



NADA Insurance Transition FAQ's

Q. I received a letter in the mail from Forrest. T. Jones & Company regarding my current coverage through NADA Insurance. Is this legitimate?

A. Yes! Effective May 1, 2026, Forrest T. Jones & Company (FTJ) will handle all administrative services for your NADA-sponsored insurance policy. Please refer to the letter for additional information regarding timing, dates, billing, and other helpful information

Q. Why is NADA Insurance changing administrators?

A. NADA Insurance is committed to serving dealer members and their families. As part of this process, NADA Insurance periodically evaluates our partnerships to ensure that we are bringing the best solutions, services, and value to the NADA Membership. Forrest T. Jones & Company (FTJ) was selected based on a thorough evaluation of the industry and a robust RFP process.

Q. Will my current insurance coverage change in any way?

A. No! New York Life is still the Insurance Carrier for NADA Insurance, and your current Certificate of Insurance remains in effect. There will be no changes to your current benefits, provisions, or coverage.

Q. Will my current premium credit remain in effect?

A. Yes, the current premium credit percentage will continue to remain for the rest of the year. There may be a change in the way this premium credit is reflected on your billing notice, but the calculation and the percentage remain unchanged.

Q. Is any action necessary on my part?

A. Yes! It is important that you continue to pay premiums throughout the transition. Premiums due before May 1st should be paid to the current program administrator. Premium notices will continue to be mailed based on the current billing schedule through the transition to minimize any disruption.

If you currently pay by ACH, it is very important that you update your payment information with the new program administrator. For your convenience, an Automatic Payment Form will be included with your bill. That way you can set it and forget it by providing your bank draft information to authorize the new administrator to withdraw payments from the account you specify.

Q. Are there any new program features that I should be aware of as part of this administrative change?

A. Credit Card payments will now be accepted for all products in addition to ACH or Direct Bill.

If you currently manage your Employer Paid Tiered Group Life insurance coverage on behalf of your Dealership, you will now be able to add or remove employees and manage your active insureds through a new, online portal. No more PDF's, no more emails unless you want to continue to use the current process. Please stay tuned for more information on how to access and use this new employee management tool.

Q. Who should I call for questions or need to make changes to my current coverage?

A. You can always call the current NADA Insurance phone number, 888-461-6232 (NADA). This number will continue to direct to the current program administrator until April 10, 2026. At that time, the phone number will be switched over to the new program administrator which means that it will always be pointing to the correct administrator.

In the meantime, if you have any questions about the transition, please call FTJ's dedicated administrative transition Customer Service Department toll-free at 888-469-5478 weekdays from 6:30 a.m. to 6:30 p.m. Central Time.

Q. Can I stay with the current program administrator?

A. No. NADA Insurance is a Group Insurance Product which means that all certificate holders must also move to the new program administrator FTJ.

Q. I recently applied for insurance through the NADA Insurance Program. Do I need to resubmit my application?

A. All pending applications will continue to be processed by the current program administrator. If your application is still pending at the time of the transition, it will be transferred to FTJ for processing

Q. Can I still apply for coverage during this administrative transition?

A. Yes! There is no black out period. All applications will continue to be processed by the current program administrator. If your application is still pending at the time of the transition, it will be transferred to FTJ for processing

Q. Does NADA receive compensation from NADA Insurance?

A. No. NADA Insurance is offered as a member benefit, and no royalties or compensation are paid to NADA through NADA Insurance.