



TEXAS WINDSTORM
INSURANCE ASSOCIATION



TWIA Claims Center Agent Reference Guide

Texas Windstorm Insurance Association
May 11, 2016



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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

Date	Version	Author	Comments
05/11/2016	Original	Karen Juneau	

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>



The screenshot shows the TWIA Agent Portal login interface. At the top left is the TWIA logo. Below it, the title "TWIA Agent Portal" is displayed. Underneath is a "Login" section with two columns. The left column is for "Returning User?" and contains fields for "E-Mail Address" and "Password", a checkbox for "I have agreed to the Terms of Use", and a "Login" button. The right column is for "First Time User?" and contains a "New User" button. A link for "Forgotten or expired password?" is at the bottom left of the login section.

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>

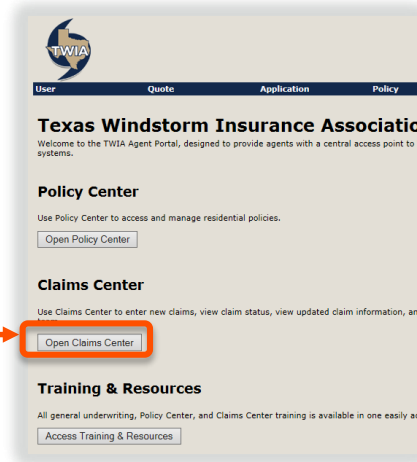
- Your current username and password for the TWIA Agent Portal



Entering a Claim in Claims Center

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

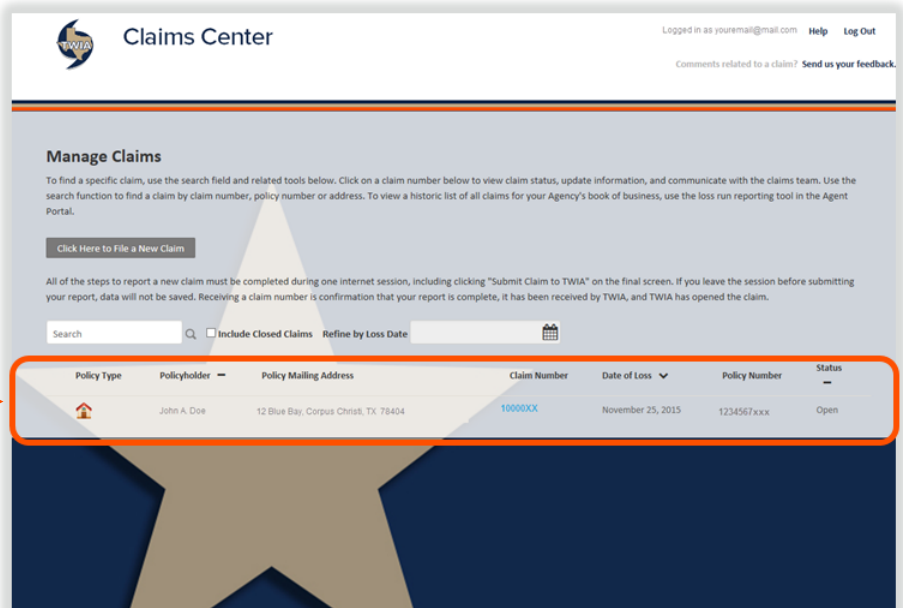
Selecting the *Open Claims Center* link will open TWIA Claims Center.



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.



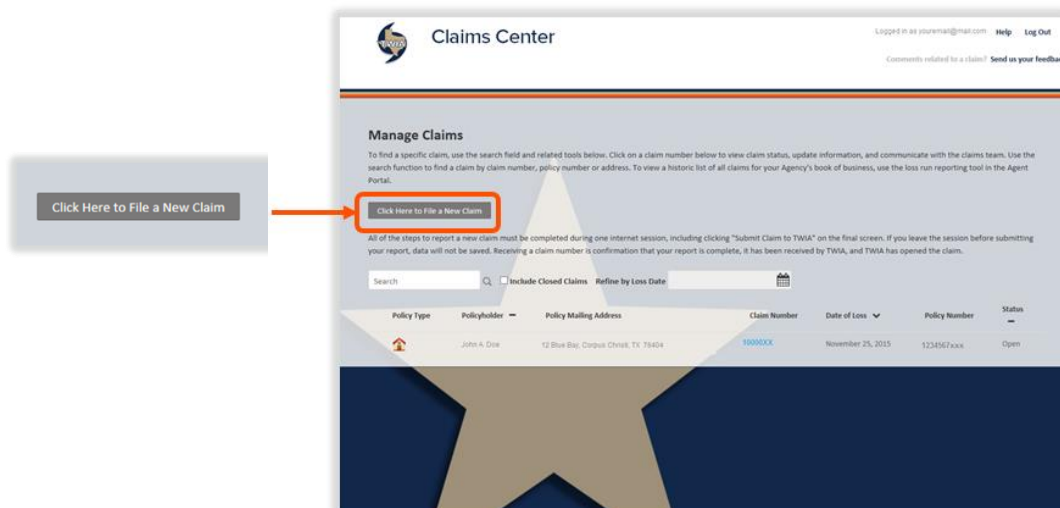


Create a New Claim

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.

