

# Submitting a TWIA Policy Cancellation Request

This job aid demonstrates the steps needed to cancel a TWIA Policy in Policy Center.

Before you submit a cancellation request, please review pages 19 and 20 of the [TWIA Instructions and Guidelines Manual](#) for the requirements.

\*\*\*\*\*The Most Common Cancellation Reasons Include:

Cancellation Reasons	Cancel Date	Documentation Needed
<b>Sold</b>	Policy will be canceled effective the date the dwelling was sold.	Need a copy of the settlement statement and/ or a written request signed by the named insured.
<b>Insured's Request</b>	It will be processed on the date the request was received by TWIA. These requests will not be backdated.	A written request signed by the named insured.
<b>Duplicate Coverage with TWIA.</b> Duplicate is used for TWIA policies only.	Policy will be canceled on the new TWIA policy's effective date.	Need either the declarations pages or the duplicate TWIA policy number and effective dates in the online cancellation request.
<b>Rewritten (Other)</b> New coverage obtained with a non TWIA Carrier.	Policy will be canceled effective the date the coverage was rewritten with the new carrier.	A copy of the policy providing the duplicate coverage or the company name, policy number, and term of the duplicate coverage is required.

1. Locate the TWIA Policy you wish to cancel in Policy Center. Click on the "Actions" tab and then select "Request Cancellation."

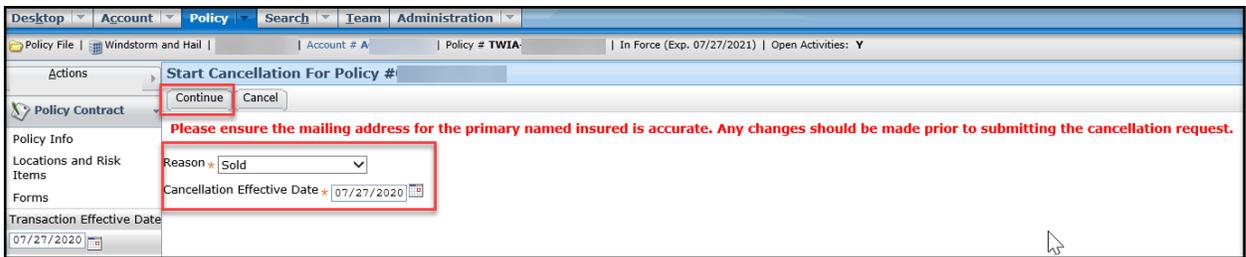


- Next, you will select the “Reason” the insured is cancelling their coverage from the drop down menu and then enter the “Cancellation Effective Date.”

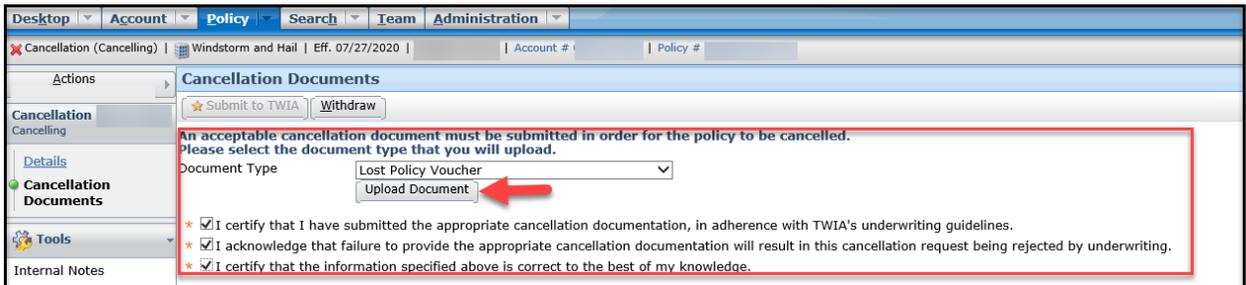
**Please note: the system warns you of a possible additional action needed on this screen.**

If the insured sold their primary dwelling and their mailing address still matches the location address, you will need to make a mailing address change prior to sending in the cancellation request. Please cancel this cancellation request now, make the mailing address change with an effective date at least one day before the effective date of the cancellation, and start a new cancellation request after making the mailing address change.

