AGENT NEWSWIRE

"To improve is to change; to be perfect is to change often."

-Winston Churchill

POLICY CENTER: TWIA'S PLATFORM FOR BUSINESS PROCESS COLLABORATION

You, the agent, serve as our main connection with our customers. We want to provide both you and the policyholder with the best experience possible. To make doing business with us easier, TWIA is implementing a new policy administration system called Policy Center.

Policy Center is designed to provide improved organization of TWIA policies, more efficient and consistent processing, additional payment options, and cost savings; all through a user-friendly agent portal.

Policy Center will be your primary tool to manage the life of a TWIA policy. Set to go live in the second quarter of 2015, the new system will enhance the agent and customer experience while improving the efficiency and effectiveness of our underwriting operation. Policy Center will improve the agents' workflow as well as the TWIA underwriting process by integrating third-party data with rules-based processing, providing agents easier access to their information.

TWIA's mission is to efficiently provide essential property insurance products and services for eligible Texas policyholders when no one else will. Supporting our mission are strategic goals to secure funding; drive operational efficiency; build a culture of continuous improvement, service, and accountability; operate transparently through open communication; and attract, develop and retain talented people.

The improved technology that comes with a new policy administration system is only one element in successfully meeting these goals. The efficiency of our processes, the expertise of our people, the strength of our relationships with the agent community, the openness of our communications with stakeholders, the quality of the data, and our ability to understand the complex relationships between them are also critical to our success.

NEXT TIME

Agent Newswire is a new publication providing you regular updates on Policy Center and upcoming training. Next time, we'll look at a few features of the new system.

YOUR FEEDBACK

Click here to submit your question(s) and our Policy Center experts will answer them in future editions.