



Randy Wipf, CIC
Vice President – Underwriting / Agent Services

MEMORANDUM

DATE: May 13, 2009
TO: All Agents
RE: **T.W.I.A. ANNOUNCES NEW WEB SITE / [WWW.TWIA.ORG](http://www.twia.org)**

T.W.I.A.'s new web site will begin functioning on Wednesday, May 13th at the same address you find us now; www.twia.org. Some agencies will see the new web site immediately, however, depending on your Internet provider (I.P.) service, it may take several days before the change is visible on your local computer.

The new web site is designed to make the information you're looking for easier to find. We've divided the Home (start) page into sections and the column in the middle section is where agents will find important links such as the E-Quote login button* or the link to all "Agent Bulletins". Give T.W.I.A.'s web site a "test drive" and see how intuitive it is. We hope you'll like it.

* From E-Quote, agents can complete a series of functions such as:

- Create policy applications
- Produce & submit a first notice of loss (FNOL)
- Review the status of all TWIA policy expirations
- Review the status of claims

NOTE: If you experience a problem viewing the new site after Monday, May 18th, you will need to clear your browser's cache. For step-by-step instructions on this process, refer to the links below:

- For Internet Explorer, (refer to the section: "Clearing Your Browser's Cache") go to: <http://www.microsoft.com/windows/ie/ie6/using/howto/customizing/clearcache.msp>
- For Firefox, go to: <http://support.mozilla.com/en-US/kb/Clearing+Private+Data>
(Note: In Step 2, ensure "Cache" is checked. Clearing any other data at this time should be done at the user's discretion.)

If you are still experiencing issues after trying the steps in the links above, please contact webmaster@twia.org.

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