Claims Center

Help Log Out

Comments related to a claim? Send us your feedback.

Claim Information

Date of Loss & Policy Verification

Date of Loss & Policy Verification

All of the steps to report a new claim must be completed during one internet session, including clicking "Submit Claim to TWIA" on the final screen.

If you leave the session before submitting your report, data will not be saved. Receiving a claim number is confirmation that your report is complete, it has been received by TWIA, and TWIA has opened the claim.

Have questions or need assistance? Contact us 24 hours a day at (800) 788-8247.

When did the loss occur? * 4/5/16

Policy

* Provide Policy Number * 0001234567-01

☐ Search for a Policy

Search Reset

Cancel Next

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.

Radio button for the policy in which you are interested.

Claims Center

Logged in as jeanne@essentials.com.twia Help Log Out

Comments related to a claim? Send us your feedback.

Claim Information

Date of Incident & Policy Verification

Date of Loss & Policy Verification

All of the steps to report a new claim must be completed during one internet session, including clicking "Submit Claim to TWIA" on the final screen.

If you leave the session before submitting your report, data will not be saved. Receiving a claim number is confirmation that your report is complete, it has been received by TWIA, and TWIA has opened the claim.

Have questions or need assistance? Contact us 24 hours a day at (800) 788-8247.

When did the loss occur? * 4/11/16

Select Policies

* Provide Policy Number * 0001234-XX

☐ Search for a Policy

Search Reset

Which Policy is this related to? *

Policy Type	Policy Number	Policyholder	Mailing Address	Effective	Expires
<input checked="" type="radio"/>	0001234-XX	Hatmann Chips	12 Blue Hope	January 14, 2016	January 14, 2017

Cancel Reset



Once the policy is selected, select the **Next** link to move to the next step.

Select Policies

☒ Provide Policy Number * 0001234-XX

☐ Search for a Policy

Search Reset

Which Policy is this related to? *

Policy Type	Policy Number	Policyholder	Mailing Address	Effective	Expires
	0001234-XX	Hatmann Chips	12 Blue Hope	January 14, 2016	January 14, 2017

Cancel Next

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

Claim Information

Date of Incident & Policy Verification

Date of Loss & Policy Verification

All of the steps to report a new claim on the final screen.

If you leave the session before submitting complete, it has been received by TWIA.

Have questions or need assistance?

When did the loss occur? *

Select Policies

☐ Provide Policy Number *

☒ Search for a Policy

Search Reset



Claims Center Help Log Out

Comments related to a claim? [Send us your feedback.](#)

Claim Information

Date of Incident & Policy Verification

Date of Loss & Policy Verification

All of the steps to report a new claim must be completed during one internet session, including clicking "Submit Claim to TWIA" on the final screen.

If you leave the session before submitting your report, data will not be saved. Receiving a claim number is confirmation that your report is complete, it has been received by TWIA, and TWIA has opened the claim.

Have questions or need assistance? Contact us 24 hours a day at (800) 788-8247.

When did the loss occur? **Loss date**

Select Policies

☐ Provide Policy Number

☒ Search for a Policy

First Name

Last Name (Organization Name) **Last name or organizational name**

☒ Insured Location ☐ Policy Mailing Address

Street Number

Street Name

City **City**

State **State**

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.

The name of the contact person

The relationship of the contact person to the policyholder

Phone number

Email address

Enter information for the selected preferred contact method.

Select the preferred language for the contact person.


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.

This information is provided to assist you with this claim. If you make changes to your information in Claims Center, the updated information will be used for the purpose of this claim. However, you cannot make policy changes here. Please contact your agent to change your policy information.

Contact * Hatmann Chips 

ion is correct, or make updates if you will temporarily be at another address, phone
d another person as a contact for this claim, please indicate by selecting "Other Person" in

grant TWIA permission to contact the additional named individual(s) directly. Policyholders
discuss details of TWIA policy and claims with any third parties added. You can remove this
788-8247.

t you with this claim. If you make changes to your information in Claims Center, the updated
pose of this claim. However, you cannot make policy changes here. Please contact your
tion.

Hatmann Chips

Laura Chips

Sara Smith

Other Person

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.

ion is correct, or make updates if you will temporarily be at another address, phone
d another person as a contact for this claim, please indicate by selecting "Other Person" in

grant TWIA permission to contact the additional named individual(s) directly. Policyholders
discuss details of TWIA policy and claims with any third parties added. You can remove this
788-8247.

t you with this claim. If you make changes to your information in Claims Center, the updated
pose of this claim. However, you cannot make policy changes here. Please contact your
tion.

Hatmann Chips

Laura Chips

Sara Smith

Other Person

The **Other Person** contact link.



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.

Form fields shown:

- Contact: Hatmann Chips
- First Name: Hatmann
- Last Name: Chips
- Relation To Policyholder: Self
- Mailing Address:
 - Address Line 1: 12 Blue Hope
 - Address Line 2:
- City: Corpus Christi
- ZIP Code: 78427
- State: Texas

Relation To Policyholder options:

- Select a relation to Policyholder --
- Self
- Relative
- Friend
- Neighbor
- Contractor
- Property Manager
- Public Adjuster

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.

