

Locating Documents in the New TWIA Policyholder Portal

This guide demonstrates how to locate documents in the Policyholder Portal.

1. From the Policyholder Portal home page (the page you land on when you log in), click on the hyperlinked policy number as shown below. It is possible you may see an offer submitted number here instead of a policy number (if it has not issued yet), either way please click on the blue hyperlink found in this section.

The screenshot shows the 'My Summary' page of the Policyholder Portal. At the top, there are navigation links for 'Payment Center' and 'Claims'. Below this, the 'My Summary' section includes three boxes: 'My Balance', 'My Next Bill' (with a 'Due Date' label), and 'My Last Payment' (with a 'Paid' label). To the right is a 'Quick Links' section with links for 'Payment Center', 'File a Claim', 'Windstorm Certification', 'Update My Details', and 'Change Password'. Below these is a 'Your Agency Contact Info' section with a 'Welcome' message. The main content area is titled 'Policies' and features a table with columns: ACCOUNT, POLICY TYPE, POLICY, EFFECTIVE, PREMIUM, POLICY STATUS, and FILE A CLAIM. A red box highlights the policy number 'TWRD0100021132' in the 'POLICY' column, with a red arrow pointing to it. The table also shows 'Dwelling and Personal Property' as the policy type, '9/27/22 - 9/27/23' as the effective dates, '\$2,162.00' as the premium, and 'In Force' as the policy status.

2. Next, select “Documents (3)” as noted below. The (3) indicates the number of documents available for the policy chosen.

The screenshot shows the 'Policy Details: TWRD0100021132' page. At the top, there are navigation links for 'Privacy Policy' and 'Documents'. Below this is a 'Current' tab. The main content area is titled 'Details' and includes a table with columns: Policy Status, Policy Start, Policy Expiration, Agency Name, Total Premium, and Total Cost. The table shows 'In Force' as the policy status, 'September 27, 2022' as the policy start date, 'September 27, 2023' as the policy expiration date, 'Michael Mooney' as the primary insured, and '\$2,162.00' as the total premium and total cost. Below the table are sections for 'Insured Property Details', 'Coverages', and 'Additional Interests'. At the bottom, a red box highlights the 'Documents (3)' link, with a red arrow pointing to it. A disclaimer at the bottom of the page states: 'The information present on this screen is not a Declarations Page, policy, or endorsement. Recent changes requested or submitted to the policy may not be reflected. If you have any questions about the information shown, please contact your agent for assistance. For technical assistance, please contact TWIA at (800) 788-8247.'



3. You can now view the documents related to the TWIA Policy selected. To view any of the documents, just click on the associated hyperlinks.

Policy Details: TWRD0100021132 [Privacy Policy](#) [Documents](#)

Current

Details ^

Policy Status In Force	Policy Start September 27, 2022	Policy Expiration September 27, 2023	Agency Name [Redacted]	Total Premium \$2,162.00
Policy Type Dwelling and Personal Property	Primary Insured Michael Mooney		Agency Phone [Redacted]	Total Cost \$2,162.00

Insured Property Details v

Coverages v

Additional Interests v

Documents (3) ^

NAME	DATE UPLOADED
TWIA Residential Application for Insurance.pdf	08/17/2022
Residential Policy Package.pdf	08/17/2022
Offer of Insurance Coverage.pdf	09/27/2022

The information present on this screen is not a Declarations Page, policy, or endorsement. Recent changes requested or submitted to the policy may not be reflected. If you have any questions about the information shown, please contact your agent for assistance. For technical assistance, please contact TWIA at (800) 788-8247.

