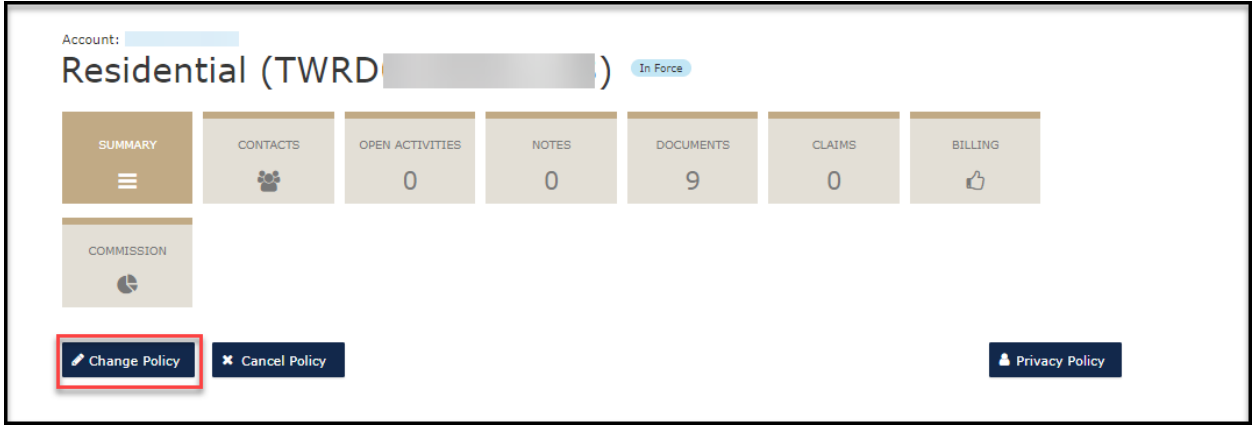


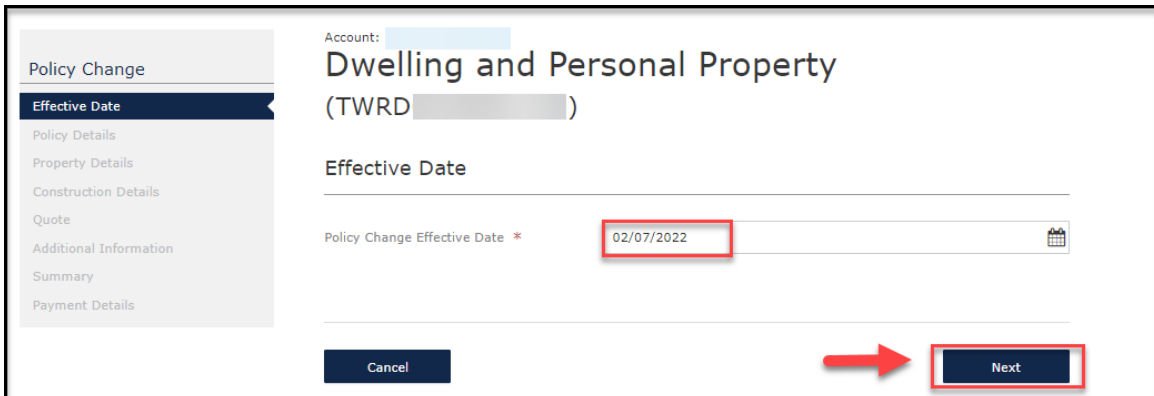
Adding/Deleting a Mortgagee on a TWIA Policy

This job aid demonstrates the steps to add and delete a mortgagee on a TWIA policy.

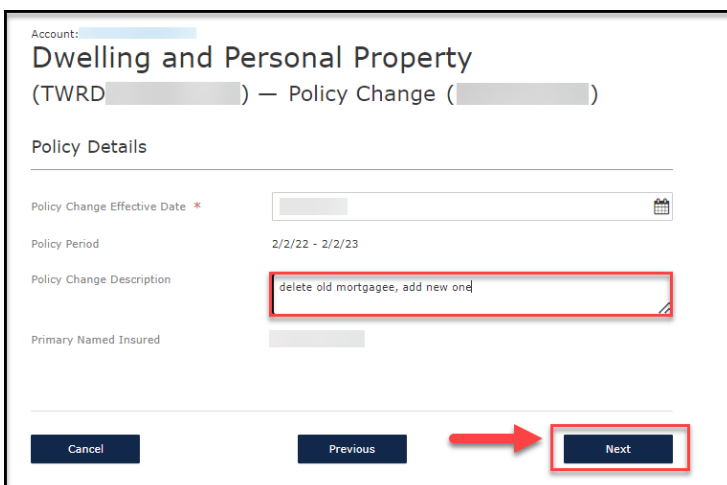
1. Locate the policy that needs updating. Click on “Change Policy.”



