



MEMORANDUM

DATE: February 17, 2011
TO: ALL AGENTS
FROM: TEXAS WINDSTORM INSURANCE ASSOCIATION
RE: DESTROYED OUTGOING MAIL BEING RE-SENT

We have been advised that a major fire at the Pitney Bowes presort mail services facility utilized by TWIA destroyed documents with a print date of February 2nd and 3rd being prepped for mailing.

These documents (policy packages, renewal notices, endorsements, invoices, and correspondence) will be reprinted and mailed by early next week. The reprinted mail will be identified with a copy of this letter included with the mailing to you. Some of the mail may have made it through, so if you get any duplicates simply discard them.

If you feel you are missing something from that time-period and have not received it by February 28th (allowing time for the duplicate mail to reach your office), please call us and we will re-print the documents and send them to you.

Please be advised that due dates for payment of invoices or notices having a February 2nd or 3rd print date will be extended two weeks from the original due date to allow agents sufficient time to mail in premiums.

We apologize for any confusion and inconvenience caused by this event. If you have any questions, you may contact your underwriter.

Texas Windstorm Insurance Association