

**TEXAS AUTOMOBILE INSURANCE PLAN ASSOCIATION - COMPANY PERFORMANCE COMPLAINT FORM**

Re: \_\_\_\_\_  
INSURED  
\_\_\_\_\_  
POLICY NUMBER  
\_\_\_\_\_  
T.A.I.P.A. BINDER NUMBER

**INSTRUCTIONS TO PRODUCER:** When company has failed to perform in accordance with Association Performance Standards, complete this form. Attach documentation, give specifics in REMARKS section and send original to insurance company. Send duplicate to T.A.I.P.A.

**MAIL ORIGINAL TO INSURANCE COMPANY**

\_\_\_\_\_  
INSURANCE COMPANY  
\_\_\_\_\_  
ADDRESS  
\_\_\_\_\_  
CITY, STATE ZIP

\_\_\_\_\_  
PRODUCERS NAME  
\_\_\_\_\_  
ADDRESS  
\_\_\_\_\_  
CITY, STATE, ZIP

THE ABOVE COMPANY HAS BEEN IN VIOLATION OF THE PERFORMANCE STANDARDS AS ADOPTED BY T.A.I.P.A.

- ISSUANCE OF ORIGINAL POLICY** - The insurer must mail an appropriate policy within 30 calendar days of receipt of the completed application for new business.
- FILINGS** - Any filings shall be issued within 2 working days following the receipt of the assignment.
- ADDITIONAL CHARGES** - On initial application the insurer shall furnish to the insured and producer a listing of undisclosed accidents/convictions which determined the additional charges. A POLICY FEE may not be charged.
- ENDORSEMENTS** - Any endorsement requested by the insured shall be issued and mailed within 30 days.
- RETURN PREMIUM** - Within 30 days of receipt of a request for cancellation or an endorsement resulting in a return premium, the insurer shall mail the return premium. Return premiums from changes to the policy may be used to reduce the outstanding balance..
- RENEWAL QUOTE** - At least 30 calendar days (60 calendar days for risks written on a Business Auto Coverage form) prior to inception, notify the insured of a renewal premium.
- RENEWAL POLICY** - Within 30 Calendar days of the insurer's receipt of renewal premium or deposit a renewal policy shall be mailed.
- PRODUCER COMPENSATION** - Within 40 days of receipt of the gross premium the insurer shall refund Compensation.
- NON RENEWAL/END OF ASSIGNMENT PERIOD** - At least 30 days (60 calendar days for risks written on a Business Auto Coverage form) prior to the expiration, the insurer shall notify the insured of non renewal.
- CLAIMS** - Insurers shall provide policyholders and producers with information on how and where to file claims.
- MISCELLANEOUS** - The Manager may evaluate any complaint not within the preceding standards.

REMARKS: \_\_\_\_\_

SEND DUPLICATE TO -  
TEXAS AUTOMOBILE INSURANCE PLAN ASSOCIATION  
CUSTOMER SERVICE UNIT  
PO BOX 149144  
AUSTIN, TEXAS 78714-9144

\_\_\_\_\_  
PRODUCERS SIGNATURE  
14-4031