

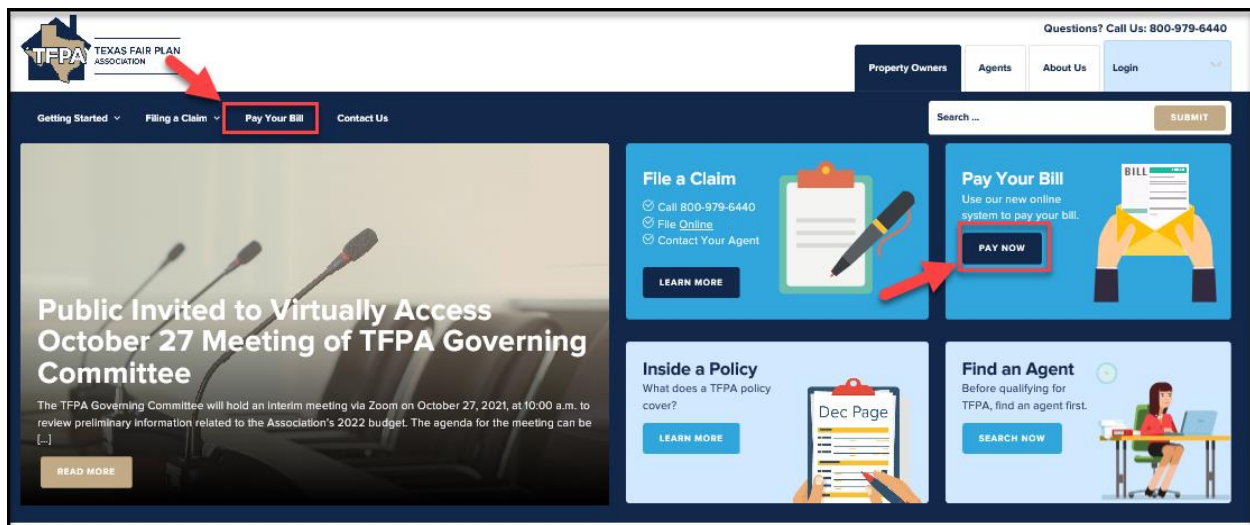
TFPA Setting Up 4-Pay, 2-Pay and One-Time Policyholder E-Payments

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 at this time.

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 4-Payment, 2-Payment or Full Payment plans, select “Make a One Time Payment.”

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 or by calling 1-800-979-6443. *****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.”

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. Next, select the invoice you want to pay and enter the bank account information for the payment. The payment amount is auto-filled with the total amount due for the invoice(s) selected. If desired, your payment date can be changed and your bank account information can be saved for future payments. Complete all fields with an *. Once the information is entered, click "Continue."

Make Payment

Manage Accounts

Pending Payments

Recurring Payments

Payment History

Update Profile

Make a Payment - Offer / Invoice

Bold fields with * are required.

Please enter the Policyholder's information

PAYMENT INFORMATION

Filter by: All

Showing: 1 - 2 of 2

Pay	Offer/Invoice	Offer/Invoice	Offer/Invoice	Payment	Due Date	Amount	Status
		Date	Amount	Amount		Paid	
<input type="checkbox"/>	0000180110	Oct-19-2018	\$408.00	\$408.00	Oct-25-2018	-	New
<input type="checkbox"/>	1000001005-1	Sep-24-2018	\$239.00	\$239.00	Oct-19-2018	-	New

☐ Select all 2 items ☐ Select all items on this page

PAYMENT DETAILS

Payment Amount*: \$0.00

Payment Date*: 10/22/2018

Calculate

PAYMENT METHOD

New Account*: ☒ eCheck

ECHECK ACCOUNT INFORMATION

Bank Routing Number*:

Bank Account Number*:

Re-enter Bank Account Number*:

Bank Account Type*: ☐ Checking ☐ Savings

Bank Account Category*: ☐ Consumer ☐ Business

Save this account?: ☐ Yes ☒ No

Bank Account Nickname:

Continue

Cancel



8. The system prompts you to verify the payment details and to accept the Terms & Conditions. Once you verify the payment information and accept the Terms & Conditions, click "Confirm." ***You will not be able to make an electronic payment if the Terms & Conditions are not accepted. ***

Make Payment

Manage Accounts

Pending Payments

Recurring Payments

Payment History

Update Profile

Verify Payment - Offer / Invoice

Bold fields with * are required.

