



Michigan Automobile Insurance Placement Facility Spring 2012 Newsletter

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MANAGER'S MESSAGE

Terri A. Miller, CPCU – MAIPF General Manager

Spring cleaning is a term that doesn't just apply to housework. We also encourage you to do some spring cleaning with your Facility business. First, have you checked your clients recently to see if they are now eligible for a voluntary policy? Some people just continue to pay renewal premiums, not realizing that they may no longer have the risk characteristics that landed them in the Facility in the first place. Second, have you checked the edition dates of your Facility forms? You should be using the most current version of our Certificate of Insurance (11/08 edition) so that there will not be issues with the Secretary of State when your client registers a vehicle. Last, but not least, is the list of your licensed producers registered with the Facility up to date? Take a moment to check this by logging in and clicking on "AGENCY MANAGEMENT" so that a staff member won't be caught unprepared when working with a client. You can also delete producers who are no longer working with your agency.



Please contact me (info@maipf.org) if you have any questions or suggestions about Facility operations.

MAIPF Board of Governors Elections

At the March 26th Annual Meeting, MAIPF member companies elected the following insurers to the Board of Governors for the 2012/2013 term: Amerisure, Allstate, Auto Club, Auto-Owners, Citizens, Hastings and State Farm.

The current Insurance Commissioner appointees are: Producer Representatives – Cheri Locker and LeRoy Bostic; and Public Representatives – Sandra Liddle and Laura Quinn.

New Portal Login

It's now easier than ever to navigate to the producer secure site, which is the landing strip for all of our great rating products, such as EARS, CARS and Quick Quote. The login gateway is now visible on the home page of www.maipf.org and has an extra added benefit; once you're logged in, you're given complete access to all of our producer pages until you either log off or exit the website. Producers should continue to use their current user name and password. If you're not sure whether or not you have an account with us, click [here](#) to find out! If you don't have an account, you can create one by completing the registration form and one of our support representatives will contact you once your account is active.

New MAIPF Staffers



Pam Walker

The Facility is happy to announce the addition of two new employees to our staff.

Pamela Walker is our Financial Administrator and is responsible for accounts payable, monitoring daily banking activity and assisting the MAIPF Budget Director with human resource administration. Like many of our employees, Pam is cross trained on other core duties at the Facility such as application processing and handling administrative duties for H.E.A.T.® (Help Eliminate Auto Thefts), our 24/7 tip reward program.



Tina Nancy

Pam is a 2006 graduate of Madonna University and her blend of education in criminal justice along with her previous job experience in finance makes her a perfect fit for the Facility.

Tina Nancy, the self-proclaimed “Insurance Nerd”, is our new Product Manager. Tina previously worked at Citizens Insurance Company managing new product implementation and oversight of personal lines business in Michigan, Indiana, Illinois, Ohio and Wisconsin. Her MAIPF duties include handling insurance filings with the state, compiling data and assisting with new product development.

Tina has a degree from Cleary University and brings nearly 20 years’ experience working in the insurance industry.

Pam and Tina are the first new MAIPF employees hired in over 10 years. They will both play key roles in the future of MAIPF as we continue to transform the way we do business. Please join us in welcoming them to our team.

Private Passenger Quick Quote

New Feature: Check out the left-hand navigation bar where you will see **Verify Outstanding Premium**. This was formerly on the web page with EARS, Quick Quote & CARS. We encourage you to check whether the applicant has any outstanding premium due from a prior Facility policy. If they do, please advise them that their application will be assigned back to that servicing carrier.

Frequently Asked Question

Q – Can I save EARS, CARS or any of the items in the producer secure site as a “favorite” for future reference?

A – While saving “favorites” are commonly used to bookmark webpages that are frequently visited, we have found the best way to successfully reach the producer secure site is to log in from our homepage. We have had reports of application forms not loading properly when our website has been saved as a “favorite”.

