

Filing a Claim in the TWIA Policyholder Portal

This guide demonstrates the steps needed for a Policyholder to file a claim on a TWIA policy using the New Policyholder Portal.

1. On the home page in the New TWIA Policyholder Portal, there are 2 options shown to start a TWIA claim. This job aid shows the path if “Claims” is chosen from the menu at the top of the screen.

Payment Center Claims

My Summary

My Balance	My Next Bill \$0.00 Due Date 9/18/22	My Last Payment \$236.68 Paid 8/18/22
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Quick Links

- Payment Center
- File a Claim**
- Windstorm Certification
- Update My Details
- Change Password

2. On the next screen, select “Click Here to File a New Claim.”

Payment Center Claims

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

MM/DD/YYYY to MM/DD/YYYY

Search

3. Enter the “Date of Loss” where indicated.

New Claim Steps

Date of Loss & Policy Verification

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.

Only one claim can be submitted at a time. To submit additional claims, please return to the Manage Claims screen after you complete this claim.

Date of Loss

When did the loss occur? *

MM/DD/YYYY

Cancel Next



4. Verify the date of loss, select the policy the claim is related to and then click “Next.”

New Claim Steps

Date of Loss & Policy Verification

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.

Only one claim can be submitted at a time. To submit additional claims, please return to the Manage Claims screen after you complete this claim.

Date of Loss

When did the loss occur? *

Policy Verification

Which policy is this related to?

POLICY TYPE	POLICY NUMBER	POLICYHOLDER	LOSS LOCATION ADDRESS	EFFECTIVE	EXPIRES
<input checked="" type="radio"/> 🏠	TWRD0100021083	Matt Mooney		August 18, 2022	August 18, 2023





5. Enter the information requested in the fields with a red asterisk * by them and then select "Next."

New Claim Steps

Date of Loss & Policy Verification

Main Contact Information

Loss Details

Main Contact Information for this Claim

Please verify the main contact information for this claim is correct, or make updates if the main contact will temporarily be at another address, phone number, or email. To select or add another person as the main contact for this claim, please indicate by selecting the name of the person, or select "Other Person" in the Contact pull-down menu.

This information is provided to assist you with this claim. If you make changes to your information in Claims Center, the updated information will be used for the purpose of this claim. However, you cannot make policy changes here. Please contact your agent to change your policy information.

Have questions or need assistance? Contact us 24 hours a day at (800) 788-8247.

Contact

Relationship to Policyholder *

Mailing Address

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

Address Line 1 *

Address Line 2

Address Line 3

City *

State *

ZIP Code *

Country *

Phone (Select Primary)

Mobile

Work

Ext

Home * Primary number

Email *

Contact Preferences

Adding contacts does not grant TWIA permission to contact the additional named individual(s) directly. TWIA will contact policyholders for permission to discuss details of TWIA policy and claims with any third party.

By choosing the option for the policyholder/main contact to receive documents by email or through Claims Center, you acknowledge and agree on the policyholder/main contact's behalf that the policyholder will only receive documents related to the claim via electronic delivery and will not receive hard copies of those documents through the mail. This consent applies only to this claim. If you and/or the policyholder file other claims, the policyholder may choose the same or a different means of delivery for documents related to those claims. You and/or the policyholder may change the preferred means of delivery, the designated email address, or request a hard copy of any particular document, at any time by calling us at (800) 788-8247. If you or the policyholder change the default means of delivery, the policyholder will receive any future document deliveries by the new method, but any documents previously delivered to the policyholder will not be re-sent.

[Click here](#) to view system requirements for receiving electronic communication

What is the best way to communicate with this person?

How should we send any claim documents to this person?

What is the person's preferred language?



6. Enter the requested information on the Loss Details screen and then select "Next."

New Claim Steps

- Date of Loss & Policy Verification
- Main Contact Information
- Loss Details**

Loss Details

Tell us what happened in your own words by entering a description in the text box.

Added detail helps us to address the claim appropriately and promptly.
*

Hail damage to roof

Are emergency services requested?

Are there any emergency issues related to this loss you need to speak with us about?

Yes No

Where did the damage or loss occur?

