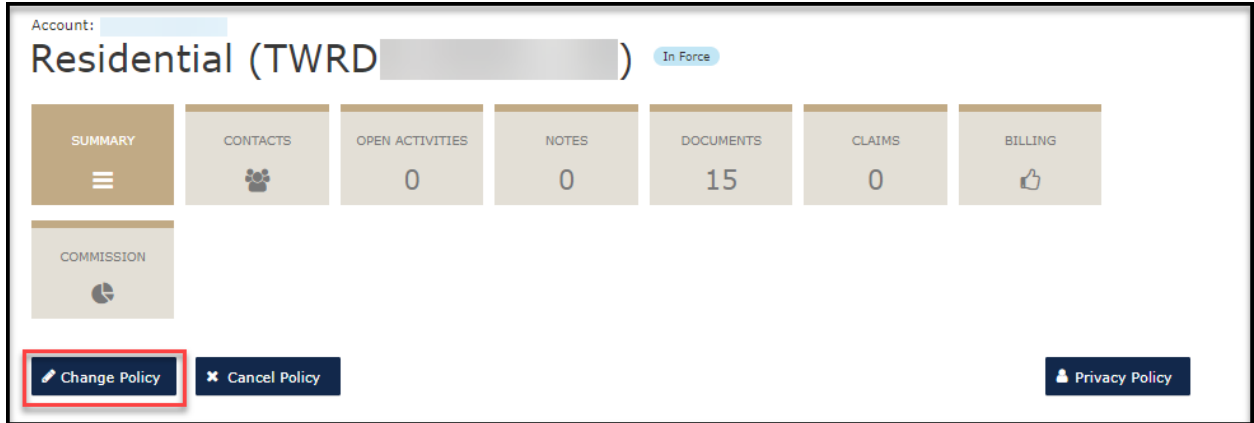# Submitting a Policy Change on a TWIA Policy

This job aid demonstrates the steps needed to make a coverage change on a TWIA policy.

1. **Locate the policy that needs updating. Click on "Change Policy."**

2. **Enter the effective date of the change (it must be today's date or a future date) and then click on "Next."**

3. **Fill in the Policy Change description (this job aid illustrates a deductible change) and select "Next."**

4. **Select "Next."**

5. **Select "Next."**

6. **Since this policy change example is for a change in deductible, select the new desired deductible value from the drop-down menu.**

7. **Verify the information returned (i.e., that the new 1% deductible is showing) and then select "Calculate Premium."**

8. **Please note lowering the deductible to 1% results in a balance due. Select "Continue."**

9. **Select "Next."**

10. **Review the Summary screen to verify and confirm changes, then Select "Next."**

11. **On the Payment Details screen, select the payment method. The available payment options for this type of payment include EFT, E-check or Invoice. EFT and e-Check will pay the premium electronically in real time. You will not see EFT as an option if you are not signed up for it. If you would like to sign up for EFT, please complete the following form: EFT Authorization Form. We will use the Invoice option in this example to bill the insured for the amount due. Note: if there are remaining unbilled invoices, the additional (or return) premium generated as part of the change will be distributed across the remaining invoices.**

12. **Verify the payment method and then select "Submit."**

13. **A Confirm Payment Method message will appear. If you wish to continue with the change, select "Ok."**
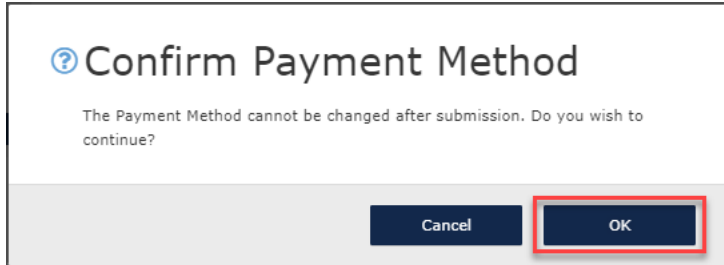
14. **This screen acknowledges the change request has been received and confirmed by TWIA Underwriting. If you click on "View Policy" it will take you back to the policy screen. You can also navigate to the Policy Billing Page, view the Policy Change Details or exit the system.**