Form fields shown:

- Phone (Select Primary): Provide at least one valid contact number
- Work: 123-456-7890 ext.
- Home: 123-333-4567
- Mobile: 123-456-7888
- E-Mail: HC@mail.ccc
- Contact Preferences:
 - By choosing to receive documents by email or through Claims Center, you acknowledge and agree that you will only receive documents related to your claim via electronic delivery and will not receive hard copies of those documents through the mail. This consent applies only to this claim. If you file other claims, you may choose the same or a different means of delivery for documents related to those claims. You may change the preferred means of delivery, your email address, or request a hard copy of any particular document, at any time by calling us at (800) 788-8247. If you change the default means of delivery, you will receive any future document deliveries by the new method, but any documents previously delivered to you will not be re-sent. Click [here](#) to view system requirements for receiving electronic communication.
 - What is the best way to communicate? Phone
 - How should we send any claim documents to this contact? Mail
 - What is the contact's preferred language? English
- Select "Other Person" in the Contact pull-down menu to add additional contacts.
- Buttons: Cancel, Previous, Next

Annotations:

- Phone numbers
- Preferred contact method
- Preferred language



The Loss Details page

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

Claim Information

- Date of Loss & Policy Verification
- Contact Information
- Incident Information**
- Additional Information
- Summary

Loss Details

Please describe what happened in the box below.

Tell us what happened in your own words by entering a description in the text box. *

Added detail helps us to address your claim appropriately and promptly.

What caused the damage related to this claim? *
(Select one of the options below)

Wind
Wind Damage

Hail
Hail Damage

Both
Wind & Hail Damage

Select which locations have damages and being claimed.

Use the "Click to Report Damage" button to indicate damages being claimed at each property location below. Damage must be indicated to at least one of the locations.

Description	Address	Report Damage
1:Dwelling	12 Blue Bay, Corpus Christi, TX 78427	Click to Report Damage

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.

Loss Details

Tell us what happened in your own words by entering a description in the text box. *

Added detail helps us to address your claim appropriately and promptly.

Hail damage to primary structure- roof and window damage.

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.

What caused the damage related to this claim? *
(Select one of the options below)

Wind
Wind Damage

Hail
Hail Damage

Both
Wind & Hail Damage

What caused the damage related to this claim? *
(Select one of the options below)

Wind
Wind Damage

Hail
Hail Damage

Both
Wind & Hail Damage

What caused the damage related to this claim? *
(Select one of the options below)

Wind
Wind Damage

Hail
Hail Damage

Both
Wind & Hail 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.

Use the "Click to Report Damage" button to indicate damages being claimed at each property location below. Damage must be indicated to at least one of the locations.

Description	Address	Report Damage
1:Building	12 Blue Bay Corpus Christi TX 78040	Click to Report Damage

Cancel Previous Next



A window will open that asks you to confirm the damage. Select **Yes**.

Damage Details for Location 1: Building
Location Address:
12 Blue Bay Corpus Christi TX 78040

Is there damage to this property?

☐ Yes
☐ No

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**.

Tell us what happened in your own words by entering a description in the text box. *
Added detail helps us to address your claim appropriately and promptly.

Check the boxes below to indicate property damage and services needed related to this loss.

☐ Exterior Damage
☐ Interior Damage
☐ Personal Property Damage
☐ Has this damage made your home unlivable?
☐ Are emergency services requested?

Save Cancel



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.

Check the boxes below to indicate property damage and services needed related to this loss.

<input checked="" type="checkbox"/> Exterior Damage	<input type="checkbox"/> Interior Damage
<input checked="" type="checkbox"/> Roof	<input type="checkbox"/> Personal Property Damage
<input checked="" type="checkbox"/> Door(s)/Window(s)	<input type="checkbox"/> Has this damage made your home unlivable?
<input checked="" type="checkbox"/> Fence(s)	<input type="checkbox"/> Are emergency services requested?
<input checked="" type="checkbox"/> HVAC (Heating, Ventilation, Air-Conditioning)	
<input checked="" type="checkbox"/> Walls, Siding, Gutters and Trim	
<input type="checkbox"/> Utilities(Water, Electricity, Gas)	
<input checked="" type="checkbox"/> Garage Door(s)	
<input type="checkbox"/> Pool Enclosure (Lanai)	
<input type="checkbox"/> Swimming Pool and/or Pool House	
<input type="checkbox"/> Carport	
<input type="checkbox"/> Other Structure (pool, deck, gazebo, pergola, etc.)	

Save Cancel

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

- 1) Interior damage → ☐ Interior Damage
- 2) Personal property damage → ☐ Personal Property Damage
- 3) Livability of the home → ☐ Has this damage made your home unlivable?
- 4) Need for emergency services → ☐ Are emergency services requested?

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.

The *Interior Damage* checkbox

☒ Interior Damage

☒ 1-2 rooms damaged

☐ 3+ rooms damaged



The *Are emergency services requested?* checkbox expanded

- ☒ Are emergency services requested?
- ☒ Board Up
- ☒ Roof Tarp
- ☐ Tree Removal
- ☐ Water Mitigation
- ☐ Utility Failure

Place a check mark at each appropriate item, and then scroll down to select the *Save* link at the bottom of the window.

