

Electronic Submission Procedure

Quick Reference Guide

(800) ESP-TEXAS

(800) 377-8392

MON-SAT 8:00 am - 9:00 pm CST

BEFORE YOU CALL:	
<i>Do you have:</i>	
<ul style="list-style-type: none"> • Your ESP PIN # ? • ESP binder forms? • A completed TAIPA application for insurance, signed by the applicant, producer and co-applicant (if applicable)? • A valid premium remittance in your possession, attached to the application? • All vehicle ID numbers (VINs) clearly indicated on the application? 	
MAKING THE CALL:	
At Prompt:	Dial:
Producer Identification Number (PIN)	8 digit PIN Number
Number of Vehicles	1,2,3,4,5 or 00 (for no vehicle)
Vehicle Identification Number (VIN) - will be repeated for up to five (5) vehicles	Last 5 digits of each vehicle's VIN number
Remittance Number	Last 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 & Date of Submission**.

*You **MUST** record the Reference Number on the Application and Binder Form for the Electronic Submission to be accepted!*

The **Application, Green Copy of the Binder Form and Premium Remittance** must be mailed to the TAIPA Office **within one (1) business day of the ESP System Entry.**

AFTER THE CALL:

To retain the ESP effective date, you must:

- Record the effective date, time and ESP reference number provided by the ESP System on the binder form. Complete the binder form and attach the green copy of the binder form to the completed application.
- Provide the insured with the signed white original of the Binder Form
- Record the binder form control number, ESP reference number on the binder form log. Complete the rest of the information that goes with that entry.
- Write the ESP reference number on the application.
- Mail application for insurance, green copy of the binder form and premium remittance within one (1) business day of the ESP System Entry.

If you are experiencing difficulty with this service, please contact TAIPA at **512-444-4441** or toll free at **866-321-9154**

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

Texas Automobile Insurance Plan Association
The Escalade, Building A
4301 Westbank Drive Ste. #200
Austin, TX 78746



Electronic Submission Procedure (ESP)

(800) ESP-TEXAS
(800-377-8392)

A TELEPHONE SERVICE
OF THE **TEXAS AUTOMOBILE INSURANCE PLAN ASSOCIATION**

ON BEHALF OF
YOUR CUSTOMERS
WHO REQUIRE IMMEDIATE
PROOF OF INSURANCE

WHAT IS ESP?

An Automated System that allows certified producers to issue proof of insurance (binder form) 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.

WHO CAN USE ESP?

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

WHEN CAN I BEGIN USING ESP?

When you are certified to write through TAIPA and have purchased the ESP binder forms and logs.

HOW DO I USE ESP?

The ESP system is activated by dialing **(800) ESP-TEXAS (800-377-8392)** on your TELEPHONE. It 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. Your ESP PIN #.
2. ESP binder forms.
3. A completed TAIPA application for insurance, signed by the applicant, producer and co-applicant (if applicable).
4. A valid premium remittance in your possession, attached to the application.
5. All vehicle ID numbers (VINs) clearly indicated on the application.

MAKING THE CALL:

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

- Enter your PIN, (**your 8 digit PIN Number**).
- Enter the number of vehicles for which coverage is being requested on the app. **1, 2, 3, 4, or 5** (you can enter up to five vehicles), **or 00** (no vehicle) for a Named Non-Owner Policy.
- Enter the **last five (5) digits** of each **Vehicle Identification Number (VIN)** on the application, for up to five vehicles.
- Enter the premium remittance number, the **last four (4) digits of the remittance number**.
- Indicate if you want immediate coverage for this applicant, **1** for **immediate coverage** or **2** for **future coverage** (future eff. date indicated on app).
- At each step you will be requested to verify the information you have entered. Enter **"1"** if correct; **"2"** if incorrect and if you wish to reenter 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 AND ON THE BINDER FORM**. This can be repeated for your convenience.
- You will be asked if you have other applications to input. Enter **"2"** to input another application. Enter **"3"** to exit the system.

To be valid, the **Application, Green Copy of the Binder Form** and the **Premium Remittance** are to be mailed to the **TEXAS AUTOMOBILE INSURANCE PLAN ASSOCIATION NO LATER THAN ONE (1) BUSINESS DAY FOLLOWING THE ESP SYSTEM ENTRY**. The mailing address is shown at the top of the application form.

AFTER THE CALL:

To retain the ESP effective date, you must:

1. Record the effective date, time and ESP reference number provided by the ESP System on the binder form. Complete the binder form and attach the green copy of the binder form to the completed application.
2. Provide the insured with a signed original of the Binder Form

3. Record the binder form control number, ESP reference number on the binder form log. Complete the rest of the information that goes with that entry.
4. Write the ESP reference number on the application.
5. Mail the application for insurance, green copy of the binder form and premium remittance within one (1) business day of the ESP System Entry.

PLEASE REMEMBER

You must be a **CERTIFIED PRODUCER** (Certified by the Texas Automobile Insurance Plan Association) to use this service. For information about certification, please contact TAIPA.

- **ESP System Phone Call & Submission are FREE.**
- Certified Producers can purchase 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 digits of first vehicle's VIN number, before the instruction to do so is completed.
- Producers must maintain a binder form log of all ESP calls. The log must include: the insured's name, the reference number, and date & time of submission.
- If a submission must be retracted, you must fill out a retraction form and mail the form along with the voided application, white and green binder. This must be done within one (1) business day of the ESP System Entry.
- If you have any questions about this service, you may call TAIPA at 512-444-4441 or toll free at 866-321-9151.

TAIPA Producer Certification 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.