



MASSACHUSETTS PROPERTY INSURANCE UNDERWRITING ASSOCIATION

Underwriting Division
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04/30/2004

To: All Massachusetts Producers

Re: New Purchase Immediate Coverage Procedure

The Massachusetts Property Insurance Underwriting Association (Association), in its continuing efforts to provide the highest level of service, is pleased to announce an additional service for the submission of Immediate Coverage Applications on the new purchase of real property.

Effective immediately, the **New Purchase Immediate Coverage via FAX** procedure is introduced to obtain coverage for closings on new purchases. These applications can be submitted up to 7 days prior to the effective date. The Association will attempt to respond to applications submitted under this new procedure, received during normal business hours, 8-4 Monday through Friday, by the end of the next business day. This will allow producers to better service their clients and provide Proof of Insurance for applicants purchasing properties.

This procedure is very labor intensive and requires that the application be processed as efficiently as possible. Toward this end, there will be strict rules that must be followed in order to provide the service promised. The Association will monitor this procedure closely for misuse and abuse. Misuse and abuse of this procedure, including but not limited to, submitting applications under this procedure where the property is not a new purchase, may result in suspension of your New Purchase Immediate Coverage via Fax Privileges.

The **New Purchase Immediate Coverage via Fax** procedure and requirements:

- Submit to the Association a completed and Signed application, New Purchase Fax IC Cover sheet (attached), any other documentation required-(see Checklist attached), to the New Purchase Immediate Coverage Fax Number, **800-272-5885**.
- **Only typed Applications will be accepted.** Hand written applications will be processed under the standard Immediate Coverage via Fax Procedure. The Association provides a Fill In Application on our website, www.mpiua.com, that can be completed and printed for submission. Many commonly used agency software packages provide a means of completing these applications electronically. This requirement will assist

the Association in reading the application, decreasing processing times and human errors, which in turn enables the Association to provide more efficient service to Producers.

- **Only Applications submitted with the New Purchase Immediate Coverage Fax Cover Sheet**, (attached), to the New Purchase Immediate Coverage Fax Number, **800-272-5885**, will be processed under this procedure. The Association receives over 2000 faxes per week. With this volume, segregating applications for New Purchases received at other fax numbers is not an option.
- **Incomplete Applications will be rejected**. Resubmission of rejected applications will not be eligible for the New Purchase procedure. Attached is a Checklist, which should be utilized when submitting applications for immediate coverage. This checklist refers to many of the most common reasons for rejection. By utilizing this checklist you may save time by avoiding simple mistakes, which hinder the application process.

The Association is also requesting that applications for policies on properties other than new purchases, be submitted well in advance of the effective date requested to facilitate appropriate service without any lapse in coverage. The Association has expanded the Immediate Coverage Via fax procedure to allow applications to be submitted as early as 6 weeks prior to the coverage effective date.

Additionally, the Association has recently revised its rejection procedure for Immediate Coverage submissions to accommodate increased work volume. Acceptable submissions for Immediate Coverage are made effective the date they are received by the Association or a later date, if specifically requested. Submissions must include all pages of the Immediate Coverage application and all required signatures. If the submission for immediate coverage is rejected the effective date will remain the original date of receipt, unless a later date has been requested, provided the re-submission is received by the Association within ten days of the date of the Application Return Notice and includes the information requested that renders it acceptable under the Association's rules and underwriting standards.

The Association believes that this new procedure will improve service by expediting Service where a Proof of Insurance is required for New Purchases. If you have any questions regarding this letter, please contact our Customer Service Department.

Sincerely,

James H. Pappas
Vice President-Underwriting