

## TAIPA ELECTRONIC SUBMISSION PROCEDURE - ESP QUICK REFERENCE GUIDE

A TELEPHONE SERVICE OF THE TEXAS AUTOMOBILE INSURANCE PLAN ASSOCIATION ON BEHALF OF YOUR CUSTOMERS WHO REQUIRE BINDER FORMS IMMEDIATELY.

### BEFORE YOU CALL:

- Do you have:
- A completed TAIPA application for insurance, signed by the applicant and the producer?
  - A valid premium remittance in your possession, attached to the application?
  - All vehicle identification numbers (VIN) clearly indicated on the application?

### CALL:

(800) ESP-TEXAS or (800) 377-8392  
 Monday - Saturday 8:00 A.M. - 9:00 P.M. CST

### MAKING THE CALL:

#### At Prompt

Producer Identification Number (PIN)  
 Number of Vehicles  
 Vehicle identification number (VIN) - will be repeated for up to five (5) vehicles  
 Remittance number

#### Enter:

Eight (8) digit PIN  
 1, 2, 3, 4, 5 or 0  
 Last five (5) digits of each VIN (if alpha, use corresponding digits on keypad)  
 Last four (4) digits of check number

### PLEASE REMEMBER:

After each step in the process, you must verify the information you have entered.

1 - If correct 2 - if incorrect (you will be allowed to re-enter correct information)

Upon completion of all input into the system, you will be provided with a reference number and a time and date of submission.

You **MUST** record the reference number on the application for the electronic submission to be accepted!

The application and premium remittance must be mailed to the TAIPA office within one (1) working day of the ESP System entry!

### AFTER THE CALL:

To retain ESP effective date, you must

- Mail the application for insurance in duplicate and the premium remittance within one (1) working day of the call. Attaching the green (Insuror) copy of the binder
- Write the ESP reference number on the application
- Write the words "ESP SUBMITTAL" on the front of the envelope in which the application is mailed to TAIPA.
- Record the effective date and time provided by the ESP System on the binder form. Record the binder form issued in your binder form log.

**If you are experiencing difficulty with this service, please contact TAIPA at (512) 444-4441.**

**ONLY PRODUCERS CERTIFIED WITH TAIPA AND THEIR LICENSED EMPLOYEES MAY USE THE ESP SYSTEM!**

### WHAT IS ESP?

Effective June 1, 1995, the TEXAS AUTOMOBILE INSURANCE PLAN ASSOCIATION announced the introduction of the ELECTRONIC SUBMISSION PROCEDURE (ESP) - A system that allows certified producers to issue binder forms upon completion of the TAIPA application for private passenger and commercial risks. The ESP System is accessed using your telephone. One binder form must be issued for each application entered into the ESP System.

**BINDER FORMS MUST BE PURCHASED FROM TAIPA PRIOR TO USING THE ESP SYSTEM.**

### WHO CAN USE ESP?

The ESP System is available to all producers certified by the TEXAS AUTOMOBILE INSURANCE PLAN ASSOCIATION, and to those certified producers licensed employees.

### WHEN CAN I USE ESP?

The ESP System is available for use between the hours of 8:00 A.M. and 9:00 P.M. Central Standard Time, Monday through Saturday.

### HOW DO I USE ESP?

The ESP System, activated by dialing (800) ESP-TEXAS or (800) 377-8392 on your TOUCH TONE TELEPHONE, involves a few easy steps; you don't have to say a word, just let your fingers do the talking:

### BEFORE YOU CALL:

- You must have in your possession the following before using the ESP System:
1. A completed TAIPA application for insurance, signed by the applicant and the producer.
  2. A valid premium remittance, which will accompany the application.
  3. All vehicle identification numbers (VIN) clearly indicated on the application.

### USING THE ESP SYSTEM:

After dialing the toll-free number, the automated system will ask you to:

- Enter your PIN. (Eight (8) digit PIN)
- Indicate the number of vehicles for which coverage is being requested on the application. Enter 1, 2, 3, 4, 5 (up to five (5) vehicles), or 0 (no vehicle) for a Named Non-Owner Policy.
- Enter the last five (5) digits of each vehicle identification number (VIN) on the application, up to five (5) vehicles.
- Enter the premium remittance number. (last four (4) digits of the check number)
- Indicate if you want immediate coverage for this applicant. Enter "1" for immediate coverage or enter "2" for future coverage (future effective date indicated on application).

- At each step you will be requested to verify the information you have entered. Enter "1" if correct or enter "2" if incorrect and if you wish to re-enter the information.
- You will be provided with a REFERENCE NUMBER, and the TIME and DATE at which the application has been submitted for losses. The policy will be issued effective 12:01 A.M. the following day. You must write the reference number on the application, in the section labeled ESP REFERENCE NUMBER. This can be repeated for your convenience.
- You will be asked if you have other applications to input. Enter "2" to input another application or enter "3" to exit the system.

To be valid, the application and the premium remittance are to be mailed to the TEXAS AUTOMOBILE INSURANCE PLAN ASSOCIATION NO LATER THAN ONE (1) WORKING DAY FOLLOWING THE ESP SYSTEM INPUT. The mailing address is shown at the top of the application.

### AFTER THE CALL IS MADE:

To retain the ESP effective date, you must:

1. Complete the binder form and attach the Insurer copy to the application.
2. Mail the application for insurance in duplicate along with the premium remittance within one (1) working day of call.
3. Write the ESP reference number on the application.
4. Write the effective date and time provided by the ESP System on the binder form.
5. Write the binder form control number and ESP reference number on your binder form log.

### PLEASE REMEMBER:

- Effective June 1, 1995, this is the only way coverage for losses under the Texas Automobile Insurance Plan Association may be provided on a same day basis.
- You must be a CERTIFIED PRODUCER (certified by the Texas Automobile Insurance Plan Association) or licensed employee of the certified producer to use this service. For information about certification, please contact the Association.
- ESP SYSTEM PHONE CALL AND SUBMISSION IS FREE.
- Certified producers can order binder forms from TAIPA.
- Once you become familiar with this service, you can SPEED your use of the ESP System by entering appropriate responses without waiting for the voice prompt to finish. For example, after you have verified the number of vehicles included in the application, you may enter the last five (5) digits of the first vehicle VIN, before the instruction to do so is completed.
- Producers must maintain a binder form log of all ESP calls. The log must include the insureds name, the reference number, and the date and time of submission.
- If a submission must be retracted, you must direct your request in writing to the Texas Automobile Insurance Plan Association per section E of TAIPA Rules of Operation.
- If you have any questions about this service, you may call TAIPA at (512) 444-4441.

TAIPA Rules of Operation apply to all applications submitted through the ESP System. APPLICATIONS NOT ADHERING TO TAIPA RULES OF OPERATION WILL NOT RECEIVE THE REQUESTED EFFECTIVE DATE AND MAY BE REJECTED/RETURNED.

**NOTICE: USE OF THE (800) ESP-TEXAS, (800) 377-8392, TOLL FREE NUMBER IS STRICTLY LIMITED TO ESP SYSTEM CALLS. ANY OTHER USE OF THE TOLL FREE NUMBER MAY BE CONSIDERED A VIOLATION OF TAIPA PRODUCER PERFORMANCE STANDARDS.**