2. Enter the effective date of the change and select “Next.”



3. Enter the policy change description and then select “Next.”



4. If you are not making any other changes to the policy, select “Next” 2 times.

Account: [REDACTED]
Dwelling and Personal Property
(TWRD [REDACTED]) — Policy Change ([REDACTED])

Address of Property to be Insured ✓

Address Line 1 [REDACTED]
Address Line 2 (Apt/Bldg/Suite)
Address Line 3
County Galveston
City Galveston
State Texas
ZIP Code 77551

Location Details ✓
Dwelling Details ✓
Primary Policy Details ✓

Cancel Previous **Next**

5. Select “Calculate Premium.”

Account: CRAIG DOMINGUEZ
Dwelling and Personal Property
(TWRD [REDACTED]) — Policy Change ([REDACTED])

Quote

Please select coverage options and click the 'Calculate Premium' button to quote this PolicyChange

Calculate Premium

Property Coverages

6. Select, “Continue.”

Account: [REDACTED]
Dwelling and Personal Property
(TWRD [REDACTED]) — Policy Change ([REDACTED])

Quote

Please select coverage options and click the 'Calculate Premium' button to quote this PolicyChange

| Current Premium | Adjusted Premium | Premium Difference |
|-----------------|------------------|--------------------|
| \$1,003.93 | \$1,003.93 | \$0.00 |

Continue



7. To locate the mortgagee information, select “Additional Interests.”

Account: [redacted]
Dwelling and Personal Property
(TWRD [redacted]) — Policy Change ([redacted])

Additional Named Insureds ✓
Add +
NAME RELATIONSHIP TO PRIMARY NAMED INSURED

Additional Interests ✓
Upload Documents ✓

Cancel Previous Next

8. It is best to delete the old mortgagee and then add the new one. Remove the old mortgagee clause by selecting the trashcan symbol.

Account: [redacted]
Dwelling and Personal Property
(TWRD [redacted]) — Policy Change ([redacted])

Additional Named Insureds ✓
Additional Interests ✓
Add +

| NAME | INTEREST TYPE | MORTGAGE POSITION | LOAN/CONTRACT NUMBER | |
|--------------|---------------|-------------------|----------------------|-------------------|
| 111 Mortgage | Mortgagee | First Mortgage | 111111 | X [trashcan icon] |

Upload Documents ✓

Cancel Previous Next

9. Next select “Add +.”

Account: [redacted]
Dwelling and Personal Property
(TWRD [redacted]) — Policy Change ([redacted])

Additional Named Insureds ✓
Additional Interests ✓
Add +

| NAME | INTEREST TYPE | MORTGAGE POSITION | LOAN/CONTRACT NUMBER |
|------|---------------|-------------------|----------------------|
|------|---------------|-------------------|----------------------|

Upload Documents ✓

Cancel Previous Next



10. Since you are adding mortgage company information, click on Organization, enter the requested information in all fields noted with an * and then select "Save."

Account: [redacted]
Dwelling and Personal Property
(TWRD [redacted]) — Policy Change ([redacted])

Additional Named Insureds ✓
Additional Interests

Contact Type: Person **Organization**

Interest Type *: Mortgagee

Mortgage Position *: First Mortgage

Loan/Contract Number *: 111

Name *: 111 Mortgage Co

Address Type: Mailing

Address Line 1 *: 111 Main Street

Address Line 2:

Address Line 3:

City *: Austin

State *: Texas

ZIP Code *: 78701

Country *: United States

Email:

Phone Number:

Cancel Save

NAME INTEREST TYPE MORTGAGE POSITION LOAN/CONTRACT NUMBER

Upload Documents ✓

Cancel Previous Next

11. Verify the information returned and select "Next."

Account: [redacted]
Dwelling and Personal Property
(TWRD [redacted]) — Policy Change ([redacted])

Additional Named Insureds ✓
Additional Interests ✓

Add +

| NAME | INTEREST TYPE | MORTGAGE POSITION | LOAN/CONTRACT NUMBER | | |
|-----------------|---------------|-------------------|----------------------|--|--|
| 111 Mortgage Co | Mortgagee | First Mortgage | 111 | | |

Upload Documents ✓

Cancel Previous Next



12. Verify the information returned and then select "Next."

Account: Dwelling and Personal Property (TWRD [redacted]) — Policy Change ([redacted])

Summary

Policy Change Effective Date Feb 6, 2022

Primary Insured [redacted]

Property Address [redacted]

Mailing Address
✓ The address you entered has been updated to follow USPS standards.

Address Line 1 * [redacted]

Address Line 2 [redacted]

Address Line 3 [redacted]

City * Galveston

State * Texas

ZIP Code [redacted]

Country * United States

Standardize Address

Email * [redacted]

Home Phone * [redacted]
 Primary number

Work Phone [redacted]

Cell Phone [redacted]

Policy Changes

| ITEM | EXISTING POLICY | NEW CHANGES |
|---|-----------------|-------------|
| - Dwelling | | |
| - Dwelling at [redacted] | | |
| - Additional Interests | | |
| Additional Interest: (Mortgage) | | Removed |
| Additional Interest: 111 Mortgage Co (Mortgage) | | Added |

Cancel Previous **Next**

13. Select "Submit."

Account: [redacted]

Dwelling and Personal Property (TWRD [redacted]) — Policy Change ([redacted])

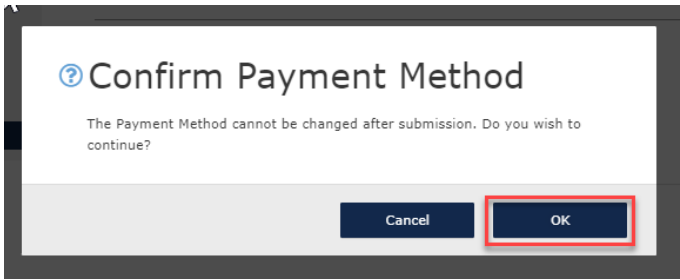
Payment Details

| | | | |
|-------------------|------------------------------|-----------------|------------------------|
| Change in Premium | Policy Change Effective Date | Policy Period | Payment Plan |
| \$0.00 | [redacted] | 2/2/22 - 2/2/23 | TWIA 10 Pay (Auto Pay) |

Cancel Previous **Submit**



14. Select "Ok." There is not any charge for changing only the mortgagee.



15. Your policy change has been confirmed.

