



FEEDBACK

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

THE TECHNOLOGY, DATA, PROCESS, AND PEOPLE PUZZLE

Last month's Newswire issue introduced TWIA's new policy administration system, Policy Center. We previewed how this new tool will enhance agent and policyholder experiences with TWIA. We also looked at how crucial you, the agent, are to connecting us with the policyholder and facilitating a successful system change.

Today's business environment involves a greater volume and variety of quality data, available faster than ever before. With all of this data comes the need to manage it effectively. How does TWIA work with agents to use this information, leveraging it to make better decisions that increase operational efficiency and improve the customer experience? The short answer: **Technology, Data, Process and People.** These are four crucial concepts behind the implementation of Policy Center. You are key players in the people category. So how do you fit in with the larger framework of this organizational change?

Policy Center (the technology piece of the puzzle) will be your primary tool to manage the life of a TWIA policy. This

improved technology will collect more data at the front end of applications, which will reduce error rates throughout the process for agencies and TWIA staff. While the current system does not alert you to errors until you attempt to submit an application, the new system will assess the validity of the information on a screen-by-screen basis. Policy Center will enable TWIA underwriters to then sort through submitted information with greater efficiency.

We recognize that the amount of information requested from you at the outset will increase. The tradeoff? A dramatically improved likelihood of successful policy issuance. Put another way: better input results in better output, which results in more satisfied customers.

Incorporating better data into improved technology with enhanced processes are important steps, but we need the key piece of the Technology, Data, Process, People puzzle – **you**, the *people*, the agents, to make this change successful. Be on the lookout for more Newswire issues, implementation updates, and training opportunities over the course of the next six months.

FEATURES

In addition to the current payment options (EFT, direct payment via premium financier, or physical check/money order), agents will be able to submit policyholders' eChecks through Policy Center. Agents can track amounts due and amounts paid through the system-generated billing statement.

FACTS

- Release 1 of Policy Center will go live in 2Q 2015.
- New applications will be submitted through Policy Center at that time.
- Existing policies will convert to Policy Center at renewal. Policies will not all simultaneously convert to Policy Center when it launches. The existing system will continue to be used on all policies until their renewal date.
- Release 1 of Policy Center will only involve residential policies; commercial and manufactured home policies will be incorporated in future releases.