



## AGENT COMMUNIQUE March 2019

### Reception Desk Changes

Effective March 19, 2019, Michigan Basic Property Insurance Association (M.B.P.I.A.) will no longer have a Representative servicing the front desk.

For your convenience, M.B.P.I.A. has several secure ways to make a payment:

- Credit/debit card payments can be made through our IVR telephone system by dialing 1-313-877-7400 and following the prompts to make a payment 24 hours/7 days a week.
- Credit/debit card payments can also be made on our website at [www.mbpia.com](http://www.mbpia.com) . Click on the policy holder tab.
- Checks and money orders can be mailed to:  
MBPIA  
3245 E Jefferson Ave  
Detroit, MI 48207-4222
- Lastly, checks, money orders, or credit/debit card payments can be placed in our office drop box, Monday – Friday, 8:00 a.m. to 5:00 p.m.
- **CASH IS NOT ACCEPTED!!!!**

#### **When utilizing the drop box:**

- Payments received via drop box may not be posted to your account until the next business day.
- Applications are now electronically signed on-line. Please do not place a copy of the application(s) in the drop box.
  1. Payments must be in the form of check, money order, or credit/debit card.
  2. Checks and money orders should be made payable to M.B.P.I.A.
  3. To assure that your account is properly credited, please make sure that your correct policy number(s) and property address(s) are on your check(s), money order(s), or credit card form(s).
  4. Please include a day time telephone number to reach you if necessary.
  5. Enclose the payment in an envelope.
  6. Deposit the payment in the drop box.
- It is necessary to always have the current policy number available when making payment(s). All policy number and payment questions should be directed to your Agent.

For scheduled appointments, a telephone will be available at the front desk to check in.

Agent Communiqués are posted on the current Michigan Basic Portal Pre-2019 in Document Libraries under “Circulars”.