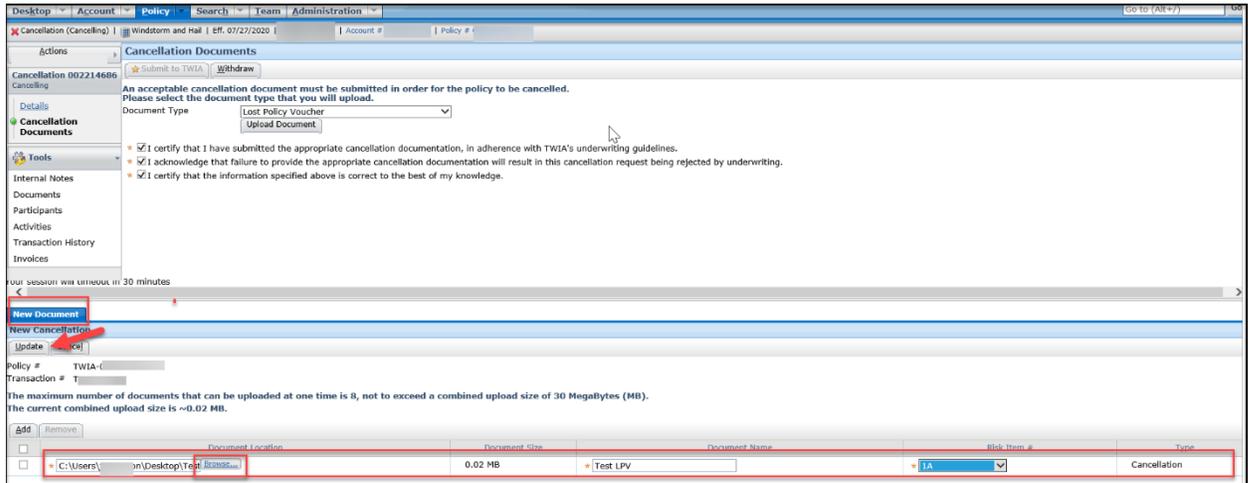
If the mailing address is ok as is, please select “Continue” to navigate to the next screen.



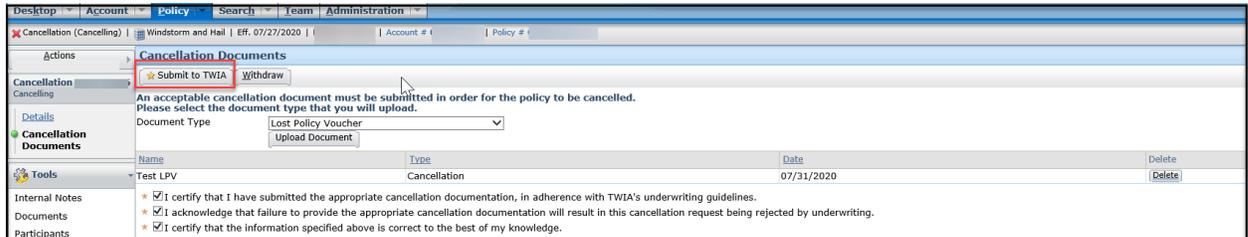
- On the Cancellation Documents screen, select the “Document Type” you will submit to support the cancellation request from the drop down menu, then check the acknowledgements that follow. Once finished, select “Upload Document.”



- On the Cancellation Documents screen under the New Document section (about halfway down the page on the left), you will select “Browse” to import the document from your system and then complete all of the fields to the right of the document you are uploading. Once the fields are filled in, click “Update” to upload the document. The acceptable document types include jpg, word and pdf.



- After the supporting cancellation document is successfully uploaded, you will see the option “Submit to TWIA” is now available. Please click on “Submit to TWIA.”



- This screen confirms the cancellation request has been received by TWIA Underwriting.

