



Guide to Navigating TAPCO's Website

Login – Agency Number and Web Key are needed to set up a login. Both are sent with the Welcome Letter or registered agent may call in to obtain Agency Number and Web Key. A sign-up link may also be requested by calling Underwriting at 800-334-5579 or by calling New Brokers at 800-334-5579 x 8600.

Broker Services

- **Manage Profile** – Provides current agency information. Updated info attaches to the Agent field in our system but does not update Agency info. Any changes to the Agency Mailing and/or Location Addresses and Delivery Option updates should be sent to newbrokers@gotapco.com.
- **Forms & Applications** – Includes Tapco applications and Carrier applications broken out by carrier. Also includes our 1,000 Plus Available Searchable Class Code document.
- **Pay Online** – Pay binders, renewals for endorsements online. Binders remain on the portal for 20 days. Select payment options:
 - Gross
 - Net
 - Gross AFCO or IPFS
 - Net AFCO or IPFS
 - Outside Financing – Must pay the amount the finance company provided. The minimum amount that must be paid is 10%.
 - Endorsements will reflect net only. Endorsements will remain in the payment portal until the endorsement is paid or the policy cancels.
 - Note: Any endorsement invoices that indicate “prebill” and/or audit invoices cannot be paid online.
 - Unearned Commission for policies that cancelled mid-term.
 - Renewals will remain in the payment portal for up to 30 days after expiration if the renewal is bound within 20 days. If the renewal is not bound through Underwriting, they will remain on the portal for 20 days.



- Note: Submit Division renewal accounts will not appear on the payment portal until they are bound. Once bound, they will remain on the payment portal for 20 days.
- **Certificate of Insurance** – Issue Certificates of Insurance for Non-Brokerage **policies that have been issued.** (If you prefer that Tapco issue the Certificate of Insurance, we will be glad to **after the policy has been issued.** Please send your request to cois@gotapco.com.) Certificates can be issued online for the following:
 - For informational purposes.
 - Add a certificate holder.
 - Add a lienholder without omnibus language – If just the name and address are being included, the COI can be issued. Once issued, the Gateway will AUTOMATICALLY SEND A SYSTEM GENERATED endorsement request to endorsements@gotapco.com.
 - Note: Omnibus wording and ALL other requests should be sent to endorsements@gotapco.com for processing.

*If a binder certificate is needed within the binder period, a request may be submitted to cois@gotapco.com with completed and signed applications.

- **Accounting and Financing** – Enter the check number and find check detail regarding the account number, etc. associated with the check.
- **Agency Statements** – Search by Month and Year. The agency statement includes premiums owed for new business, renewal business, endorsements and unearned commission for policies that cancelled mid-term.
- **Claims Procedures** – Directions on how to report a claim and includes carrier contact telephone numbers and email addresses.
- **Loss Runs** – Includes information for obtaining loss runs.
- **Direct Bill Renewals** – Includes information about TAPCO's Direct Bill Process with regards to servicing policies mid-term and processing endorsements.
 - **Link for learning about different Delivery Options for receiving renewal policy copies and endorsements can be found on this page as well.**
- **Premium Finance Options Offered** – AFCO and IPFS information.
- **Debit Card Funding** – Current account information for TAPCO debit card.



- **Phone Guide** – Navigation of our phone system.

Quoting

- Homeowners (where eligible), Dwelling Fire (where eligible), Personal Liability (where eligible), Dwelling Lessor's Risk, Vacant Builder's Risk, Artisan/EZ Rate Contractors (only available in DC, FL, GA, MD, NC, SC, TN, TX & VA), 40+ Additional Class Codes and Flood available for online quoting.
 - Only available in states for which we have a license entered in our system and where their license is eligible in NY and FL.

Document Search

- Search All, Policies, Renewals and Endorsements.
- Search by Policy Number or Binder ID.
- Search by Insured Name.
- Search by expiration Date Month and Year.
- Documents may be downloaded or emailed.