



Reggie Warren
Vice President - Claims

MEMORANDUM

DATE: April 15, 2009

TO: All Agents

RE: NEW METHOD TO REPORT CLAIMS TO T.W.I.A. BY AGENTS

T.W.I.A. is releasing a new automated solution for submitting FNOL (First Notice Of Loss) Notices electronically by agents. This is an additional feature within our existing E-Quote system currently used to submit policy applications. While policyholders will be able to report losses by phone or fax, as explained on the T.W.I.A. web site, only agents (not policyholders) will have access to loss notices created in E-Quote. T.W.I.A. prefers you exclusively use this new method of reporting losses, as it has several advantages for you and your clients, including:

- A TWIA claim is created immediately
- The claim is simultaneously made ready for assignment to an adjusting firm
- A valid policy is confirmed for the date of loss
- A claim number is created and displayed for the agent and policyholder to track the claim

To view the web site instructions, go to www.twia.org, click on “**How to file a claim**”, for complete details.

In addition, we are releasing the capability for you (agents) to log into E-Quote to view a list of claims on policies for your book of business with the T.W.I.A. When logged into E-Quote, the list is accessible by clicking on the “Claims” menu item and choosing “Existing”.

NOTE: T.W.I.A. has scheduled several “Underwriting Basics Workshops” between the dates of May 5, 2009 and June 4, 2009. Although the FNOL and Claims List features are considered intuitive, as part of these workshops we will be providing a brief overview of these new features in the E-Quote system. Please visit the T.W.I.A. website for more details on the workshops.

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