



**MEMORANDUM**

DATE: September 1, 2001

TO: Agents writing TWIA policies

CC: James W. Oliver, General Manager  
TWIA Staff

FROM: Reggie Warren  
Claims Manager

RE: **Change in mailing claim checks**

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Currently, claim checks are being mailed to the agents for delivery to the insureds. It is our feeling that we can speed up the payment and repair process by mailing checks directly to the insureds. Therefore, effective October 1, 2001, claim checks will be mailed directly to the insureds. Your office will receive a "Claim Disposition Notice" after the claim is paid and/or closed.

Please make certain all TWIA policies contain the correct name and mailing address of the insureds.