



Cancelling a Residential Policy

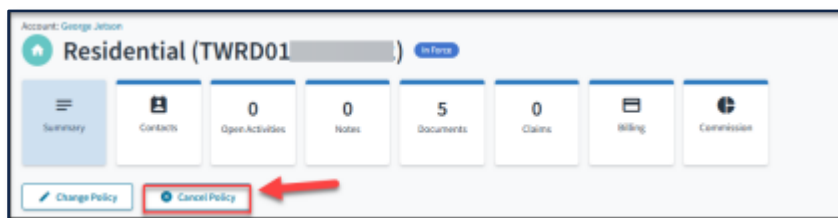
This job aid demonstrates the steps needed to cancel a TWIA Policy.

Important! Please note that only in force or scheduled policies can be cancelled.

Terms to Remember:

- **MEP:** Minimum Earned Premium – The amount of premium retained by TWIA at cancellation.

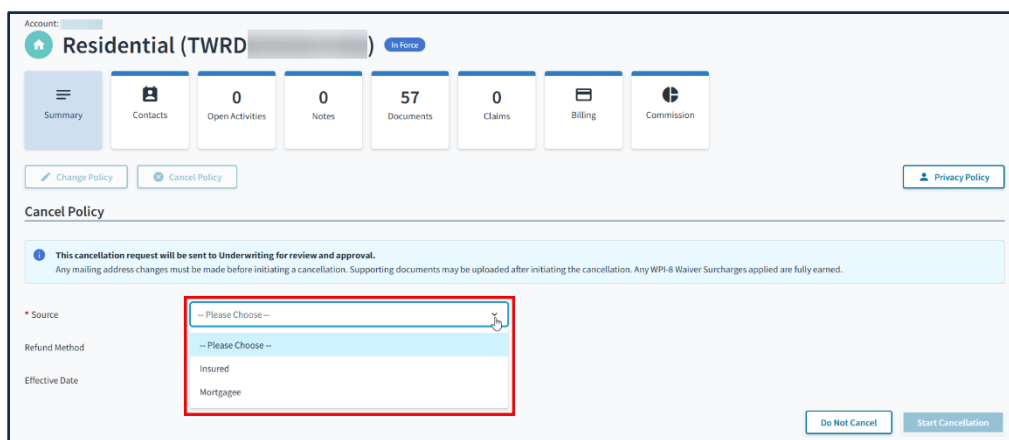
1. Locate the TWIA Policy you wish to cancel. Select “Cancel Policy”.



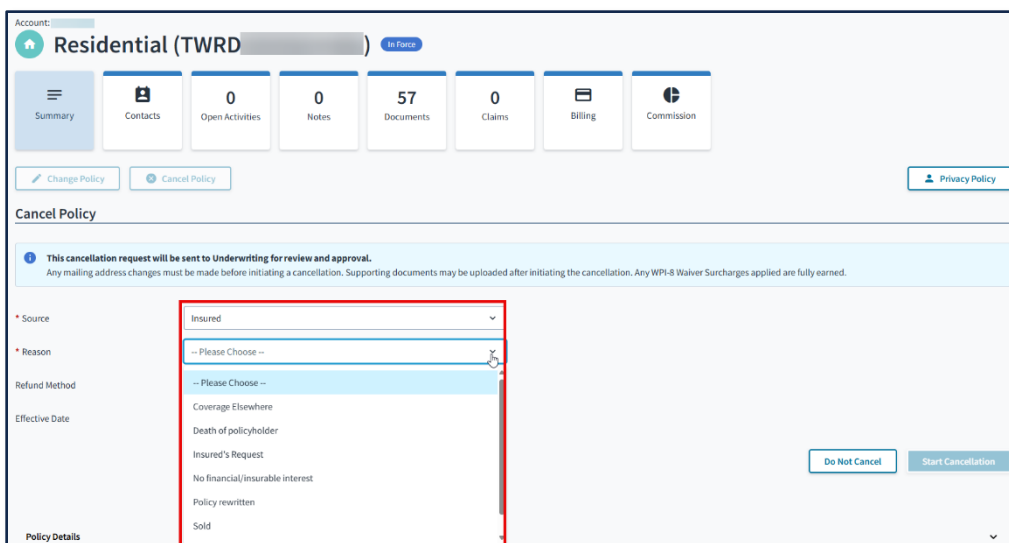
2. Next, you will select the “Source” and “Reason” for the cancellation from the drop down menus and enter the “Cancellation Effective Date”. In this example, we are selecting the insured as the source of the cancellation request and sold as the reason.