Save

Cancel

The Additional Information page

Claim Information

- Date of Incident & Policy Verification
- Contact Information
- Incident Information
- Additional Information**
- Summary

Additional Information

Claim Documents

You may now upload any related documentation you would like to provide, such as photos of damages or repair estimates. Click the "Upload Documents" button, and select the files you wish to submit.

Upload Documents

You also have the option of sending additional documentation at a later time by logging into "Claims Center" and accessing the Documents tab in your Claims Summary.

Do not upload files containing illegal content or copyrighted information without the permission of the copyright owner. File names must not exceed 60 characters. Files must not exceed 20MB. Supported file types: .doc, .pdf, .jpg, etc. For a complete list of supported file types, [click here](#).

Anyone Else Involved?

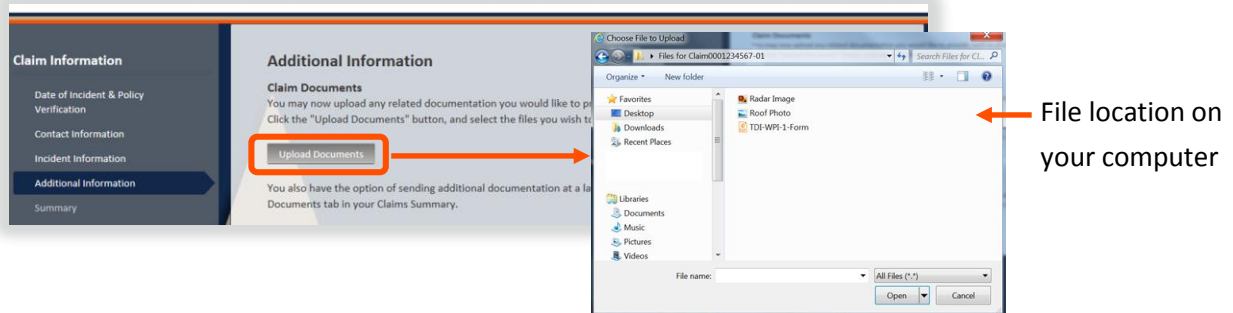
You can provide information on any other person who may be involved with your claim. Adding other people does not grant TWIA permission to contact them directly. Policyholders will be contacted for permission to discuss details of TWIA policy and claims with anyone added. You can remove a person from this claim by contacting us at (800) 788-8247.

Add Another Person

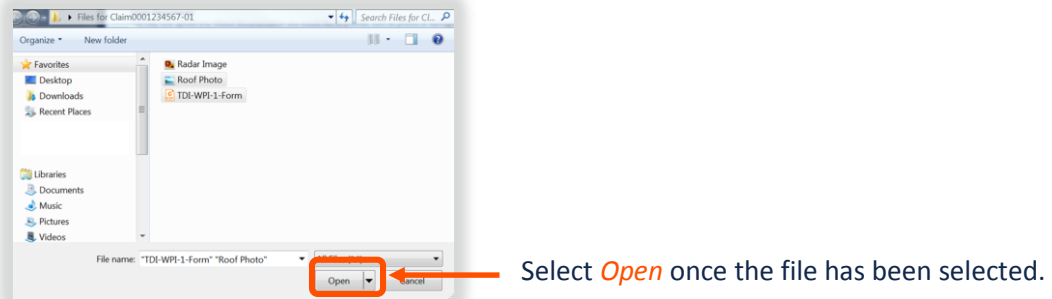
Cancel Previous Next

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.

Anyone Else Involved?
You can provide information on any other person who may be involved with your claim.
Adding other people does not grant TWIA permission to contact them directly. Policyholders will be contacted for permission to discuss details of TWIA policy and claims with anyone added. You can remove a person from this claim by contacting us at (800) 788-8247.

Add Another Person

Cancel Previous Next

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

First name	Last name *	Role *	Phone number	Email	Remove
<input type="text"/>	<input type="text"/>	-- Please Select a Role --	<input type="text"/>	<input type="text"/>	

Cancel Previous Next

If you decide not to add another person at this time, select the small *Trash Can* icon.

First name	Last name *	Role *	Phone number	Email	Remove
<input type="text"/>	<input type="text"/>	-- Please Select a Role --	<input type="text"/>	<input type="text"/>	

Cancel Previous Next



This will remove the additional person line. Select the **Next** link to move to the next page.

Adding other people does not grant TWIA permission to contact them directly. Policyholders will be contacted for permission to discuss details of TWIA policy and claims with anyone added. You can remove a person from this claim by contacting us at (800) 788-8247.

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.

Side bar
menu

Claims Center Help Log Out

Comments related to a claim? [Send us your feedback.](#)

Claim Information

- Date of Incident & Policy Verification
- Contact Information
- Incident Information
- Additional Information
- Summary**

Summary

Your final step will be to review the summary below to ensure it is accurate to the best of your knowledge before submitting your report to TWIA. Once you click "Submit Claim to TWIA", you will receive a claim number to confirm that TWIA has received your report and opened the claim.

