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Notices

All policyholder information used in these materials is fictional and is in compliance with TWIA’s Privacy Policy. Any resemblance to actual TWIA policy information is coincidental.

The *TWIA Claims Center Agent Reference Guide* is a living document. This means that the contents of this document are continuously under revision and may be revised without notice. Please use your discretion and check dates for validity. The most current version of this document is available at https://portal.twia.org and is linked to the help feature at that website.
## Revision History

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<tr>
<td>05/11/2016</td>
<td>Original</td>
<td>Karen Juneau</td>
<td></td>
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Introduction

TWIA Claims Center provides agents with a centralized resource to work with TWIA claims and claims-related documentation. Although Claims Center provides a quick and efficient method of filing claims on Texas Windstorm Insurance Agency (TWIA) policies, Claims Center is useful for many parts of the claims process. Claims Center allows you to:

- View any images, correspondence files for the claim including XactAnalysis reports, satellite images, field reports and compliance documents
- Review file notes related to the claim
- Track the progress on the claim including payment status and details
- Directly contact the TWIA team working on your claim

This guide provides a virtual walk-through of TWIA Claims Center for agents.

Logging into TWIA Claims Center

*If you have previously used the TWIA agent portal, you do not need any additional credentials to use TWIA Claim Center. You will log in to Claims Center through a link on the TWIA webpage located at https://www.twia.org/agents/agent-login-registration

*If you have not used the Agent Portal previously, directions on how to register are also provided at https://www.twia.org/agents/agent-login-registration

To log in to TWIA Claims Center, you will need:
- the Web address for TWIA Claims Center Agent Portal https://portal.twia.org/twia/do/login
- an internet browser. You may use any internet browser (i.e., Chrome, Firefox). However, just like Policy Center, Claims Center works best with Internet Explorer 11. You may download the most recent version of Internet Explorer at: http://www.microsoft.com/en-us/download/internet-explorer.aspx

- Your current username and password for the TWIA Agent Portal
Entering a Claim in Claims Center

The first page that opens once you submit your username and password is the TWIA Agent Portal page.

Manage Claims Page

This page contains a listing of the last ten claims that you have created in TWIA Claims Center. These claim listings include a link to review details for each specific claim. Until you have created a claim filed on your agent’s book of business, there are no listings in this section of the page. Please note that legacy claims history will not appear in Claims Center.

This is a listing of any previously created claims. If you have not created any new claims, this area is blank.
Create a New Claim

There are two paths to creating a new claim in Claim Center. If you have the policy number and date of loss, you will move directly to entering the claim information. If you do not have the policy number, Claims Center allows you to search for the policy number using the loss date, the city and state and the last name or organizational name on the policy. Both methods are detailed in the following sections.

When the policy number is known

On the Manage Claims page, select the Click Here to File a New Claim link to create a new claim file.
Date of Loss & Policy Verification

On the *Date of Loss & Policy Verification* page, the date of loss and the policy number are required.

Once the loss date and the policy number have been entered, select the *Next* link.

The policies that match the search criteria appear below the *Search* and *Reset* links. Select the radio button next to the policy that applies to the claim.
Once the policy is selected, select the **Next** link to move to the next step.

This places you on the *Main Contact Information for this Claim* page.

**When the policy number is not known**

In instances where you may not have the policy number readily available, Claims Center allows you to search for the policy number.

Once you have entered the loss date, select the **Search for a Policy** radio button.

To search for a policy number, you need at least three pieces of information:

- the loss date (When did the loss occur?)
- the city and state
- the last name or an organizational name on the policy
Once the **Search** link is selected, a list of possible policies will appear at the bottom of the page. Select the correct policy from this listing by selecting the relevant policy. Select the **Next** link to advance to the next page.

### Main Contact Information for this Claim

The **Main Contact Information for this Claim** page has several required elements. Each of these items is intended to make the processing of the claim as client-friendly as possible. In order to communicate more effectively with the insured, the following items are required:

- The name of the contact person
- The relationship of the contact person to the policyholder
- A current address including street, city, state and zip code
- An indication of the preferred communication method for the contact person
- An indicator of the preferred language of the contact person
Including these items will streamline the processing of the claim and will improve the experience for the client. For these reasons, it is very important that this information be as complete as possible. In particular, noting the preferred contact method and including the related contact information for that contact method will greatly expedite the handling of the claim.

In order to save you time, several fields can be completed the provided drop down menus.

Once this page is complete, select the Next link to move to the next step.
Contact Information

The Contact field has a drop down menu to help you complete this area that lists contact persons or organizations associated with this claim file. Select the drop down arrow to open this menu.