NOTE: If a mailing address change is required, it will need to be processed before initiating the cancellation. You may select “Do Not Cancel”, process a policy change for the mailing address and start a new cancellation request.

- Under **Source** there are two options to choose from.
 - i. Insured
 - ii. Mortgagee



- Use one of these options to populate additional information in the populated sub-Category, **Reason**.



NOTE: Once the **Reason** sub-category is selected from the drop down menu, the **Refund Method** illuminates along with the effective date. At this point, the “Start Cancellation” button may be selected.

Reference the table below for actions based on category and sub category prior to submitting the cancellation.



Important! The Documentation Required column lists different examples for the cancellation. The list is not all inclusive and other documents may be shared to complete the cancellation process.

Insured + Sub Category	Documentation Required	Mortgagee + Sub Category	Documentation Required
Coverage Elsewhere – Refund method will display based on the cancellation reason.	*Proof of other coverage (must show Wind and Hail)	Foreclosure - Refund method will display based on the cancellation reason.	*Notice of foreclosure from the Mortgage company
Death of a Policyholder - Refund method will display based on the cancellation reason.	*Death certificate of policyholder	Foreclosure refund to mortgagee - Refund method will display based on the cancellation reason.	*Notice of foreclosure from the Mortgage company *Closing documents
Insured's Request - Refund method of subject to Full Annual Premium. This selection will not include any Premium refund. Refer to Cancellations in the Instructions and Guidelines Manual HERE .	N/A (see <i>Important note above</i>)		
No financial / insurable interest - Refund method will display based on the cancellation reason.	*Written statement indicating closing did not occur		
Policy rewritten - Refund method will display based on the cancellation reason.	*Closing documents of sale *Settlement statement *Builder statements of completed construction		
Sold - Refund method will display based on the cancellation reason.	*Sale of insured property *Closing documents		
Total Loss - Refund method will display based on the cancellation reason.	*Proof of total loss decision		

Important! Each cancellation has its own refund guidelines. It's important to reference the **Cancellations** section in the **Instructions and Guidelines Manual** [HERE](#).



NOTE: For all scenarios above, if the mailing address is ok as is, select “Start Cancellation” to navigate to the next screen.

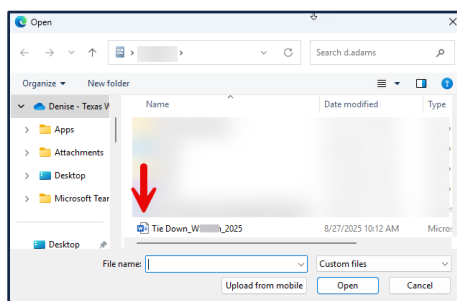
- After selecting “Start Cancellation”, the **Cancellation** screen confirms the cancellation request and that it has been sent to TWIA Underwriting for review and approval. Next, be sure to upload the supporting documents for the cancellation as applicable per specific scenario stated above. To begin the upload of the documents, click on the “Documents” tile.

NOTE: If the cancellation is no longer applicable, the option to **Withdraw Cancellation** appears in the messaging.


Cancellation Created Date	Reason	Cancellation Effective Date
Aug 29, 2025	Sold	Aug 29, 2025
Description	Refund Method	Estimated Refund Amount
-	Pro-Rata Subject to \$100 MEP	\$2, [redacted]

- Select the document type from the drop down menu. Example: “Cancellation Documentation” select “Upload Documents”.

- Select the document from files by double clicking on it.





6. Enter a description of the document where indicated. *Example: Settlement statement.* When ready, select the **save** button (disc icon ) to save it to the policy documents.

Account: [redacted] | Policy: Residential (TWRO [redacted])

Cancellation ([redacted]) Quoted

Summary 0 Open Activities 0 Notes 1 Documents

Documents

Cancellation Documentation + Upload Documents Search documents

Do not upload files containing illegal content or copyrighted information without the permission of the copyright owner. File names must not exceed 60 characters (including the file type extension). Files must not exceed 20MB.

NAME	DESCRIPTION	DOCUMENT TYPE	DATE UPLOADED	SAVE
TW [redacted] 25.docx	Settlement statement	Cancellation Documentation	8/29/2025	

7. The **Cancellation** documentation is saved.

Account: [redacted] | Policy: Residential (TWRO [redacted])

Cancellation ([redacted]) Quoted

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