There are two ways to edit your claim report:

1. Click "Previous" to navigate to previous screens until you reach the information you wish to edit.
2. Select a section you wish you edit in the navigation menu to the left.

After editing your claim information, click the "Next" button to save your edits and navigate back to the "Summary" screen. Remember that if you leave the session and do not submit your report, the data will not be saved.

Policy Number

0001224-XX

What happened?

Hail and wind damage

Cause of Damage **When?**

Both 04/05/2016

Where?

Description **Address**

1:Building 12 Blue Hope, Corpus Christi, TX 78427

Associated People

Name	Contact Preference	Relation
Teresa Mello	12 Blue Hope, Corpus Christi, TX 78427	Main Contact

Send Message to TWIA

TWIA takes insurance fraud seriously. By submitting this claim, you are certifying that all information is true and correct to the best of your knowledge. Knowingly presenting false or fraudulent claims is a violation of Texas state law.



Once you select **OK**, a preview of the message appears and you have the option to edit or delete the message.

Preview of message

Send Message to TWIA

Message to TWIA

Dog at 12 Blue Hope

Note that there is a dog at 12 Blue Hope that is in the backyard during the day.

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.

Send Message to TWIA

Send Message to TWIA

TWIA takes insurance fraud seriously. By submitting this claim, you are certifying that all information is true and correct to the best of your knowledge. Knowingly presenting false or fraudulent claims is a violation of Texas state law.

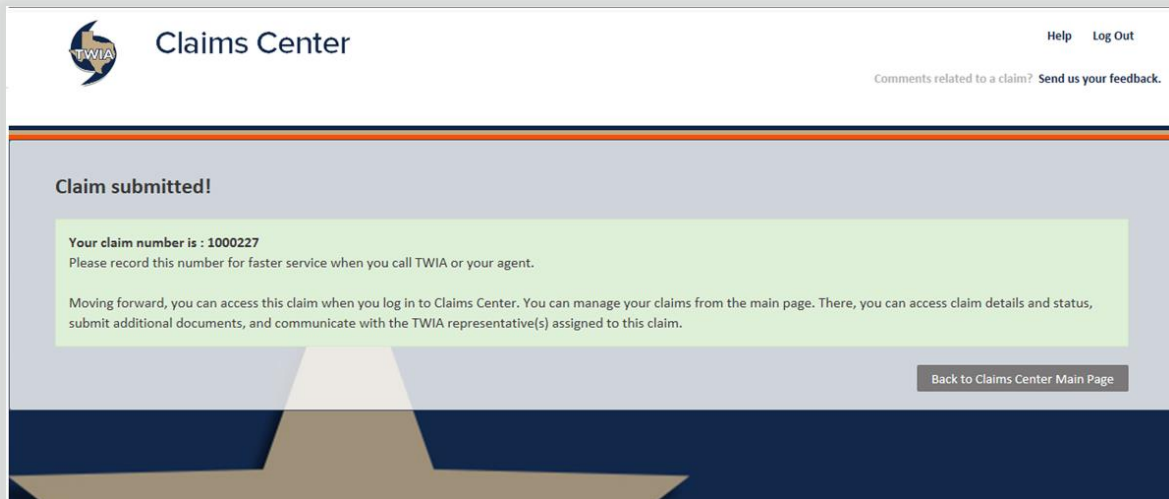
Previous

Cancel

Submit Claim to TWIA



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.

Claims Center Logged in as youremail@mail.ccc Help Log Out

Comments related to a claim? [Send us your feedback.](#)

Manage Claims

To find a specific claim, use the search field and related tools below. Click on a claim number below to view claim status, update information, and communicate with the claims team. Use the search function to find a claim by claim number, policy number or address. To view a historic list of all claims for your Agency's book of business, use the loss run reporting tool in the Agent Portal.

[Click Here to File a New Claim](#)

All of the steps to report a new claim must be completed during one internet session, including clicking "Submit Claim to TWIA" on the final screen. If you leave the session before submitting your report, data will not be saved. Receiving a claim number is confirmation that your report is complete, it has been received by TWIA, and TWIA has opened the claim.

Search ☐ Include Closed Claims Refine by Loss Date

Policy Type	Policyholder	Policy Mailing Address	Claim Number	Date of Loss	Policy Number	Status
	Hatmann Chips	12 Blue Hope, Corpus Christi TX 78404	1000XXX	April 5, 2016	0001234567-01	Open
	John A. Doe	12 Blue Bay, Corpus Christi TX 78404	1000XYZ	April 5, 2016	0002345678-0X	Open
	Pober Woodbead	12345 Rover Sail, Corpus Christi, TX 78404	1000YYY	November 25, 2015	0003456789-0Y	Open

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**.

Search ☐ Include Closed Claims Refine by Loss Date

Policy Type	Policyholder	Policy Mailing Address	Claim Number
	Hatmann Chips	12 Blue Hope, Corpus Christi TX 78404	1000XXX
	John A. Doe	12 Blue Bay, Corpus Christi TX 78404	1000XYZ
	Pober Woodbead	12345 Rover Sail, Corpus Christi, TX 78404	1000YYY



Selecting the claim number will open the page related to that claim. See below for a sample claim page.

