Overview

Established by the Legislature in 1971, TWIA is a nonprofit insurance organization that provides coastal Texans access to wind and hail property insurance when declined by open market insurance companies. Without TWIA, many property owners in the 14 Texas coastal counties would be unable to fully insure their homes, buy and sell property, or operate commercial businesses. Currently, TWIA provides insurance from Jefferson to Cameron County via more than 200,000 policies.

In the 48 years TWIA has been in operation, it has taken in approximately $6.1 billion in policy premiums and returned more than $5.6 billion to its policyholders in claim payments and claim expenses. We are driven to continuously improve by the knowledge that what we do impacts the lives of our policyholders and the economic welfare of the Texas coastal region.

TWIA does not compete with other insurance organizations, is not a state agency, and does not receive any state or federal tax money. It functions like an insurance company by issuing policies, collecting policy premiums, and paying claims.

Insurance can be complex and TWIA coverage can be too. If you live on the Texas coast, understanding TWIA, the terms and conditions of a TWIA insurance policy, and your coverage choices will help you be prepared before a storm and recover more quickly after one.
Coverage
TWIA provides wind and hail property insurance only. On the Texas coast, many homeowners (and commercial) policies exclude these coverages. A TWIA policy helps owners fully insure their property. While windstorm insurance is sometimes called hurricane insurance, TWIA policies only provide coverage for direct damage caused by wind and hail. TWIA policies do not provide coverage for flooding or storm surge flooding.

TWIA doesn’t have its own agents, but you can generally purchase a policy through the insurance agent you use for homeowners insurance. The insurance agent must be licensed in Texas. If you don’t have one already, you can locate a Texas-licensed property and casualty insurance agent on the TWIA website at www.twia.org/agent-map.

Eligibility
In order to be eligible for a TWIA policy, applicants and properties must meet certain criteria defined by the Texas Legislature:

• Applicants must have been denied wind and hail coverage by at least one insurer doing business on the coast
• Properties must be located in the designated catastrophe area – the 14 coastal Texas counties and Harris county east of highway 146
• Properties must be certified (WPI-8/WPI-8-C) as having been built to applicable building codes, with limited exceptions
• Properties located in specified flood zones (V zones) that were constructed, altered, remodeled, or enlarged after September 1, 2009 and that can obtain flood insurance through the NFIP must provide proof of flood insurance coverage
• Properties must be in an insurable condition as specified by TWIA in its Plan of Operation

Mission
To provide essential property insurance products and services to eligible Texas properties when no one else will.

Values
TWIA’s core values are the foundation of its operations, decisions, and actions.

Service & Respect
TWIA is committed to serving as a reliable, credible, and respectful provider.

Efficiency & Stability
TWIA is financially stable and can be counted on to fulfill its obligations.

Integrity & Accountability
TWIA is an ethical organization that is accountable to those we serve.

Policies
The policy is a contract between the policyholder and TWIA that only covers wind and hail damage. By law, no other perils (such as flooding, fire, or theft) are covered by TWIA policies. To provide protection from flood perils, you will need a separate flood insurance policy from another insurer. The National Flood Insurance Program (NFIP) offers flood insurance across the country.

The average premium for a TWIA residential policy is $1,500 per year. According to actuarial analysis, the rates TWIA is charging are not enough to cover the expected cost of future storms. This is why TWIA has proposed and been granted TDI approval for rate increases over the past decade.

Go online to www.twia.org or talk to your agent to find out more about TWIA’s coverage, eligibility, and policies.

Claims and Catastrophe Funding
Since 1971, TWIA has taken in approximately $6.1 billion in premiums and returned more than $5.6 billion to its policyholders in claim payments and claim expenses.

TWIA pays claims from the following funding sources: TWIA policy premiums; the Catastrophe Reserve Trust Fund (CRTF); and up to $2.5 billion in public securities that are repaid from premiums and other revenue, surcharges to coastal policyholders, and assessments to insurance companies.

A policyholder can file a claim directly with TWIA 24 hours a day via our online Claims Center, by emailing claims@twia.org, or by calling (800) 788-8247.

Hurricane Preparedness
Each year, before and during hurricane season, June 1 to November 30, TWIA works to increase awareness on the importance of having adequate insurance as part of hurricane preparedness. This includes providing educational resources to elementary schools on the coast and participating in public coastal community events. Learn what steps you can take today to protect yourself, your family, and your property by visiting the TWIA website at www.twia.org/hurricane-preparedness.