

Accessing Claims Information in the Policyholder Portal

This guide walks you through accessing claims information (after filing a claim) in the TWIA Policyholder Portal.

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



3. From this section, you can view your submitted claims. Click on the 'Claim Number' to start.

ige Cla	ims					
aim number below nber, policy numbe oking for a claim tl olicy.	to view the claim details, update infor ar, or primary loss location. hat is not in the list below, you may ne	mation, and comn ed to link the polic	nunicate with the o	claims team. To find that claim. You will	a specific o need the p	claim, you may search olicy number. Click here
to File a New Clair	m	internet session i	ndudina diakina "	Submit Claim" on th	o final coro	on Thugu lonus the
re submitting your	report, data will not be saved. The cla	aim number is cont	firmation that you	r claim has been suc	cessfully re	en. If you leave the eported.
by Reported Dat	e Search by Loss Date	MM/DI)/YYYY	🛗 to	MM	/DD/YYYY 🎬
h						
ACCOUNT	LOSS LOCATION ADDRESS	CLAIM NUMBER	DATE OF LOSS	REPORTED DATE	PAID	POLICY NUMBER
	IGE Cla im number below uber, policy numbe when of a claim the lique. to File a New Clait ps to report a new e submitting your by Reported Dat ACCOUNT	IGE Claims in number below to view the claim details, update infor ther, policy number, or primary loss location. whing for a claim that is not in the list below, you may ne ide. to File a New Claim ps to report, a new claim must be completed during one re submitting your report, data will not be saved. The claim by Reported Date Search by Loss Date account LOSS LOCATION ADDRESS	IGE Claims im number below to view the claim details, update information, and comm their, policy number, or primary loss location. whing for a claim that is not in the list below, you may need to link the poli lig. to File a New Claim ps to report, a new claim must be completed during one internet session, i se usumting your report, data will not be saved. The claim number is com- by Reported Date Search by Loss Date ACCOUNT LOSS LOCATION ADDRESS CLAIM NUMBER	IGE Claims in number below to view the daim details, update information, and communicate with the uber, policy number, or primary loss location. whing for a claim that is not in the list below, you may need to link the policy associated with like. to File a New Claim ps to report a new claim must be completed during one internet session, including clicking " e submitting your report, data will not be saved. The claim number is confirmation that you by Reported Date Search by Loss Date MM/DD/YYYY claims account LOSS LOCATION ADDRESS CLAIM NUMBER DATE OF LOSS	IGE Claims in number below to view the claim details, update information, and communicate with the claims team. To find their, policy number, or primary loss location. whing for a claim that is not in the list below, you may need to link the policy associated with that claim. You will ide. to File a New Claim ps to report a new claim must be completed during one internet session, including clicking "Submit Claim" on th e submitting your report, data will not be saved. The claim number is confirmation that your claim has been sure by Reported Date Search by Loss Date MM/DD/YYYY to to account LOSS LOCATION ADDRESS CLAIM DATE OF LOSS REPORTED DATE	IGE Claims Immunder below to view the claim details, update information, and communicate with the claims team. To find a specific in the problem of the policy number, or primary loss location. Immunder a claim that is not in the list below, you may need to link the policy associated with that claim. You will need the policy Immunder a claim that is not in the list below, you may need to link the policy associated with that claim. You will need the policy Immunder a claim that is not in the list below, you may need to link the policy associated with that claim. You will need the policy Immunder a claim that is not in the list below, you may need to link the policy associated with that claim. You will need the policy Immunder a claim that is not in the list below, you may need to link the policy associated with that claim. You will need the policy Immunder a claim that is not in the list below, you may need to link the policy associated with that claim. You will need the policy Immunder a claim that is not in the list below, you may need to link the policy associated with that claim. You will need the policy Immunder a claim that is not be saved. The claim number is confirmation that your claim has been successfully need to be policy. Immunder a claim that be be saved. The claim number is confirmation that your claim has been successfully need to be policy. Immunder a claim that be be be been be been been been been b

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

		Resources Survey						
Claim Sur	Claim Summary							
Basic Informa	ation							
Policy Number	TWRD	Cause of Loss	Wind					
Date of Loss	July 28, 2024	Date Reported	August 5, 2024					
Loss Location	Galveston, TX 77550	Description of Loss	wind damage to roof					
Loss Location Galveston, TX 77550 Description of Loss wind damage to reof								
You can send a mess PERSON / COMPANY N	ng Your Claim age to the team handling this claim in the Messages t	ab. ROL	E(S)					
Team Handlir You can send a mess PERSON / COMPANY N	ng Your Claim age to the team handling this claim in the Messages t ME	ab. Rol	E(S)					
Team Handlir You can send a mess PERSON / COMPANY N	ng Your Claim age to the team handling this claim in the Messages t ME	ab. Rol	E(S) ims Examiner					
Team Handlir You can send a mess PERSON / COMPANY NO	ng Your Claim age to the team handling this claim in the Messages t	ab. Rot Cia	E(S) ims Examiner ent					



5. On the Messages screen you can view and send messages to Claims regarding the open claim. This is the best place to send a message to the team.

