



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.

Claims

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

Manage Claims

Click on a claim number below to view the claim details, update information, and communicate with the claims team. To find a specific claim, you may search by claim number, policy number, or primary loss location.
If you are looking for 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 number. [Click here](#) to link the policy.

[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" on the final screen. If you leave the session before submitting your report, data will not be saved. The claim number is confirmation that your claim has been successfully reported.

Search

Search by Reported Date Search by Loss Date

POLICY TYPE	ACCOUNT	LOSS LOCATION ADDRESS	CLAIM NUMBER	DATE OF LOSS	REPORTED DATE	PAID	POLICY NUMBER
		77550, Galveston, TX	1236088	July 28, 2024	August 5, 2024	\$0.00	TWRDC

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

Claim : 1236088

Summary Messages Documents Payments Coverages Resources Survey

Claim Summary

Basic Information

Policy Number	TWRDC	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

Team Handling Your Claim

You can send a message to the team handling this claim in the Messages tab.

PERSON / COMPANY NAME	ROLE(S)
	Claims Examiner
	Agent
	Adjusting Firm



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 : 1236088

Summary Messages Documents Payments Coverages Resources Survey

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.

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 : 1236088

Summary Messages Documents Payments Coverages Resources Survey

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

There are no documents associated with this claim.

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

« Claim : 1236088

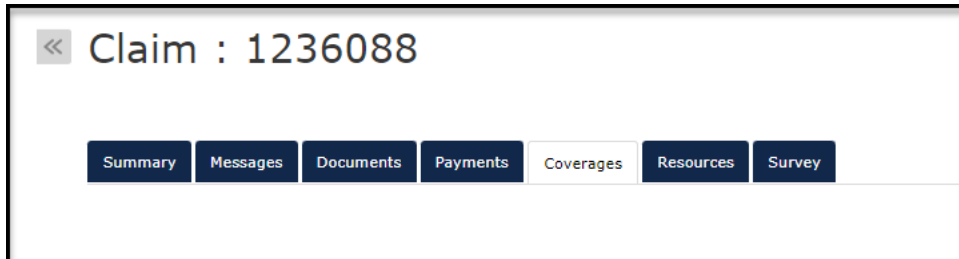
Summary Messages Documents Payments Coverages Resources Survey

Payments

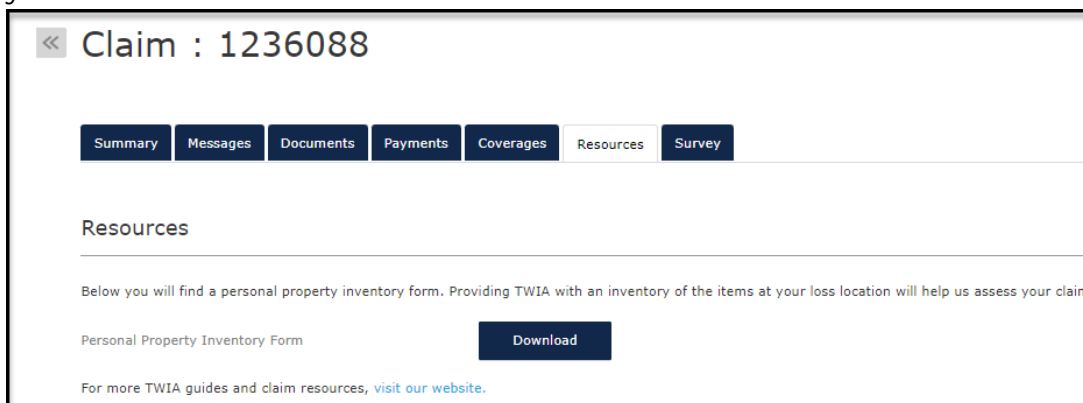
There are no payments associated with this claim.



