



Assumption Reinsurance Depopulation Program Guide – Agent Selection Phase

This job aid demonstrates how to complete the Agent Selection Phase of the Assumption Reinsurance Depopulation Program, which offers insureds coverage in the standard market. For more information on the programs, please visit our website at: <https://www.twia.org/depopulation/>.

Not all agencies were sent depopulation offers. Only agents with policyholders that received offers will participate in the Agent Selection Phase.

Offer information was made available to agents on April 1, 2022. Agents will have until May 31, 2022 to approve offers. Your agency can approve offers through TWIA Policy Center. Approved offers will be sent to your policyholders in early December 2022.

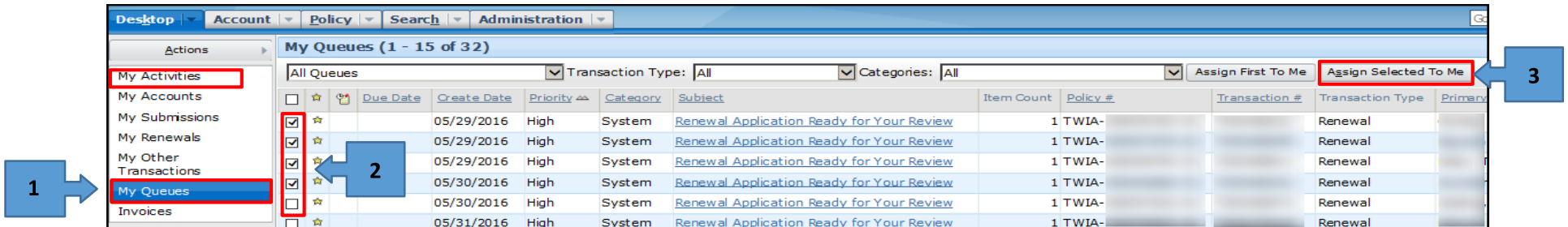
******Note: Any offers your agency does not approve through TWIA Policy Center, or on which you have taken no action at all by May 31, 2022, will not be sent to your policyholders.**

To approve an offer, log into Policy Center: <https://portal.twia.org/pc/PolicyCenter.do>

Follow these steps when you see the screens below:

Reassigning Activities

Use the steps below to move activities from 'My Queues' to 'My Activities'.



1. Click on 'My Queues'

2. Check the boxes next to Activities to assign yourself

3. Click Assign Selected to Me

1. Click on 'My Queues'
2. Check the boxes next to Activities to assign yourself
3. Click Assign Selected to Me

These Activities will now appear in 'My Activities' for review.



During the Agent Selection Phase (April 1, 2022 – May 31, 2022)

1. Navigate to the “My Activities” section of the “Desktop” tab.
2. Find activity(ies) labeled “2022-2023 Depopulation – Select Carrier”.
 - You can organize the activities in alphabetical order by clicking on the **Subject** column header.

Desktop Account Policy Search Team Administration Go to (Alt+/) Go

Actions My Activities (1 - 15 of 19)

Some activities were canceled. [Click here to see the canceled activities.](#)

All open Assign Created By: All Priority: All Page 1 of 2 Prev Next

	Due Date	Create Date	Priority	Subject	Policy #	Transaction #	Transaction Type	Primary Insured	Policy Type
<input type="checkbox"/>	05/31/2022	03/31/2022	Normal	2022-2023 Depopulation - Select Carrier					Residential
<input type="checkbox"/>		08/26/2021	High	Submission or Renewal Rejected Due to Insufficient Payment			Renewal		Residential
<input type="checkbox"/>		05/21/2021	High	Coverage request rejected, reason: Other			Policy Change		Residential

- You may also search for activities by clicking the down arrow on the **Search** tab, selecting “Activities”, and entering a key word into the **Subject** criteria (for example, “depopulation”).

Desktop Account Policy Search Team Administration Go to (Alt+/) Go

Transaction Policies Accounts Activities Contacts

Search Activities

Specify at least one of the following:

Assigned to Select User...