Additional contacts may be added by selecting Other Person in the contact field drop down menu. The Other Person link opens a page that allows contact information for these individuals to be added.
Note the relationship to the policyholder

The *Relation to Policyholder* field has a drop down menu to indicate information about the contact. You will need to type any missing address and contact information in the remaining fields.

The second half of the page includes fields for phone numbers and email contacts. *Please enter the preferred method of communication, the preferred language, and the related information for that contact.* The completed page will include phone numbers, including area codes, and an email if available.
The Loss Details page

The *Loss Details* page collects information on the cause of the loss.

In the textbox on this page, you should type a description of the event in your own words as described to you by your client.

*Please note that if this very large claim with multiple damage locations you will not need to complete a description for each location. Include in your note that this is a multiple location claim, and the TWIA claims team will complete the loss descriptions and damage questions for you.*
Since Texas Windstorm Insurance Association (TWIA) only offers policies for two perils—wind and hail—the causes of the damage are limited to Wind, Hail or Both for the claim. Select the appropriate button for the cause of the damage.

If there are multiple locations for the policy, they are listed on the lower section on this page. You only need to select one location with damages to complete this section. If you prefer, you can complete the information for multiple locations. However, if you note that this is multiple location claim in your description your TWIA team will complete the remaining sections for you.

To report the damage related to the property location, select the Click to Report Damage Link.
A window will open that asks you to confirm the damage. Select *Yes.*

There is a text box for a description of the damage at this specific location. You have the option of letting the description created for the *Loss Details* page (refer to page 14) serve as your main description. However, this is a required text box. Please note if this is a multiple location claim in this description. When you have finished adding this description, select the Checkbox for *Exterior Damage.*
Once the checkbox for *Yes* for *Exterior Damage* is selected, a list of questions about the damage opens. Select each check box for all the items on the list that apply to the claim file.

To indicate if the property has damages to its interior or contents, select the following items:

1) **Interior damage**
2) **Personal property damage**
3) **Livability of the home**
4) **Need for emergency services**

If you select *Interior Damage*, you will be provided with a checkbox list to indicate the number of damaged rooms. If you select the “*Are emergency services requested?*” checkbox, you will be provided with list of services that may be needed by the policyholder.
Place a check mark at each appropriate item, and then scroll down to select the **Save** link at the bottom of the window.

The Additional Information page

On the **Additional Information** page, all documents related to the claim file can be stored. The size limit for each file is 20MB for uploads, and the file titles are limited to 30 characters. Supported file types are listed in Appendix A.

To upload the documents, select the **Upload Documents** link and then navigate to where you have stored the documents on your computer. It is suggested that you group the files related to a claim to a common folder for an easier upload from your computer.
Select the file you wish to upload. When finished, select the *Open* link on the window for the file location on your computer.

The uploaded documents are listed above the *Upload Documents* link once the upload is complete.

It is also possible to add documents at a later date to the claim file.
Adding additional persons to the claim file

The lower part of the Additional Information page has an option to add additional persons to the claim file. Please note that you must contact TWIA by phone at (800) 788-8247 to remove a person from the file. To add a new person, select Another Person from the drop down menu.

Once Another Person is selected, a row will appear that allows you to add the information about the additional contact person.

If you decide not to add another person at this time, select the small Trash Can icon.
This will remove the additional person line. Select the Next link to move to the next page.

The Summary page

The Summary page provides an opportunity to review the claim file prior to submitting the claim. To edit the information in the claim file, there are two methods. Either select the Previous link to navigate to the information you need to edit, or use the side bar menu to locate the content you need to edit.

At the bottom of this page is a link that allows you to send a message regarding this claim, the Send Message to TWIA link. This opens a message window.
Once you select **OK**, a preview of the message appears and you have the option to edit or delete the message.

Once you submit the claim file to TWIA, this message will be sent with the claim file.

**Submit the Claim File to TWIA**

When you are finished reviewing the claim file, select the **Submit Claim to TWIA** link.
You will receive a confirmation notice for the submission of the claim.

The new claim is now listed with the rest of your claims on the Manage Claims page. Once the claim has been assigned to a claim examiner at TWIA, you will be able to view their contact information through a link on the Manage Claims page.
Manage Claims page

The Manage Claims page contains a listing of the last ten claims that you have previously created in TWIA Claims Center. By selecting the linked claim numbers, you can review additional information about these claims.

To work with an existing claim, select the claim number of the claim in which you are interested. In this example, we are interested in claim number **1000XXX**.
Selecting the claim number will open the page related to that claim. See below for a sample claim page.