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

Your Payment Detail

Payment Amount: \$434.10

Scheduled Payment Date: Oct-11-2018

Your Offer/Invoice Detail

Showing: 1 - 1 of 1

Offer/Invoice	Offer/Invoice Amount	Due Date	Amount Paid
0000040030	\$434.10	Oct-04-2018	\$434.10

Your Account Detail

Bank Account Nickname: Main

Bank Routing Number: 114903213

Bank Account Number: XXXXXXXXXXXXXXX0030

Bank Account Type: Checking

Bank Account Category: Consumer

E-mail Address:

Send me an email confirmation: ☒

Terms And Conditions

PLEASE READ AND APPROVE THE FOLLOWING AUTHORIZATION

By accepting the Terms and Conditions, you are authorizing the payee to electronically debit your bank account for the amount(s) and date set forth above. This authorization is valid for this transaction only.

In the event that a payment is returned for insufficient funds, you authorize the payee to electronically debit your 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. A payment confirmation will also be sent via email. If you wish to set up your remaining installments (for 2-Pay and 4-Pay plans) in Auto pay, select the TFPA Auto Pay link in the confirmation screen shown below. This link will take you back to the TFPA E-payments page, where you can proceed to set up a recurring payment starting with step #10.

[Manage Accounts](#)
[Pending Payments](#)
[Recurring Payments](#)
[Payment History](#)
[Update Profile](#)

Payment Confirmation - Offer / Invoice

Thank you for your payment.

If you would like to enroll in auto pay, please visit us at [TFP AutoPay](#)

Please keep a record of your Confirmation Number, or [print](#) this page for your records.

Confirmation Number: XH3PAY000001626
Confirmation Date (ET): Oct-10-2018 05:26:39 PM

Your Payment Detail

Payment Amount: \$434.10
Scheduled Payment Date: Oct-11-2018

Your Offer/Invoice Detail

Showing: 1 - 1 of 1

Offer/Invoice	Offer/Invoice Amount	Due Date	Amount Paid
0000040030	\$434.10	Oct-04-2018	\$434.10

Your Account Detail

Bank Account Nickname: **Main**
Bank Routing Number: 114903213
Bank Account Number: XXXXXXXXXXXXXXX0030
Bank Account Type: **Checking**
Bank Account Category: **Consumer**

E-mail Address:

Please keep a record of your Confirmation Number, or [print](#) this page for your records.

[Continue to Main Menu](#)



10. To set up automatic recurring payments (“Auto Pay”) for 4-Payment or 2-Payment plans after your first payment), 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.”

Make Payment	Make a Payment - Policy Auto Pay
Manage Accounts	
Pending Payments	
Recurring Payments	
Payment History	
Update Profile	

Bold fields with * are required.

Please enter the Policyholder's information

PAYMENT INFORMATION

Due Date: Oct-24-2018

PAYMENT DETAILS

Payment Amount: Entire Amount Due	First Payment Date: Oct-24-2018
Frequency: On Due Date	Duration*: Until Cancelled

PAYMENT METHOD

New Account*:
☒ eCheck

ECHECK ACCOUNT INFORMATION

Bank Routing Number*: <input type="text"/>	Bank Account Type*: <input type="radio"/> Checking <input type="radio"/> Savings
Bank Account Number*: <input type="text"/>	Bank Account Category*: <input type="radio"/> Consumer <input type="radio"/> Business
Re-enter Bank Account Number*: <input type="text"/>	Bank Account Nickname: <input type="text"/>

Continue **Cancel**





11. 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	Recurring Payment Verification - Policy Auto Pay
Manage Accounts	Bold fields with * are required.
Pending Payments	Please verify your payment information. Then choose Confirm .
Recurring Payments	
Payment History	Your Payment Detail
Update Profile	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: XXXXXXXXXXXXXXXX105
	Bank Account Type: Checking
	Bank Account Category: Consumer
	E-mail Address: <input type="text"/>
	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*: <input type="checkbox"/>
	Confirm Cancel



12. 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.

Make Payment	Recurring Payment Confirmation – Policy Auto Pay
Manage Accounts	Please keep a record of your Reference Number, or print this page for your records. 
Pending Payments	A payment confirmation will be emailed to you when each instance of this recurring payment is released. Please keep confirmation emails for your records.
Recurring Payments	Reference Number: XH3PAYR00000309 Confirmation Date (ET): Oct-19-2018 05:50:53 PM
Payment History	Your Payment Detail Amount Due: \$102.15 Due Date: Oct-24-2018
Update Profile	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: XXXXXXXXXXXXXXX105 Bank Account Type: Checking Bank Account Category: Consumer
	E-mail Address: <input type="text"/>
	Please keep a record of your Reference Number, or print this page for your records. 
	Continue to Main Menu