<< Claim: 1000XXX

Summary Messages Documents Payments Coverages Resources

Claim Summary

Basic Information

Claim Status	Date of Loss	Cause of Loss	Description of Damage
Open	April 5, 2016	Both	Hail and wind damage

Loss Location(s)

12 Blue Hope, Corpus Christi TX 78404

Team Handling Your Claim
(You can send a message to the team handling this claim in the Messages tab)

Person / Company Name	Role(s)	Assigned To
Worth Barrycloth	Claims Examiner	1000XXX
Worth Barrycloth	Claims Examiner	(1) Coverage A - Worth Barrycloth
Worth Barrycloth	Claims Examiner	(2) Structure - Worth Barrycloth
Worth Barrycloth	Claims Examiner	(3) Coverage B - Personal Property - Worth Barrycloth

Parties Involved

Person / Company Name	Role(s)
Hatmann Chips	Claimant, Insured, Reporter, Main Contact
Ridley Wood Agency	Agent

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*.

<< Claim: 1000XXX

Summary Messages Documents Payments Coverages Resources

Claim Summary

Basic Information

Claim Status	Date of Loss	Cause of Loss	Description of Damage
Open	April 5, 2016	Both	Hail and wind damage



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.

Claim Status	Date of Loss	Cause of Loss	Description of Damage
Open	April 5, 2016	Both	Hail and wind damage

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

Loss Location(s)
12 Blue Hope, Corpus Christi TX 78404

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.

Person / Company Name	Role(s)	Assigned To
Worth Barrycloth	Claims Examiner	1000XXX
Worth Barrycloth	Claims Examiner	(1) Coverage A - Worth Barrycloth
Worth Barrycloth	Claims Examiner	(2) Structure - Worth Barrycloth
Worth Barrycloth	Claims Examiner	(3) Coverage B - Personal Property - Worth Barrycloth

Worth Barrycloth

Address: PO Box 99090, Austin, TX 78709-9090

Work Phone: 512-505-2186

Work Phone Extension: (empty)

Home Phone: (empty)

Cell Phone: (empty)

E-Mail: wbarrycloth@twia.org

Close



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.

Person / Company Name	Role(s)
Hatmann Chips	Claimant, Insured, Reporter, Main Contact
Ridley Wood Agency	Agent

Ridley Wood Agency
Address: 12 Tonus Circle, Corpus Christi, TX 78403
Work Phone: XXX-XXX-XXXX
Work Phone Extension:
Home Phone:
Cell Phone:
E-Mail: rdwood@mail.ccc

Hatmann Chips
Address: 12 Blue Hope, Corpus Christi, TX 78404
Work Phone:
Work Phone Extension:
Home Phone:
Cell Phone: XXX-XXX-XXXX
E-Mail:

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.

Claims Center
Help Log Out
Comments related to a claim? [Send us your feedback.](#)

Claim: 1000XXX
Summary Messages Documents Payments Coverages Resources
Messages
Click on "Send Message to TWIA" to message the team handling the claim. Your message history is shown below, and you can also use the search field to filter your message history using **key terms**. Please note that you can upload documents for the claims team through the Documents tab.
[Send Message to TWIA](#)
No messages associated with this claim.

Send Message to TWIA
Your message will be sent to TWIA representative(s) assigned to handle your claim.
Subject *
Message *
You should receive a response within 1 business day. If you need immediate assistance, please contact our 24-hour Call Center at 1-800-788-8247
Cancel Send



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.

Claims Center Logged in as jeanne@essentialins.comtwia Help Log Out

Comments related to a claim? Send us your feed

Claim: 1000025

Summary Messages Documents Payments Coverages Resources

Messages

Click on "Send Message to TWIA" to message the team handling the claim. Your message history is shown below, and you can also use the search field to filter your message history using key terms. Please note that you can upload documents for the claims team through the Documents tab.