Located at the top of the page is a set of tabs. The first tab is Summary and is open when you navigate to this page from the linked claim number on the Manage Claims page. Each of these tabs is reviewed in later sections, and this entire bar is referred to as the tab bar.
Summary Tab

At the top of the page, just below the tab bar, is the Basic Information section. This lists the status of the claim, the date of loss and a brief description of the cause of loss.

The loss location section lists the location of the damaged property.

Information about who has been assigned to handle the claim is listed in the Team Handling Your Claim section. Selecting an individual’s name will open a window with their contact information.
The *Parties Involved* section provides a listing of the persons involved with the claim and their role in relation to the claim. Selecting a name will open a window with their contact information.

![Parties Involved section]

The *Messages* tab

The Messages tab provides a link so that you can easily send a message to the TWIA Claims team that is working on your claim. Select the *Send Message to TWIA* link to open a window in which to type your message.

![Messages tab]
The Messages tab provides two important features:

- A link to send a message to the TWIA Claims team that is working on your claim
- A copy of messages that have been sent to parties involved with the claim

All messages included the date and time stamp of the message which is helpful in tracking the progress on the claim. Once you have exchanged messages with TWIA, these messages will be located below the *Send Message to TWIA* link.
The Documents tab

The *Documents* tab allows you to upload the documents to an existing claim file. Select the *Upload Documents* link and then navigate to where you have stored the documents on your computer.

Select the file you wish to upload. When finished, select the *Open* link on the window for the file location on your computer.
The uploaded documents are listed below the *Upload Documents* link once the upload is complete.

![Claims Center](image)

**The Payments tab**

Payments will not post in Claims Center until the payment has been issued. Until payments have been made on the claim file, this tab will have a notice that there is *No Payment Information Available*.

Once payments have been issued, details regarding those payments will be listed on the *Payments* tab.

![Claims Center Payments](image)

Selecting the *arrow* next to the payment will open a second page with additional details regarding the payment.
The Coverages page

The Coverages page provides a listing for coverages as listed on the policy related to the claim for your review. Coverages are organized by location.
Resources tab

The Resources tab includes a listing of the frequently asked questions for TWIA. Additional site specific support is linked to the Help link in the top left corner of the page.

Log Out

After you have finished working in Claims Center, log out of the system by selecting the Log Out link.

Thank you for your interest in Claims Center. For more information regarding Claims Center, you can contact TWIA at claimscenterhelp@twia.org or at agentservices@twia.org
Appendix A: File Types

This is a list of the file types that may be uploaded to TWIA Claim Center. Individual files may not exceed 20 MB. File titles should be limited to 30 characters.

- .avi  Video Media File
- .bmp  BitMap Image File Format
- .doc  MS Word Document
- .docm  Microsoft Word for Mac File Format
- .docx  2007 Microsoft Word Document
- .dot  Microsoft Word Document Template
- .dotx  Open Office XML Text Document Format
- .gif  Graphics Interchange Image File Format
- .htm  Hypertext Markup Language
- .html  Hypertext Markup Language
- .jpeg  JPEG Image File Format
- .jpg  JPEG Image File Format
- .mov  Quicktime Video File
- .mpg  Video Media File
- .odt  Open Office XML File Format
- .pdf  Adobe Acrobat Portable Document Format
- .png  Portable Network Graphics File Format
- .ppt  Microsoft PowerPoint Presentation
- .pptx  2007 Microsoft PowerPoint Presentation
- .rtf  Rich text format file
- .rtx  Rich text format file
- .tif  Tagged Image File Format
- .tiff  Tagged Image File Format
- .txt  Text File
- .wav  Wave Audio File
- .wma  Windows Audio File
- .wmv  Windows Media File
- .xls  Microsoft Excel Worksheet
- .xlsx  2007 Microsoft Excel Worksheet
- .xml  Extensible Markup Language
Appendix B: System Requirements

Please be aware that although the system requirements identified below are those supported by the Guidewire Platform, TWIA is only able to support issues with Internet Explorer 11.

**Recommended browser is Internet Explorer 11**

**Acceptable browsers:**

<table>
<thead>
<tr>
<th>Browser</th>
<th>Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internet Explorer, (Desktop)</td>
<td>11, 10 or 9</td>
</tr>
<tr>
<td>Firefox (Desktop)</td>
<td>37</td>
</tr>
<tr>
<td>Chrome (Desktop)</td>
<td>41</td>
</tr>
</tbody>
</table>

This information is based on content found in the *Guidewire Claim Portal ® Application Guide* page 8.