

Policy Center Launch Kits

Please log in to the Agent Portal to access the launch kits that include:

- General FAQ
- Implementation Weekend FAQ
- Job Aids
- Systems Requirements



Feedback

We want to know what's on your mind. Click [here](#) to send us your Policy Center questions.

WHAT YOU NEED TO KNOW

TRAINING

Policy Center goes live May 4, 2015, and agent training will be available online through 2021Training beginning March 30. There are nine Computer Based Training (CBT) modules designed to provide detailed information on how to access and use Policy Center. We highly encourage you to take the training prior to the May 4 go live date. The training CBTs cover the following topics:

- A001: Quick Quote and Version Comparison**
- A002: Convert Quick Quote to Full Application**
- A003: Create a New Residential Full Application Submission**
- A004: Policy Changes**
- A005: Cancellation**
- A006: Renewals**
- A007: Activities**
- A008: Agency Administration**
- A009: Payments**

Representatives from TWIA's Agent Services will be available to assist you and answer any questions you may have regarding training or Policy Center. An Agent Services representative can be reached by email at agentservices@twia.org or by phone at 512-505-2199.

NEW TWIA.ORG

In conjunction with Policy Center, TWIA will be launching a refreshed website on May 1. The site will provide our stakeholders with a simpler platform for finding important information and performing essential tasks when doing business with TWIA. Access to Policy Center is available through the Agent Portal located right on TWIA's homepage www.twia.org beginning May 4.

POLICY CENTER IMPLEMENTATION WEEKEND

New Policies

All TWIA systems will be going offline in order to bring Policy Center online during implementation weekend. Agents will be able to access the Agent Portal until Thursday, April 30 at 9:00 PM. The system will not be up again until Monday, May 4 at 7:00 AM. When you log into the Agent Portal and select the Residential quote, policy or application option, you will automatically be routed to Policy Center. If you select Commercial or Manufactured Home, you will not be rerouted.

Any quote or application information you input on or before Thursday, April 30 at 9:00 PM will be unavailable once the system goes offline. We recommend you "clear out" the system prior to Thursday, April 30 at 9:00 PM.

Plan ahead as best as you can. If you absolutely must write a policy with an effective date falling during implementation weekend, there will be a paper application available for download on www.twia.org. You may print and complete the paper form, attach a check, and mail it to TWIA. Policy issuance is subject to Underwriting's approval. A TWIA underwriter will call you to process the application in the TWIA system after implementation weekend.

Filing a Claim

Agent Portal will be unavailable during the implementation. Agents and insureds will only be able to report losses by calling our 24-hour call center at 1-800-788-8247 or 512-899-4900, or by filling out a first notice of loss form at: <https://portal.twia.org/twia/pub/simpleFNOL>.

Our claims employees and 24-hour call center will be available to receive and address all agent and policyholder calls regarding existing or new claims.