Primary Insured Location

2704 Chinaberry Park, League City, TX 77573

Occupancy of the loss location at the time of loss:

Was the loss location rented or leased? Yes No

Was the loss location vacant or unoccupied? Yes No

Please provide the full names of all occupants in the box below.

Matt Mooney

What caused the damage or loss related to this claim? *

Select one of the options below

Hail
Hail Damage

Wind
Wind Damage

Both Wind & Hail
Both Wind & Hail Damage



7. Enter the requested information on the Additional Loss Details Screen and then select “Next.”

New Claim Steps

- Date of Loss & Policy Verification
- Main Contact Information
- Loss Details
- Additional Loss Details**
- Additional Information
- Summary

Additional Loss Details

Is there any damage to the exterior of the home or other insured structures?

Yes No

Is there any damage to the interior of the home?

Yes No

Is there any damage to personal property?

Yes No

Has the resulting damage made the home unlivable?

Yes No

8. On the Additional Information screen, you may upload any Claim Documents you have and add any additional parties to the claim. When ready to move on, select “Next.”

New Claim Steps

- Date of Loss & Policy Verification
- Main Contact Information
- Loss Details
- Additional Loss Details
- Additional Information**
- Summary

Additional Information

Claim Documents

You may now upload any related documentation you would like to provide, such as photos of damages or repair estimates. Click the "Upload Documents" button, and select the files you wish to submit.

After completing this report, you can access the claim under the Claims tab to submit additional 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. Files must not exceed 20MB. Supported file types: .doc, .pdf, .jpg, etc. For a complete list of supported file types, click [here](#).

Anyone Else Involved?

You can provide information on any other person who may be involved with the claim.

Adding other people does not grant TWIA permission to contact them directly. Policyholders will be contacted for permission to discuss details of TWIA policy and claims with anyone added. You can remove a person for this claim by contacting us at (800) 788-8247.



9. Review the information returned on the Summary screen. When ready, select “Submit Claim.”

New Claim Steps

- Date of Loss & Policy Verification
- Main Contact Information
- Loss Details
- Additional Loss Details
- Additional Information
- Summary**

Summary

Your final step will be to review the summary below to ensure it is accurate to the best of your knowledge before submitting your report to TWIA. Once you click “Submit Claim,” you will receive a claim number to confirm that TWIA has received your report and opened the claim.

There are two ways to edit your claim report:

1. Click “Previous” to navigate to previous screens until you reach the information you wish to edit.
2. Select a section you wish to edit in the navigation menu to the left.

After editing your claim information, click the “Next” button to save your edits and navigate back to the “Summary” screen. Remember that if you leave the session and do not submit your report, the data will not be saved.

Policy Number: TWRI [redacted]

What happened?: hail damage to roof

When?: 08/18/2022

Cause of Damage or Loss: Hail

Where?: [redacted], League City, TX 77573

Associated People

NAME	PRIMARY PHONE	ROLE ON THIS CLAIM	EMAIL
Matt Mooney	555-555-5555	Main Contact, Insured	matt@mooney.com
[redacted]		Agent	[redacted]

TWIA takes insurance fraud seriously. By submitting this claim, you are certifying that all information is true and correct to the best of your knowledge. Knowingly presenting false or fraudulent claims is a violation of Texas state law.

[Cancel](#) [Previous](#) [Submit Claim](#)

10. Your claim has been submitted. You may exit the system at this point or click on “Back to Claims Page” to manage your claim.

Claim submitted!

Your claim number is: 1160724

When contacting your agent or TWIA about your claim, have this number available for faster service.

You can access and manage your claim right here. From the Claims page, you can submit additional documents, communicate with TWIA representatives assigned to this claim, and review claim details.

[Back to Claims Page](#)



11. On the Manage Claims screen you can see your claim information including the date of loss and the claim number.

Manage Claims

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[Click Here to File a New Claim](#)

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Search

Search by Reported Date Search by Loss Date to

[Search](#)

POLICY TYPE	ACCOUNT	LOSS LOCATION ADDRESS	CLAIM NUMBER	DATE OF LOSS	REPORTED DATE	PAID	POLICY NUMBER
	Matt Mooney	<input type="text"/> League City, TX 77573	1160724	August 18, 2022	August 18, 2022	\$0.00	TWRC <input type="text"/>

