



MASSACHUSETTS PROPERTY INSURANCE UNDERWRITING ASSOCIATION

Underwriting Division
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August 15, 2005

To: All Massachusetts Producers

RE: **Endorsement and Cancellation Submission-Type Faced Applications**

The Association, in its continuing efforts to provide the highest standard of service possible, has recently introduced a new document imaging/workflow system that has enabled us to more efficiently control workflow and track incoming documents. As such, **effective 09/01/2005, the Association requires all forms be submitted in typeface format.** This includes all applications for Immediate Coverage, Endorsements and Policy Cancellation.

In conjunction with this system the Association will begin accepting **endorsement** and **cancellation requests** via Fax effective 09/01/2005. In order to implement this process and handle the tremendous volume of these requests the Association will only honor requests faxed to the Association using the **800-796-2230** number and **requires** all submissions via fax to be in typeface. **No hand-written requests will be handled.**

The typed endorsement or cancellation request and all accompanying documents must be faxed to **800-796-2230**. The producer must retain the original endorsement request/cancellation request and accompanying documents faxed to the Association for their records. Current service standards still apply. When an Endorsement is issued, the Association will mail an Amended Declarations to the Producer. An Application Return Notice will be returned to the Producer via Fax when the Association rejects requests.

The Association currently provides all Forms in a "fill-in" format on it's website, **mpiua.com**. These forms can be completed and printed for submission. There are also several third party vendors, which provide our forms in an electronic format that can be completed from your desktop. The Association does accept standard Acord Endorsement and Cancellation application forms. Immediate coverage submissions require completion of the Association's Dwelling Fire and Commercial Fire Applications.

This enhancement will improve service by providing the producer the ease of Fax Transmission for all business and improve service offered by the Association by significantly reducing the number of application returned for incompleteness and ineligibility.

We thank you for your cooperation and understanding in this matter. If you have any questions regarding this letter, please contact our Customer Service Department.

Sincerely

James H. Pappas
Vice President-Underwriting

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