FiRST Streamlines AIPSO’s Services in 27 States

The Five Region Service Team (FiRST), headquartered in AIPSO’s home office, is now providing management, administration, and operations services to twenty-nine auto insurance residual market mechanisms in the twenty-seven states served by our organization’s Central, HOME States, Mid-Atlantic, Northeast, and Southeastern Regions. A listing of these mechanisms is presented as an addendum to this announcement. FiRST was conceived to leverage AIPSO’s managerial strengths and regional resources by providing more efficient services to our customers in the twenty-eight states through the centralization of services.

FiRST was formally launched in February 2019 but was a work in progress for several months prior to that, when Frank Pensabene, Vice President – AIPSO Field Operations, proposed the following concepts for the five regions:

- A “Call Center” for customer service operations, and
- An administration team charged with addressing Governing Committee/Board of Governors matters.

The Field Operations department also realigned the five regions’ Team Leader and Regional Manager assignments. Today, Tom Assad, Nancy Banaczuk, Donna Carr, and Sandy Crayton now work collaboratively as FiRST’s management team, ensuring that each of the twenty-nine mechanisms has the support it requires.

FiRST also comprises two additional teams. The Operations Team, with four home office employees joined by staff from our remote offices in Alabama and Minnesota, assumes the responsibilities for application processing, responses to customers’ inquiries, and administration of all programs supported by the twenty-nine mechanisms, including appeals, CASP, producer certification, and retroactive assignments.

The FiRST Administrative Team, staffed by three home office employees and our Illinois remote office’s employee, is responsible for the preparation of each mechanism’s governing body/subcommittee agendas and minutes, as well as issuance of other communications.

AIPSO anticipates that through FiRST our organization’s external customers in twenty-seven states will see streamlined and efficient service offered by a cohesive unit that is able to provide continuous coverage in our home office and regional offices.
States’ Auto Insurance Residual Market Mechanisms

Served by FiRST

Central Region
Illinois AIP
Iowa AIP
Minnesota AIP
Missouri AIP
Nebraska AIP
North Dakota AIP
South Dakota AIP

Northeast Region
Connecticut AIARP
Maine AIP
New Hampshire AIP
New Hampshire ARF
Pennsylvania ARP
Vermont AIP

Southeastern Region
Alabama AIP
Georgia AIP
Mississippi AIP
South Carolina CAIP
Tennessee AIP

HOME Plans Region
Arkansas AIP
Associated Auto Insurers of South Carolina

HOME Plans - Operations Only
Indiana AIP
Kentucky AIP
Louisiana AIP
Oklahoma AIP
Wisconsin AIP

Mid-Atlantic Region
Delaware AIP
District of Columbia AIP
Virginia AIP
West Virginia AIP

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