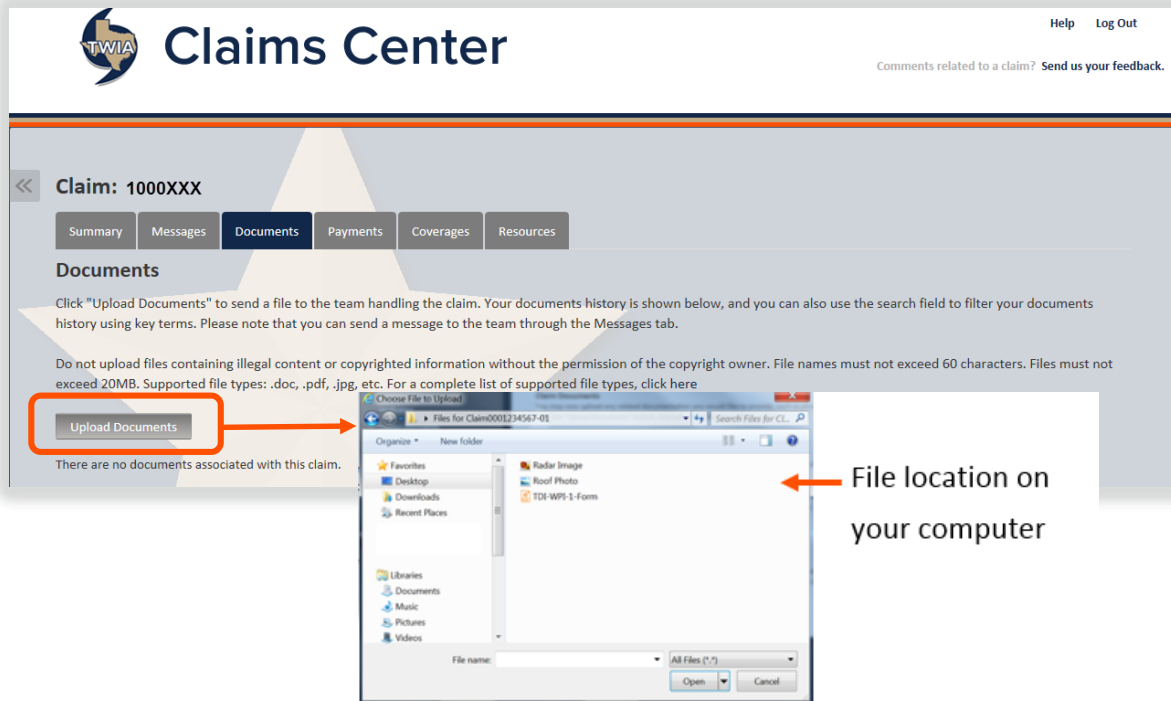
Send Message to TWIA Search

Author	Date / Time	Subject	Note
yourmail@mail.ccc	4/26/16 3:11 PM	Field Adjustor Visit	Please send me copy of the estimate prepared by field adjustor.
Worth Barrycloth	4/26/16 3:05 PM	Damages	Discussed damages with Mr. Hatmann, field adjustor will be at site on Saturday.

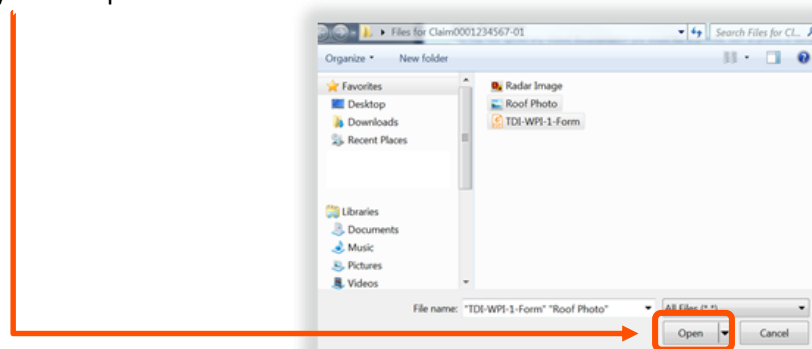


The Documents tab

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.

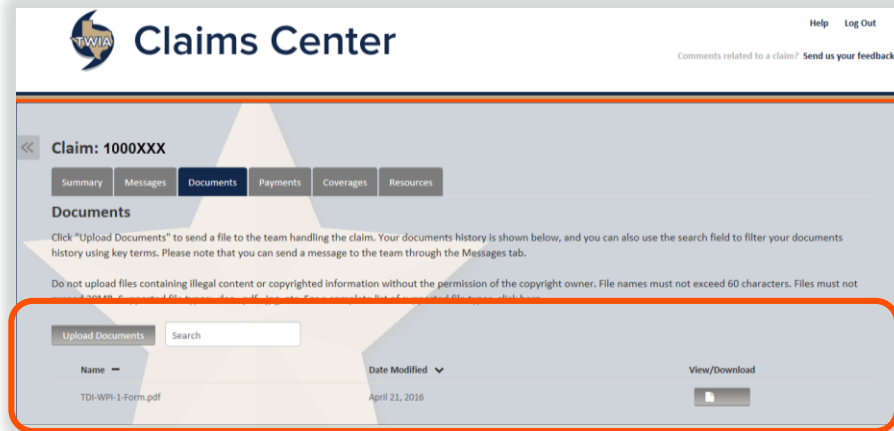


Select the file you wish to upload. When finished, select the **Open** link on the window for the file location on your computer.





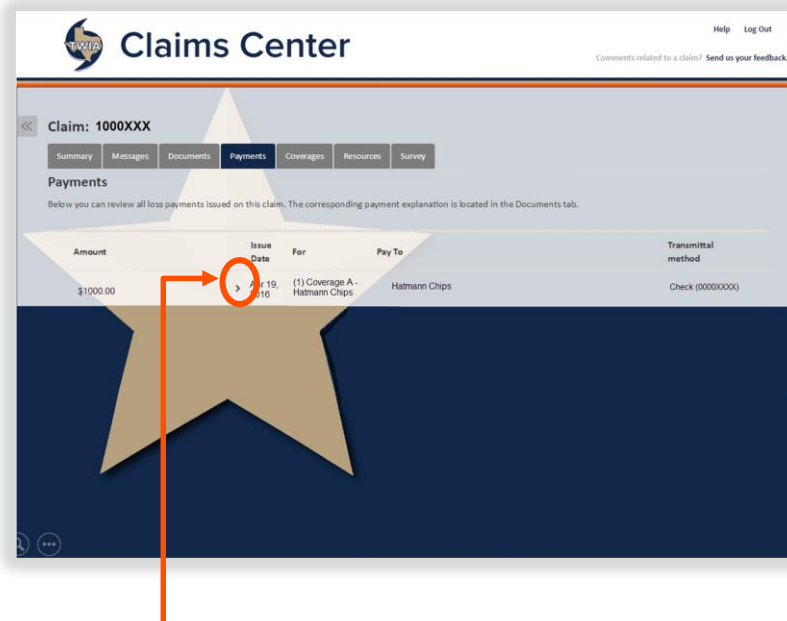
The uploaded documents are listed below the *Upload Documents* link once the upload is complete.



