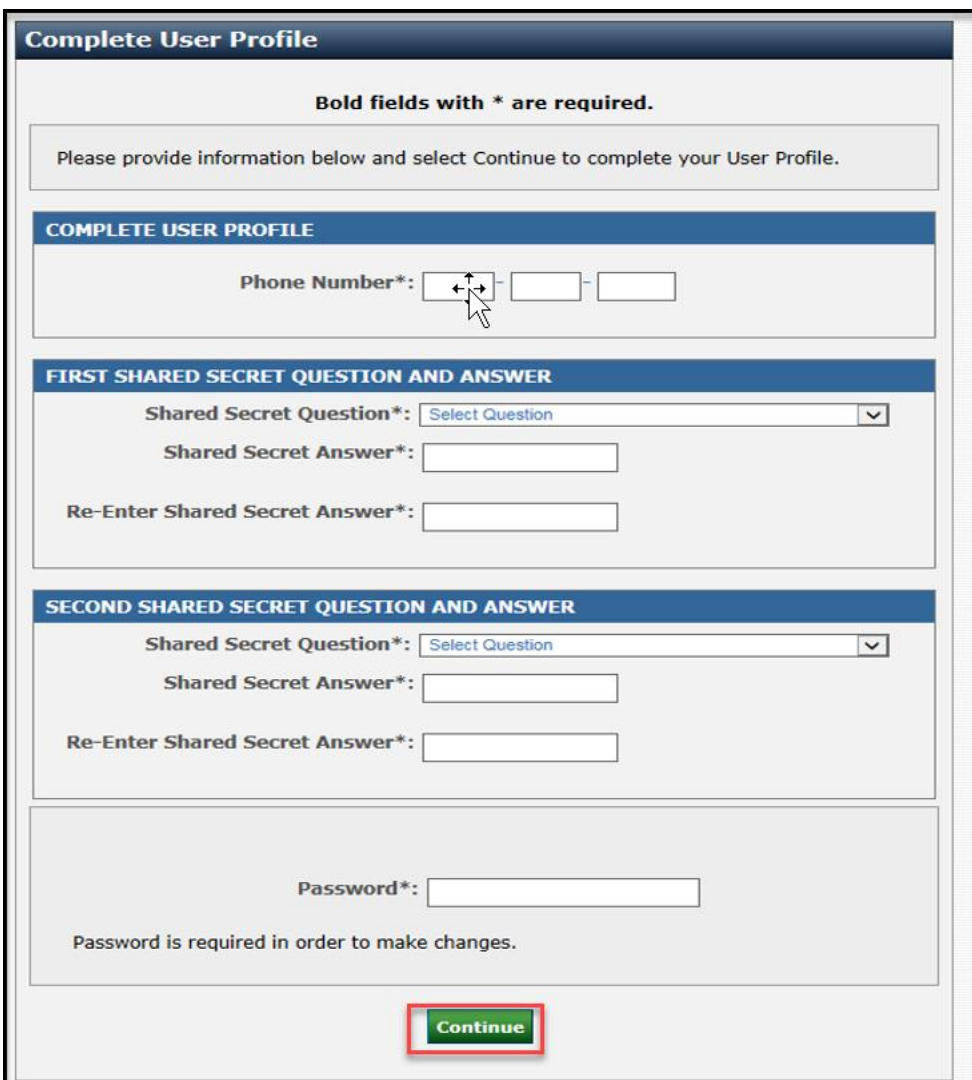


Update of Log In Credentials Complete

Changes to your log in credentials are complete.

Continue

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." You are now set up in the TFPA Policyholder E-Payments system.



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

