



May 3, 2011

AN OPEN LETTER TO TWIA POLICYHOLDERS

You may have seen news articles recently about management changes at the Texas Windstorm Insurance Association (TWIA), and that the Texas Department of Insurance (TDI) has placed TWIA under administrative oversight. What does this mean to you, a TWIA policyholder?

First and foremost, these actions do not affect the terms of your TWIA coverage in any way. Policies remain in effect. Policyholders should continue to work through their agents and can expect normal business operations.

Administrative oversight is one of the regulatory tools through which TDI works with a company to improve operations where they are needed. This is a temporary condition designed to help TWIA resume normal efficient and effective operations.

The second important point that we want to make is that the purpose of TDI's oversight is to make sure that TWIA is prepared for the upcoming hurricane season in order to be able to provide prompt and equitable claim services to our policyholder in the event of a loss.

There are many valuable lessons learned from Hurricane Ike that have led directly to agency and policyholder process improvements at TWIA. For example, we have implemented a new electronic claims filing feature on our website to speed up claim reporting and processing. In addition, policyholders can access information about their claims directly on the TWIA website under the Policyholder Portal. The Policyholder Portal is a feature designed to give policyholders more direct access to their claim information. With your policy number, claim number, and a valid email address, you can register for and use this portal to find:

- Your agent's contact information;
- Your adjuster's contact information;
- A list of all loss payments that have been made on your claim; and
- The amount of any replacement cost holdback on your claim.

Please visit www.twia.org to sign-up today under the Policyholder tab.

Our commitment to policyholders remains a top priority. We are steadfastly committed to fair and prompt handling of claims. While it is our hope that the upcoming storm season will be easy on Texas coastal residents, be assured that we are focusing our efforts and resources on being prepared and ready to honor our commitments regardless of what nature has in store.

TWIA MANAGEMENT

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