Policy #

or

Account #

Optional criteria:

Activity Status

Priority

Overdue Now

Subject

Search Reset

Search Results (1 - 15 of 113)

Print / Export Assign

Page 1 of 8 Prev Next

	Due Date	Priority	Status	Subject	Policy #	Transaction #	Account	Policy Type	Assigned By	Assigned To
<input type="checkbox"/>	05/31/2022	Normal	Open	2022-2023 Depopulation - Select Carrier				Residential		
<input type="checkbox"/>	05/31/2022	Normal	Open	2022-2023 Depopulation - Select Carrier				Residential	Texas Windstorm Insurance Association	
<input type="checkbox"/>	05/31/2022	Normal	Open	2022-2023 Depopulation - Select Carrier				Residential	Texas Windstorm Insurance Association	
<input type="checkbox"/>	05/31/2022	Normal	Open	2022-2023 Depopulation - Select Carrier				Residential	Texas Windstorm Insurance Association	
<input type="checkbox"/>	05/31/2022	Normal	Open	2022-2023 Depopulation - Select Carrier				Residential	Texas Windstorm Insurance Association	
<input type="checkbox"/>	05/31/2022	Normal	Open	2022-2023 Depopulation - Select Carrier				Residential	Texas Windstorm Insurance Association	
<input type="checkbox"/>	05/31/2022	Normal	Open	2022-2023 Depopulation - Select Carrier				Residential	Texas Windstorm Insurance Association	

3. Click on the activity for the policy you wish to update.



TEXAS WINDSTORM
INSURANCE ASSOCIATION

4. You will be brought to the policy file after clicking on the activity. The Activity Detail box will open automatically.

Desktop Account Policy Search Team Administration [Go to (Alt+)]

Policy File Windstorm and Hail Account Policy TWIA In Force (Exp. 12/09/2022) Open Activities: Y

Actions

Policy Contract

Policy Info

Locations and Risk

Items

Forms

Transaction Effective Date

12/09/2021

Tools

Summary

Contacts

Participants

Internal Notes

Documents

Transactions

Policy File History

Invoices

Privacy Opt-Out

Summary

Surcharge Paid Status: [Click to view](#)

Policy

Policy Type Residential

Number TWIA

Issued Yes

Primary Named Insured

Name

Mailing Address

Last Completed Transaction

Date Submitted 12/09/2021

Date Completed 12/09/2021

Type Submission

Policy Period

Effective Date 12/09/2021

Expiration Date 12/09/2022

Total Cost \$100.00

Agency Location of Service

Agency Name

TDI License #

Agency Location

Activities (1 - 1 of 1)

Open

Date Created	Due Date	Related To	Policy #	Transaction #	Subject	Item #	Activity Status	Assigned To
03/31/2022	05/31/2022	Policy	TWIA		2022-2023 Depopulation - Select Carrier		Open	

Completed Policy Transactions (1 - 1 of 1)

Compare

Activity

Activity Detail

Update Cancel

Documents must be submitted via the "Documents" link in the Tools Menu. To provide a document, click on the "Upload Document" button.

Activity Info

Policy #

Subject 2022-2023 Depopulation - Select Carrier

Description This policy has received an offer of insurance from an insurer(s) participating in the 2022-2023 Depopulation Program. The policy will not transfer to a Depopulation carrier unless you approve. To approve this offer, please select the Carrier below that will assume the policy by the due date (May 31). Please ensure that you have been appointed by, or are otherwise authorized to place business with, the participating insurer.

No action is required if you do not wish to include this policy in the program.

To learn more you may visit our website: www.twia.org/frequently-asked-questions/#depopulation

Selected Carrier <none selected>

Status Open

Due Date 05/31/2022

Escalation Date 06/01/2022

Assigned to

- If you wish to approve a depopulation offer, select the name of the carrier whose offer you wish to approve from the “Selected Carrier” drop-down box.
- Click the “Update” button. Once the button is clicked, the offer approval will be submitted into TWIA’s system and no additional action needs to be taken for the offer to be approved and sent to the policyholder in early December.

