Telephone-Initiated (TEL) ACH Debit Authorization

TEXAS WINDSTORM INSURANCE ASSOCIATION

Date of Call: _____

Person Calling: _____

Check one of the boxes below:

☐   Existing Customer - Current TWIA Policy #: _____; or

☐   Existing Customer – Prior TWIA Policy #: _____; or
(Customers are considered "existing" if they have had a policy with TWIA within the past two years.)

☐   New Customer (Customer-initiated call – Agent/TWIA is not allowed to initiate the call)

Request the below information from the account holder to confirm their identity:

Account Holder Name: _____

Account Holder Address: _____

Account Holder Telephone #: _____

Account Holder Date of Birth: _____

Request the below information relating to the account holder's bank information:

Bank Name: _____

Routing Number: _____   Account Number: _____

Amount of Debit: _____   Date of Debit: _____
                                                       (Cannot be earlier than 2 business days from today's date)

State the following to the account holder: "Do you hereby authorize Texas Windstorm Insurance Association to debit your account based on the information you have provided to me today?" The account holder should say "Yes", they cannot remain silent. Check here to confirm that the account holder replied "Yes" _____

Disclose to the account holder that a written notice will be provided to them confirming the details of their transaction, along with a phone number to call for questions or to revoke the authorization. Collect an email address to provide the authorization notice.

Account Holder's Email for Notice: _____

I certify that I have spoken with the individual noted and obtained the information above. I have verified the name, address, phone and date of birth by (check all that apply):

__ TWIA Database   __ Agent Database   __ Online Datab ase   __ Caller ID   __ Other: _____

_____   _____
Signature of Person Taking Information   Printed Name of Person Taking Information