

# Depopulation Guide- Policyholder Phase



This job aid demonstrates how to complete the Policyholder Phase of the Assumption Reinsurance Depopulation Program, which offers policyholders coverage in the standard market. For more information on the programs, please visit our website at: <https://www.twia.org/depopulation/>.

Not all agencies were sent offers, and only agents that approved offers should participate in the Policyholder Phase.

Notices of offers were sent to your policyholders on December 1, 2018. Your policyholders have until May 31, 2019 to choose to stay with TWIA. **If the policy is not specifically identified as staying with TWIA by then, it will transfer to the new carrier.**

Here are the following methods the policyholder can use if they wish to stay with TWIA:

- 1) Return the form the policyholder received with TWIA's notice (in the postage-paid envelope provided), or
- 2) Call their agent.

Agents can log into the website to indicate their policyholder's wishes at: <http://depop.twia.org/wp-login.php>.

Follow these steps when you see the screen below:

How to use this page:  
The list below includes all policy offers approved by your agency, defaulted to the new carrier. To change the status of a policy, select 'Click to Stay with TWIA' or 'Click to Transfer Policy'. When changing the status to remain with TWIA, the carrier name will be crossed out.

For more assistance, please refer to this job aid.  
**Important Notice: Agents may only select companies with whom they have a contract.**

### Agency Name0021

Policy Number Insured Name Location Address Policy Type

00000001-01 Example PH 1 Address 1 Residential Agency Name 0021

00000002-01 Example PH 2 Address 2 Residential Agency Name 0021

00000003-01 Example PH 3 Address 3 Residential Agency Name 0021

00000004-01 Example PH 4 Address 4 Residential Agency Name 0021

Carrier

SafePoint Insurance Company  
[Click to Stay with TWIA](#)

SafePoint Insurance Company  
[Click to Stay with TWIA](#)

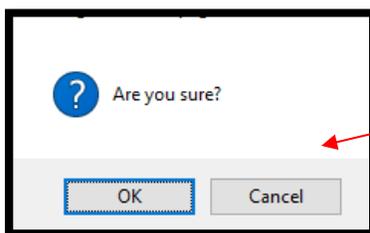
SafePoint Insurance Company  
[Click to Transfer Policy](#)

SafePoint Insurance Company  
[Click to Transfer Policy](#)

Step 1: In these boxes you can filter or search using policy information.

Step 2: Click the hyperlink to Stay with TWIA.

If the carrier name has a strike-through, the policy will stay with TWIA. To change that, select 'Click to Transfer Policy' to move the policy to the selected carrier.



Step 3: Once you click on the Stay with TWIA or Transfer Policy hyperlink, you will need to confirm the change by clicking OK.

The policyholder can transfer their policy or stay with TWIA throughout the Policyholder Phase (until May 31, 2019). If the policyholder has not chosen to stay with TWIA by May 31, 2019, their policy will transfer to the new carrier.

If you have additional questions, please contact Agent Services at [Agentservices@twia.org](mailto:Agentservices@twia.org) or 1-800-208-5948.