

# NATIONAL SOFTBALL ASSOCIATION/BASEBALL PLAYERS ASSOCIATION

## *Frequently Asked Insurance Questions*

**Question:** How do I purchase NSA or BPA coverage?

**Answer:** In order to purchase coverage through NSA or BPA's insurance program, you must have an NSA or BPA sanction number. Please note that you must visit the websites at [www.playnsa.com](http://www.playnsa.com) or [www.playbpa.com](http://www.playbpa.com) or contact your state director for a sanction number. This applies to teams only as field owners do not need sanction numbers to buy coverage.

**Q: I applied for my sanction number, but I have not received it yet. Should I fax my application to Thilman Filippini and forward my sanction number at a later date?**

**A:** As Thilman Filippini cannot process your application without a sanction number, please submit your application for insurance once you have your number.

**Q: What if I need coverage immediately?**

**A:** Please fax the completed application with a copy of your check, or include your credit card number, to our attention (Thilman Filippini Sports Division 312-527-9509). Whether immediate coverage is needed or you have some time before you begin sanctioned activities, please be sure that your application is typed or printed clearly to avoid a delay in processing. While NSA requires rosters and possibly roster updates (please check with NSA or your State Director) Thilman Filippini does not require this information from your organization.

**Q: May I buy insurance online or over the telephone?**

**A:** Thilman Filippini can only accept faxed or mailed applications at this time. However, if you are paying with a credit card, you may e-mail your team's information (see e-mail addresses on page four of this document) to us. Please be sure to include all of the information that is requested on the application (team name, sanction number, age group, address, contact information, payment amount, credit card number, type of card, expiration date). Also, please include in your subject line a reference to buying insurance, i.e. "Application for NSA coverage" if you are an NSA team or facility and "Application for BPA coverage" if you are a BPA team or facility.

**Q: How long before my team is insured?**

**A:** Your organization is considered insured from the time we receive your completed application if faxed and one day after postmark if sent via regular mail or overnight delivery. You must include full payment (credit card or check) and your sanction number.

**Q: Does NSA/BPA insurance cover me for play in NON-NSA/BPA tournaments?**

**A:** Yes.

**Q: When do I receive my certificate of insurance?**

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**A:** Please allow at least 48 hours from Thilman Filippini's receipt of your application for a copy of your certificate of insurance to be forwarded to you.

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**Q: Should I call Thilman Filippini to confirm that my application was received?**

**A:** Due to the high volume of applications processed daily, we ask that you let your fax confirmation serve as verification of our receipt of your application. However, if you have not received your certificate 48 hours after faxing your application to our office, you should call us to verify its status and/or receipt. For mailed applications, please note that these will also be processed within 48 hours of receipt, but due to the uncertainty of regular mail we ask that you allow 7-10 business days from the time you mailed it for receipt of your certificate.

**NOTE REGARDING APPLICATIONS THAT ARE SUBMITTED TO OUR OFFICE ON FRIDAYS:** Although we ask for 48 hours to provide your proof of insurance, we generally process these the date of receipt. Please note that in order to be certain that you receive a certificate for a team or field for which an application is being submitted on a Friday, please be sure to submit your application no later than 2:00 PM CST. If you do not have your certificate by 3:30 PM on Friday, and you submitted your application by 2 PM, and you are playing in a tournament the same weekend, please call our office to verify the status and/or our receipt of your request. **However, due to the high volume of applications submitted for this program, it is recommended that your application for insurance be submitted as early in the week as possible to ensure that you receive your certificate in time.**

**Q: I faxed my application to Thilman Filippini more than 48 hours ago, but I still have not received my certificate. Why?**

**A:** Please note that when you fax or mail your application to us, you must advise us if you would like your certificate faxed or e-mailed to you as unless advised otherwise, your certificate will be mailed to your attention. A certificate sent from our office via regular mail will result in a delay of your receipt of the document.

**Q: Why does my credit card statement show Francis L. Dean & Associates instead of Thilman & Filippini?**

**A:** In order to offer the convenience of credit card use to NSA and BPA teams, Thilman Filippini arranged for the Managing General Agent/Underwriter (Francis L. Dean & Associates) to process these payments on our behalf since Thilman Filippini cannot accept credit cards at this time. **Note: As the MGA processes the credit cards on Thilman Filippini's behalf, there may be a delay from the time you submit your credit card for payment and the time the MGA processes it. Due to this delay, Thilman Filippini may be delayed in contacting you in the event that there is a problem with the credit card (number, expiration date, etc.). However, once we contact you (via fax, mail or e-mail depending on the information provided on your application for coverage) we must receive a valid form of payment within 7 days of our advising you of the problem or the insurance coverage will be cancelled for non-payment.**

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**Q: The facility that I use for practice and/or play has requested a certificate from us, how do I get this and is there an additional fee?**

**A:** If a facility, school, park district, etc. requires a certificate from your team, please include the facility's name and address in your request to us. If you are sending a request for a facility certificate AFTER you have purchased team coverage, please be sure to include a copy of your team certificate with your request to us or you may include the name of the team and its sanction number. If we should send this certificate directly to the facility, include the facility's fax number and contact name or e-mail address. Unless advised otherwise, the certificate will be sent via regular mail. An additional fee is not required.

**Q: I am paying with a check and have faxed it along with my application to your office, what is the next step?**

**A:** If you are paying by check, please mail your original paperwork and check to our office. The original paperwork allows us to match the payments to the faxed applications. If you are using a credit card, it is not necessary to mail your original paperwork. **Note: Your original paperwork and check must be received in our office within 10 business days after the issuance of your certificate or the insurance coverage will be cancelled for non-payment.**

**Q: How do I determine if I pay the League or Non-League rate as detailed on the brochure?**

**A:** If you are insuring four or more teams at the same time, you are entitled to the LEAGUE RATE. If you are insuring three or less teams, you must pay the NON-LEAGUE rate. **Note:** If your team is buying into the insurance program AFTER your league (a group of four or more teams) has purchased the coverage and you are submitting your application with payment based on the league rate, you must reference the name of the league that your team is a part of on your cover note. We need the name of the league in order to verify that the league has purchased coverage and to confirm that your team is entitled to the league rate. If your league does not insure itself under one name (meaning the four or more teams are insured as a league, but under individual team names) please advise the names of the teams that are insured in the league as well as sanction numbers. You may also include a copy of the certificate(s) issued to the league as proof that your league is insured.

**Q: I mailed my check to Thilman Filippini, but it still has not cleared my bank. Why?**

**A:** Please note that there is a 2-4 week delay from the time we receive your check until the time it is deposited due to the manner in which payments are internally processed.

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**Q: What should I do if I need a DUPLICATE copy of my certificate and/or revisions to my certificate?**

**A:** A written request, stating what changes are needed, should be faxed to our office with a copy of the certificate that needs to be revised. You may make the changes directly on the certificate that you are requesting the revisions on. Please include your return fax number or e-mail address so that the revised copy can be forwarded to you. For a duplicate copy of your certificate, fax or e-mail a request to our office with a reference to the team's name and sanction number or facility's name and city and state it is located in. Please state on your request that you are requesting a duplicate. Please provide an e-mail address or fax number to which this certificate should be forwarded.

**If you have a question that was not addressed in this document, please contact Maia Kamler 312-527-9500. For an immediate response please e-mail (maia.kamler@tf-risk.com).**