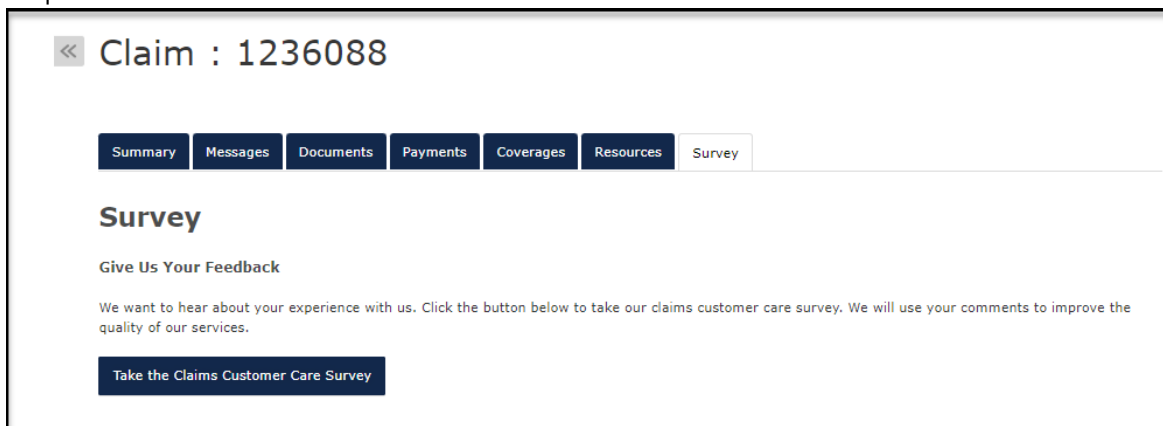
8. On the Coverages screen, you can see what coverage you had on the date of loss.



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

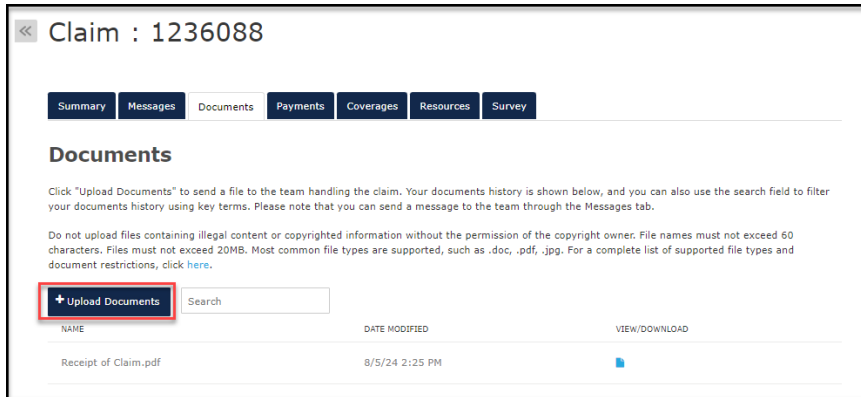


10. On the final screen, you will see Survey. This is where you may rate the Claims department on their service.

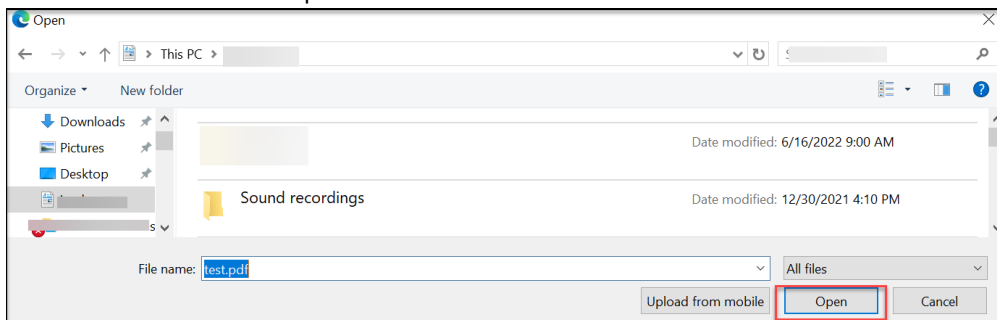




To upload documents, navigate to Documents screen, select '+Upload Documents.'



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



You will now see the document listed under Claim documents.

