



PREPARING YOU FOR POLICY CENTER

E-LEARNING BRIEFS

Policy Center, TWIA's new policy administration system, will go live Monday, May 4 at 7:00am. As we prepare for the launch, we have provided several helpful tools to ensure you are fully prepared.

In the last issue of Newswire, we mentioned the e-Learning Briefs (short videos) providing a high-level overview on Policy Center implementation.

There are four e-Learning Briefs. We encourage you to take a look at all four and familiarize yourself with Policy Center prior to training.

The briefs are:

- s000: PC Overview & Key Benefits
- s001: Agent Portal Navigation
- s002: PC User Interface Navigation
- s003: Helpful Links in PC

You can access briefs

here: <http://www.2021training.com/twia/agent-certification/>

TRAINING

Agent training begins March 30 and consists of nine Computer Based Training (CBT) modules.

The CBTs each takes anywhere from 30 to 90 minutes and 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

AGENT SERVICES GROUP

We have hired and trained Agent Services Representatives (ASRs) to assist you with any technical issues.

Agent Services Representatives:

- Will be the point of contact for Policy Center technical workflow issues
- Are responsible for providing the agent with loss runs and assist with agent registrar functions
- Are responsible to monitor the Agent Services email (agentservices@twia.org)