

MASSACHUSETTS PROPERTY INSURANCE UNDERWRITING ASSOCIATION



Underwriting Division

Two Center Plaza

Boston, Massachusetts 02108-1904

(617) 723-3800, MA Only (800) 392-6108, FAX (617) 557-5678

April 30, 2004

To: All Massachusetts Producers

RE: Online Mortgagee Change for Homeowners Policies

The Massachusetts Property Insurance Underwriting Association (Association), in its continuing efforts to provide the highest standard of service, is pleased to introduce its Online Mortgagee Change for Homeowners Policies.

Available immediately through the Producer Interface feature of www.mpiua.com, producers will be able to add a mortgagee from the Association's drop down selection list, delete a mortgagee, or change a mortgagee listed on inforce Homeowners policies and print the Amended Declarations page in real time. Free Form input is not available to Producers to add a mortgagee. Only a mortgagee listed on the Association's drop down selection list can be selected to add a mortgagee. Detailed processing instructions are attached and are available on the Producer Homepage, www.mpiua.com. The "**Change Mortgagee**" function will permit up to three mortgagee changes, at any one time, for each Homeowners policy transaction. If more than three mortgagee changes are required, you must repeat the process. Once the mortgagee change has been processed, you will be able to print an Amended Declarations page.

In conjunction with this change, effective July 6, 2004, the Customer Service Department will no longer accept requests to add, delete, or change a mortgagee via telephone. All requests not processed online will only be accepted via mail or by visiting the Association at Two Center Plaza, Boston, MA Monday through Friday between the hours of 8:00 AM – 4:00 PM. This will allow all other telephone transactions to be handled in a more timely manner by the Association's Customer Service Department.

The "**Change Mortgagee**" screen has been designed to be user friendly; however, if you require assistance or have any questions regarding this letter, please contact our Customer Service Department.

Very truly yours,

James H. Pappas
Vice President - Underwriting

Attachment

Did you check your smoke detectors today!