Activity
Activity Detail

Documents must be submitted via the “Documents” link in the Tools Menu. To provide a document, click on the “Upload Document” button.

Activity Info

Policy # [Redacted]
 Subject 2022-2023 Depopulation - Select Carrier
 Description This policy has received an offer of insurance from an insurer(s) participating in the 2022-2023 Depopulation Program. The policy will not transfer to a Depopulation carrier unless you approve. To approve this offer, please select the Carrier below that will assume the policy by the due date (May 31). Please ensure that you have been appointed by, or are otherwise authorized to place business with, the participating insurer.
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Selected Carrier **SafePoint Insurance Company** ▼ Update Selection

Status Open
 Due Date 05/31/2022
 Escalation Date 06/01/2022
 Assigned to [Redacted]

- The activity will automatically be updated with an “Activity History” section showing the date, time, and user that made an update to the activity.

Activity
Activity Detail

Documents must be submitted via the “Documents” link in the Tools Menu. To provide a document, click on the “Upload Document” button.

Activity Info

Policy # [Redacted]
 Subject 2022-2023 Depopulation - Select Carrier
 Description This policy has received an offer of insurance from an insurer(s) participating in the 2022-2023 Depopulation Program. The policy will not transfer to a Depopulation carrier unless you approve. To approve this offer, please select the Carrier below that will assume the policy by the due date (May 31). Please ensure that you have been appointed by, or are otherwise authorized to place business with, the participating insurer.
 No action is required if you do not wish to include this policy in the program.
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Selected Carrier **SafePoint Insurance Company** ▼

Status Open
 Due Date 05/31/2022
 Escalation Date 06/01/2022
 Assigned to [Redacted]

Activity History

Timestamp	Modified By	Comments	Action
04/01/2022 01:06 PM		Activity updated	



Should an agent change their mind during the Agent Selection Phase and wish to decline an offer that they initially approved, follow the below steps:

- Repeat Steps 1-4.
 1. Navigate to the “My Activities” section of the “Desktop” tab.
 2. Find activity(ies) labeled “2022-2023 Depopulation – Select Carrier”.
 - You can organize the activities in alphabetical order by clicking on the **Subject** column header.

Desktop Account Policy Search Team Administration Go to (Alt+/) Go

Actions

My Activities (1 - 15 of 19)

Some activities were canceled. [Click here to see the canceled activities.](#)

All open Assign Created By: All Priority: All Page 1 of 2 Prev Next

	Due Date	Create Date	Priority	Subject	Policy #	Transaction #	Transaction Type	Primary Insured	Policy Type
<input type="checkbox"/>	05/31/2022	03/31/2022	Normal	2022-2023 Depopulation - Select Carrier					Residential
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- You may also search for activities by clicking the down arrow on the **Search** tab, selecting “Activities”, and entering a key word into the **Subject** criteria (for example, “depopulation”).

Desktop Account Policy Search Team Administration Go to (Alt+/) Go

Transaction Policies Accounts Activities Contacts

Search Activities

Specify at least one of the following:

Assigned to Select User...

Policy #

or

Account #

Optional criteria:

Activity Status <none selected>

Priority <none selected>

Overdue Now <none selected>

Subject depopulation

Search Reset

Search Results (1 - 15 of 113)

Print / Export Assign Page 1 of 8 Prev Next

	Due Date	Priority	Status	Subject	Policy #	Transaction #	Account	Policy Type	Assigned By	Assigned To
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<input type="checkbox"/>	05/31/2022	Normal	Open	2022-2023 Depopulation - Select Carrier				Residential	Texas Windstorm Insurance Association	
<input type="checkbox"/>	05/31/2022	Normal	Open	2022-2023 Depopulation - Select Carrier				Residential	Texas Windstorm Insurance Association	
<input type="checkbox"/>	05/31/2022	Normal	Open	2022-2023 Depopulation - Select Carrier				Residential	Texas Windstorm Insurance Association	
<input type="checkbox"/>	05/31/2022	Normal	Open	2022-2023 Depopulation - Select Carrier				Residential	Texas Windstorm Insurance Association	
<input type="checkbox"/>	05/31/2022	Normal	Open	2022-2023 Depopulation - Select Carrier				Residential	Texas Windstorm Insurance Association	
<input type="checkbox"/>	05/31/2022	Normal	Open	2022-2023 Depopulation - Select Carrier				Residential	Texas Windstorm Insurance Association	