Application Trends

Through March 2012 we have received 336 private passenger applications – up 8.7% from the same period in 2011. We received 100 commercial applications, a reduction of 2.9% from 2011.

Pending Manual and Rate Revisions *

Subject to Approval by OFIR			
Proposed Effective Date	Proposed Revision	Private Passenger (six-month policies)	Commercial (annual policies)
July 1, 2012	Michigan Catastrophic Claims Association	\$97.00	\$194.00
October 1, 2012 *	Base Rate Revision	20.1% Decrease	3.0% Decrease

Reminders

- The MAIPF Temporary Certificate of Insurance (MAIPF-01) is not available on our website to download and cannot be faxed. It is printed on special paper with several safety features to prevent reproduction and to deter fraud. The branch offices of the Secretary of State have been given instructions on how to identify our certificates. Please make sure that you have an adequate supply of the current edition on hand (Rev.11/08). These are the only certificates that may be used on new Facility applications or policy changes.
- If you have forgotten your password to enter the producer secure site, click on the link labeled "Forgot Password". You will then be prompted to enter your System ID and email address. Once this information is provided, the password will be sent to the email address that we have on file (the one that was given to us upon registration).

HEAT® Program

Now in our 27th year, HEAT® continues to serve as a valuable tool for fighting crime. Our program has aided law enforcement in the recovery of over \$54 million in stolen vehicles and related property, and has paid rewards to tipsters totaling over \$3.7 million.

HEAT® is a confidential, toll-free tip line to allow citizens to report information about auto theft, auto theft-related insurance fraud or identity theft, carjacking, theft rings and chop shops. If the suspects are arrested and bound over for trial, rewards can range up to \$10,000! All funding for the program is provided by Michigan auto insurers. Live operators are ready to take calls 24/7.

To date in 2012, we have already awarded almost \$20,000 to tipsters who provided information leading to thirteen arrests and the recovery of \$245,000 in stolen vehicles and other property.

To obtain free materials for display in your agency or to include in mailings to your clients, contact Nina Hier at ext. 227 or via email at info@miheat.org. Program information and theft prevention tips are also available on our web site, www.miheat.org.

	Help Eliminate Auto Thefts by reporting Auto Theft & Auto Related Crimes	
	Call the 24/7 HEAT® Confidential Tip Line 1-800-242-HEAT OR Report Tips Online!	Contact us for HEAT® Info and to Order Supplies

We Want to Hear From You

Your feedback is especially important to us and we want to hear from you. Please share with us your experience, good or bad with any Facility related item; from our website, rating programs and employee support. Send us your comments at info@maipf.org.

How to Contact Us:

MAIPF Applications & General Correspondence		Drop off applications at our office Monday through Friday, 8:00 A.M. to 4:20 P.M.	
MAIPF P.O. Box 33617 Detroit, MI 48232-5617		17456 Laurel Park Drive N., Suite 130 E, Livonia MI 48152-3981. Our office is near 6 Mile Road & I-275. Our parking lot is adjacent to Laurel Park Mall.	
Phone: 734.464.1100	Email: info@maipf.org	Fax: 734.464.0009	Internet: www.maipf.org

Servicing Carrier Directory

CARRIER	ADDRESS	PHONE NUMBER
Auto Club	JUA Processing 1 Auto Club Drive Dearborn MI 48126-2694	(313) 336-2530
Auto Owners	JUA Operations 6101 Anacapri Blvd. PO Box 30660 Lansing MI 48909-8160	(517) 323-1201 x 2009
Citizens	Auto Plan Department PO Box 930 Howell MI 48844-0930	(800) 243-8921
State Farm	JUA Operations 2550 Northwestern Ave. West Lafayette IN 47906-1394	(765) 463-8140
Amerisure (Commercial)	26777 Halsted Rd PO Box 9201 Farmington Hills MI 48333-9201	(800) 789-9594
For a complete listing of servicing carrier claim offices in Michigan, go to http://www.maipf.org/SC/SC-Directory.pdf		