

NYAIP Application Processing Requirements

The NYAIP office has adopted a fully paperless processing model. All applications and payment processes are electronic through PASS and EASi and all mail to the NYAIP must be submitted by email.

Customer Service team remains available to you during regular business hours. The details of the mail, application and payment requirements are provided below.

1. **No (Paper) Mail**
2. **Application Processing**
3. **Payment Requirements**
4. **Signature Requirement**
5. **Contacting Us**

1. **No Mail:**

We no longer accept applications or inquiries by mail. All correspondence must be submitted by email to NYAIPINQ@AIPSO.com.

2. **Application Processing:**

All submitted applications must be sent through the PASS/EASI Paperless Application Submission portal by scan and upload. Once submitted, the application and applicable documents must be printed, signed, and uploaded through the Paperless Application portal. Producers must continue to visually validate applicants' identity and signatures. If the applicant is not physically in the producer's office, the producer must use a video conferencing or virtual meeting tool to compare the insured's identity with the driver's license and to witness application and credit card signatures. (See Sec 15A.1.c.)

3. **Payment Requirements:**

All applications must be submitted to the Plan using an electronic form of payment; producer sweep or credit/debit card for the non-financed portion of the deposit.

Financed Deposit:

- **Electronic Finance Deposit:** The Plan has partnered with Capitol Payment Plan, The Premins, and Strand to electronically transfer premium deposit to the Plan on new business private passenger application. Therefore, producers are not required to issue a paper draft.
- **Non-Electronic Finance Deposit:** If the finance company you select is *not* listed as a participating company to submit electronic finance payment, a copy of the finance draft with the agreement must be uploaded through the Paperless portal with the application. Once the application is assigned, generally within 3 business days, simply check PASS/EASi to determine the assigned company information and ***mail the original finance draft with a copy of the first page of the application, directly to the assigned company.***

4. **Signature Requirement:**

Since Section 15. A of the Plan was amended to allow for virtual confirmation of the owner/operator identity, the same method is required for producers to virtually witness signatures.

5. **Contacting Us:**

Our Customer Service Team are available by phone, email, or Live Chat during regular business hours; 8:30 - 4:15.

- **Phone Calls:** You may contact our Customer Service Team at 212-943-5100
- **Emails:** Send email to NYAIPINQ@AIPSO.com for regular inquiries and PASSHELP@AIPSO.com for technical support inquiries.
- **Live Chat:** Instead of calling or sending an email, you can "Live Chat" (text) with a CS Representative from the NYPASS or EASi website.