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.



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



Payment
detail page



Amount	Issue Date	For	Pay To	Transmittal method
\$1000.00	Apr 19, 2016	(1) Coverage A, Hatmann Chips	Hatmann Chips	Check (0000XXXX)

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.

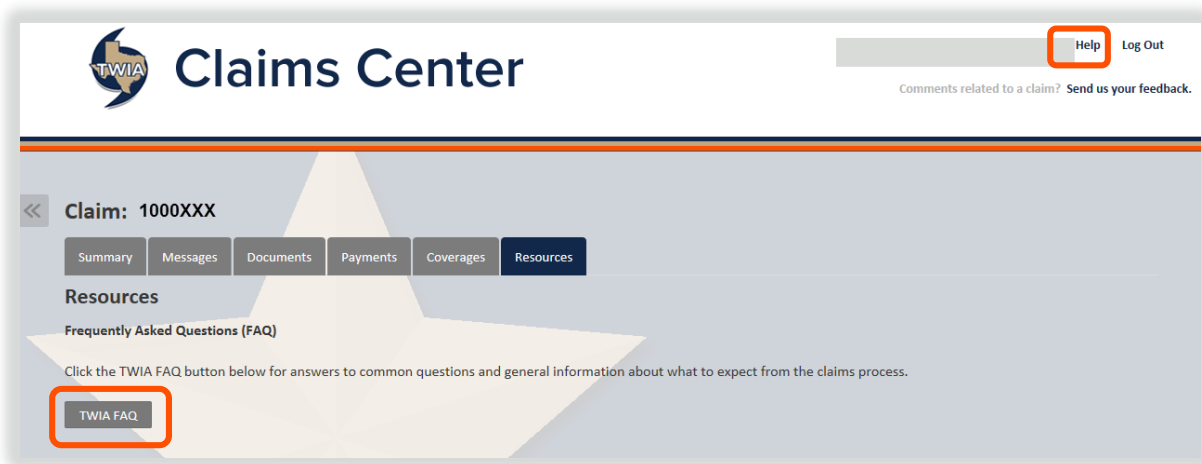
Item Number	Description	Address
1	Building	12 Blue Hope, Corpus Christi, TX 78404

Type	Deductible	Limit Value
Coverage B - Personal Property	\$2,360.00	\$118,000.00
Coverage B - Off-Premises Personal Property		\$11,800.00
Coverage A	\$5,080.00	\$254,000.00
Coverage B - Personal Property of Others		\$11,800.00
Materials and Supplies		\$25,400.00
Unscheduled Other Structures		\$25,400.00



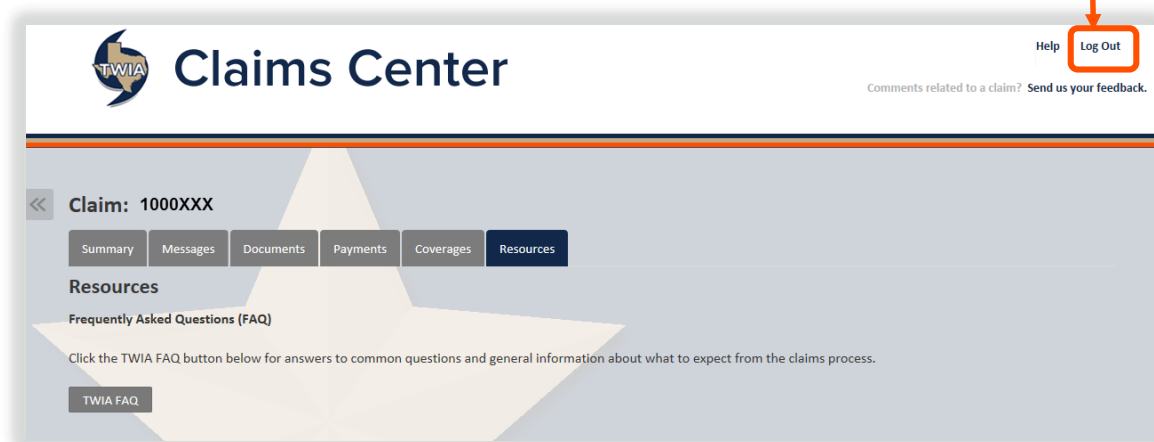
Resources tab

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	OpenXML 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:

Internet Explorer, (Desktop)	11, 10 or 9
Firefox (Desktop),	37
Chrome (Desktop),	41

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

Guidewire Software, Inc. (2015). Guidewire Claim Portal ® Application guide.