



Create a New Claim in Claims Center



Claims Center provides a central location for claim files and supporting documents for claims filed with Texas Windstorm Insurance Association (TWIA) and for communicating with the TWIA Claims Team. This job aid provides a brief summary of the steps needed to file a new claim with TWIA using Claims Center.

You will need a computer with an Internet connection that is equipped with a browser, a user name, a password and the address for Claims Center (<https://portal.twia.org/twia/do/login>). You may use any internet browser but like Policy Center, Claims Center works best with Internet Explorer 11. If you have previously registered for Policy Center, you can use the same user name and password to login to Claims Center. For more detailed information on how to use Claims Center refer to the *TWIA Claims Center Agent Reference Guide*, which is linked to the help link in Claims Center.

Preparation

- Obtain your user name and password.
- Collect claim information, policy number, date of loss, address of loss and claimant contact information.
- Collect any electronic documents that you might want to upload to Claims Center in support of the claim.

Process

1. When you have the policy number enter the policy number and loss date on the *Date of Loss* page. If you do not have the policy number, search for it using *Search for a Policy* using the date of loss, city and state and last name or organizational name.
2. Complete the *Main Contact Information for the Claim* page including name of contact person, contact relationship to policyholder, current address and preferred communication method.
3. Complete the *Loss Details* page including a description of loss and cause of damage.
4. Select *Click to Report Damage*, confirm the damage and complete the *Damage Questions*.
5. On the *Additional Information* page, select the *Upload Documents* link to upload any related documents to the claim.
6. If appropriate, add additional persons to the claim.
7. Review the summary of the claim file.
8. If needed, send a message to TWIA using the *Messages* tab.
9. Select *Submit the Claim to TWIA* link.

Workflow Diagram