3. Click on the activity for the policy you wish to update.



4. You will be brought to the policy file after clicking on the activity. The Activity Detail box will open automatically

Activity

Activity Detail

Update

Cancel

Documents must be submitted via the "Documents" link in the Tools Menu. To provide a document, click on the "Upload Document" button.

Activity Info
Policy #
Subject 2022-2023 Depopulation - Select Carrier
Description This policy has received an offer of insurance from an insurer(s) participating in the 2022-2023 Depopulation Program. The policy will not transfer to a Depopulation carrier unless you approve. To approve this offer, please select the Carrier below that will assume the policy by the due date (May 31). Please ensure that you have been appointed by, or are otherwise authorized to place business with, the participating insurer.

No action is required if you do not wish to include this policy in the program.

To learn more you may visit our website: www.twia.org/frequently-asked-questions/#depopulation
Selected Carrier SafePoint Insurance Company
Status Open
Due Date 05/31/2022
Escalation Date 06/01/2022
Assigned to

Activity History

Timestamp	Modified By	Comments	Action
04/01/2022 01:06 PM		Activity updated	

Additional Steps:

- Change the "Selected Carrier" drop-down box to "<none selected>". This selection will result in the depopulation offer(s) associated with the policy to be declined and the policy will be removed from the current cycle of the Assumption Reinsurance Depopulation Program.
- Click the "Update" button. Once the button is clicked, the policy will be removed from the program and no additional action needs to be taken for the policy stay with TWIA.

Activity

Activity Detail

Update

Cancel

Documents must be submitted via the "Documents" link in the Tools Menu. To provide a document, click on the "Upload Document" button.

Activity Info
Policy #
Subject 2022-2023 Depopulation - Select Carrier
Description This policy has received an offer of insurance from an insurer(s) participating in the 2022-2023 Depopulation Program. The policy will not transfer to a Depopulation carrier unless you approve. To approve this offer, please select the Carrier below that will assume the policy by the due date (May 31). Please ensure that you have been appointed by, or are otherwise authorized to place business with, the participating insurer.

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Selected Carrier <none selected>
Status Open
Due Date 05/31/2022
Escalation Date 06/01/2022
Assigned to

Activity History

Timestamp	Modified By	Comments	Action
04/01/2022 01:06 PM		Activity updated	

Update
Selection



The activity will automatically be updated with an “Activity History” section showing the date, time, and user that made an update to the activity.

Activity

Activity Detail

UpdateCancel

Documents must be submitted via the “Documents” link in the Tools Menu. To provide a document, click on the “Upload Document” button.

Activity Info

Policy #

Subject2022-2023 Depopulation - Select Carrier

DescriptionThis policy has received an offer of insurance from an insurer(s) participating in the 2022-2023 Depopulation Program. The policy will not transfer to a Depopulation carrier unless you approve. To approve this offer, please select the Carrier below that will assume the policy by the due date (May 31). Please ensure that you have been appointed by, or are otherwise authorized to place business with, the participating insurer.

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Selected Carrier<none selected>

StatusOpen

Due Date05/31/2022

Escalation Date06/01/2022

Assigned to

Activity History

Timestamp	Modified By	Comments	Action
04/01/2022 01:06 PM		Activity updated	
04/01/2022 01:10 PM		Activity updated	

After the Agent Selection Phase ends on May 31, 2022

The Depopulation activities will close and agents will no longer be able to approve a depopulation offer. The activities will no longer appear in agent’s open activities. Any offers that were approved will be sent to your policyholders in early December 2022.