



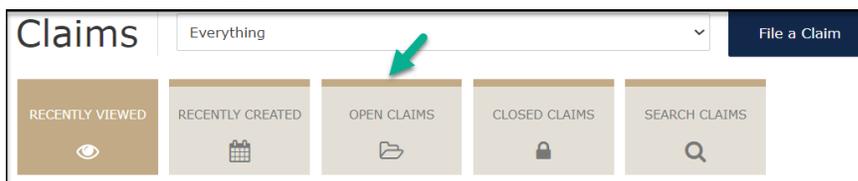
Accessing Claims Information in the TWIA Agent Portal

This guide walks you through using the Claims tabs in the Agent Portal.

1. Log in to the TWIA Agent Portal.
2. Select 'Claims' on the landing page.



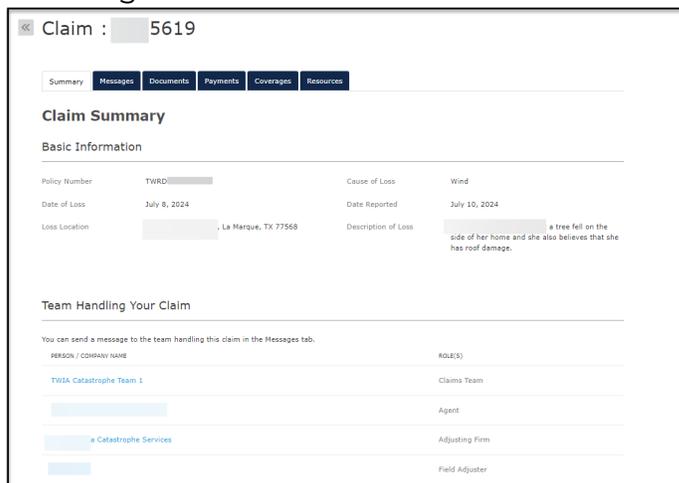
3. From this section, you can view the agency's submitted claims. In this example, we are going to focus on the open claims. The following screens are the same for the Closed Claims too.



4. Select the 'Claim Number' to view the open claim.

Open Claims								1	<	>
POLICY TYPE	ACCOUNT	PRIMARY LOSS LOCATION	CLAIM NUMBER	DATE OF LOSS	PAID	REPORTED DATE	POLICY NUMBER			
Dwelling and Personal Property		La Marque, TX 77568	5619	7/8/24	\$0.00	7/10/24	TWRD			

5. On the Claim Summary screen, you can see the basic information and the team handling the claim.





6. On the Messages screen you can view and send messages to Claims regarding the open claim.

Claim :

Summary Messages Documents Payments Coverages Resources

Messages

Click on "Send Message" to send a message to the person handling this 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 also view and upload files for this claim through the Documents tab.

Send Message

There are no messages currently associated with this claim.

7. On the Documents screen, you can view the available Claims documents. You can also upload documents (please see the final page of this document for assistance) to Claims as needed.

Claim :

Summary Messages Documents Payments Coverages Resources

Documents

Click "Upload Documents" to send a file to the team handling the claim. Your documents history is shown below, and you can also use the search field to filter your documents history using key terms. Please note that you can send a message to the team through the Messages tab.

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. Most common file types are supported, such as .doc, .pdf, .jpg. For a complete list of supported file types and document restrictions, click [here](#).

+ Upload Documents

NAME	DATE MODIFIED	VIEW/DOWNLOAD
Receipt of Claim.pdf	7/10/24 12:49 PM	

8. On the Payments screen, you can see if any payments have been made.

Claim :

Summary Messages Documents Payments Coverages Resources

Payments

There are no payments associated with this claim.



9. On the Coverages screen, you can see what coverage the policyholder has.

Claim : 5619

Summary Messages Documents Payments Coverages Resources

Coverages

Below is an overview of the coverages in effect on the date of loss for this claim. This information is intended for reference purposes only and does not represent the written and bound policy document. Always refer to the written policy for accurate and comprehensive coverage details, exclusions and other information.

Property Coverages

Structure	Limit	\$168,000.00
	Coverage Type	Wind and Hail
	Deductible (2%)	\$3,360.00

Personal Property

Additional Property Coverages

TWIA-131 Extension of Coverage - Increased Cost of Construction	Limit % of Dwelling Coverage (25%)	\$42,000.00
TWIA-802 Replacement Cost Coverage A (Dwelling)		

Indirect Loss Coverage

TWIA-311 Additional Living Expense

TWIA-321 Wind Driven Rain

TWIA-331 Consequential Loss

Exclusions And Conditions

10. On the Resources screen, you will see a link to find more information to help with your claim.

Claim : 5619

Summary Messages Documents Payments Coverages Resources

Resources

Below you will find a personal property inventory form. Providing TWIA with an inventory of the items at your loss location will help us assess your claim.

Personal Property Inventory Form [Download](#)

For more TWIA guides and claim resources, [visit our website](#).



To upload documents to the first notice of loss, select '+Upload Documents.'

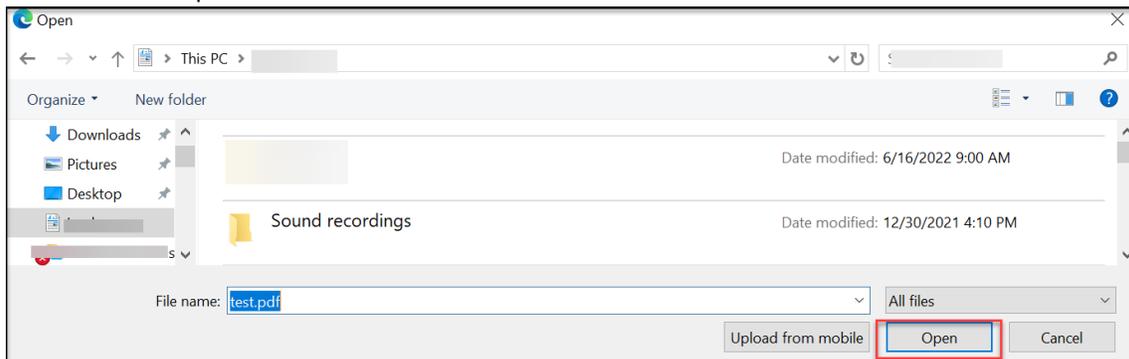
Additional Information

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

This will open Word. Search for the document you want to upload to TWIA Claims and select 'Open.'



You will now see the document listed under Claim documents.

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.

Claim documents
test.pdf

+ Upload Documents