~	Claim	: 12	36088				
	Summary	Messages	Documents	Payments	Coverages	Resources	Survey
	Messa	ges					
	Click on "Send filter your mes	Message" to s sage history u	send a message Ising key terms.	to the person Please note ti	handling this o hat you can als	claim. Your mes o view and uple	essage history is shown below, and you can also use the search field to load files for this claim through the Documents tab.
	Send Messa	ge	ently accoriated	with this clain			
	There are no n	ressayes curri	entry associated	with this claim			

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

~	Claim	1 : 12	36088				
	Summary	Messages	Documents	Payments	Coverages	Resources	Survey
	Docun	nents					
	Click "Upload your documer	Documents" t nts history usir	o send a file to t ng key terms. Pl	he team hand ease note that	ling the claim. you can send	Your document a message to t	nts history is shown below, and you can also use the search field to filter the team through the Messages tab.
	Do not upload characters. Fi document res	l files containii les must not e trictions, click	ng illegal conten xceed 20MB. Mo here.	t or copyrighte ist common fil	ed information v e types are sup	without the per oported, such a	permission of the copyright owner. File names must not exceed 60 as .doc, .pdf, .jpg. For a complete list of supported file types and
	+ Upload Do	ocuments documents as	sociated with thi	s claim.			

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





8. On the Coverages screen, you can see what coverage you had on the date of loss.

« Cl	aim	: 12	36088					
Su	nmary	Messages	Documents	Payments	Coverages	Resources	Survey	

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

Claim : 1236088
Summary Messages Documents Payments Coverages Resources Survey
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 clain
Personal Property Inventory Form Download
For more TWIA guides and claim resources, visit our website.

10. On the final screen, you will see Survey. This is where you may rate the Claims department on their service.





To upload documents, navigate to Documents screen, select '+Upload Documents.'

Summary Messages	Documents	Payments Coverage	Resources	Survey				
Documents								
Click "Upload Documents"	to send a file to the	e team handling the clai	m. Your document	s history is shown below, and you can also use the search field to fi				
Click "Upload Documents" your documents history usi	to send a file to the ing key terms. Plea	e team handling the clai se note that you can se	m. Your document nd a message to t	s history is shown below, and you can also use the search field to fi he team through the Messages tab.				
Click "Upload Documents" ' your documents history usi Do not upload files contain characters. Files must not	to send a file to the ing key terms. Plea ing illegal content o exceed 20MB. Most	e team handling the clai ise note that you can se or copyrighted informati	m. Your document nd a message to t on without the per supported, such a	s history is shown below, and you can also use the search field to fi he team through the Messages tab. mission of the copyright owner. File names must not exceed 60 s. dec. ndf. in. For a complete list of supported file types and				
Click "Upload Documents" your documents history usi Do not upload files contain characters. Files must not document restrictions, click	to send a file to the ing key terms. Plea ing illegal content c exceed 20MB. Most < here.	e team handling the clai se note that you can se or copyrighted informati : common file types are	m. Your document nd a message to t on without the per supported, such a	s history is shown below, and you can also use the search field to fi he team through the Messages tab. mission of the copyright owner. File names must not exceed 60 s.doc, .pdf, .jpg. For a complete list of supported file types and				
Click "Upload Documents" your documents history us Do not upload files contain characters. Files must not document restrictions, click	to send a file to the ing key terms. Plea ing illegal content of exceed 20MB. Most < here.	e team handling the clai se note that you can se or copyrighted informati common file types are	m. Your document nd a message to t on without the per supported, such a	s history is shown below, and you can also use the search field to fi he team through the Messages tab. mission of the copyright owner. File names must not exceed 60 s .doc, .pdf, .jpg. For a complete list of supported file types and				

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

C Open				×
$\leftarrow \rightarrow \checkmark \uparrow \blacksquare$	> This PC >	✓ Ŭ		P
Organize 🔹 Ne	w folder			?
 Downloads Pictures Desktop 	*	Date modified: 6/16/2022	9:00 AM	^
	Sound recordings	Date modified: 12/30/202	1 4:10 PM	~
	File name: test.pdf	~ All files		~
		Upload from mobile Oper	n Cancel	

You will now see the document listed under Claim documents.

C Open		×
← → • ↑ 🖹 > 1	This PC >	٩ : • •
Organize • New fol	der	E - 🔳 🕐
↓ Downloads ★ ★ ► Pictures ★ Desktop ★		Date modified: 6/16/2022 9:00 AM
s s	Sound recordings	Date modified: 12/30/2021 4:10 PM
File r	name: test.,	 All files
		Upload from mobile Open Cancel

