Processing a Renewal User Guide

This user guide provides instructions on locating and processing a TWIA renewal application.

> **All TWIA renewal applications are electronically generated in Policy Center.**

1. Locate the renewal in the My Activities section or manually search for the renewal.
2. Answer all Pre-Qualification Questions.
3. Answer both Pre-Renewal Information Questions and click Save Draft.
   Note: Once these questions have been answered, the Renewal Application Notice will be available to view in the Documents section.

> *All fields on the renewal marked with an asterisk should be verified, updated, or completed.*

4. Click the Edit Transaction button.
   a. A message will notify you that edits require re-approval by underwriting. Click OK.
5. Click Locations and Risk Items on the left side of the screen.
6. Click on the item number to edit item details.
7. In the Additional Details section, complete information on changes made to the property.
8. For replacement cost valuations:
   a. Refer to the TWIA Training Center - Replacement Cost Valuation Tools section:
      i. Residential Policies: Refer to the **Residential: Importing a Replacement Cost Valuation Job Aid**. Import a new MSB without "estimate" in the policy number before importing, if required.
      ii. For Commercial Policies: Refer to the **Commercial: How to Use the Valuation Tool Job Aid.**
9. Once the electronic renewal application has been verified, updated, and completed, click the Calculate Premium button.
10. On the Payment Screen, select your payment option in the Payment Method dropdown menu.
    a. Refer to the TWIA Training Center – Payments Job Aids:
       i. Refer to the Payments Job Aid (not including Wellington) for eCheck, EFT, and Check/Money Order payment instructions.
       ii. Refer to the Wellington Premium Finance Job Aid for Wellington payment instructions.

For questions, please call 1-800-788-8247 or email us at agentservices@twia.org.