

Making Payments As A TWIA Policyholder

This guide demonstrates how to make and manage payments in TWIA Policyholder Portal.

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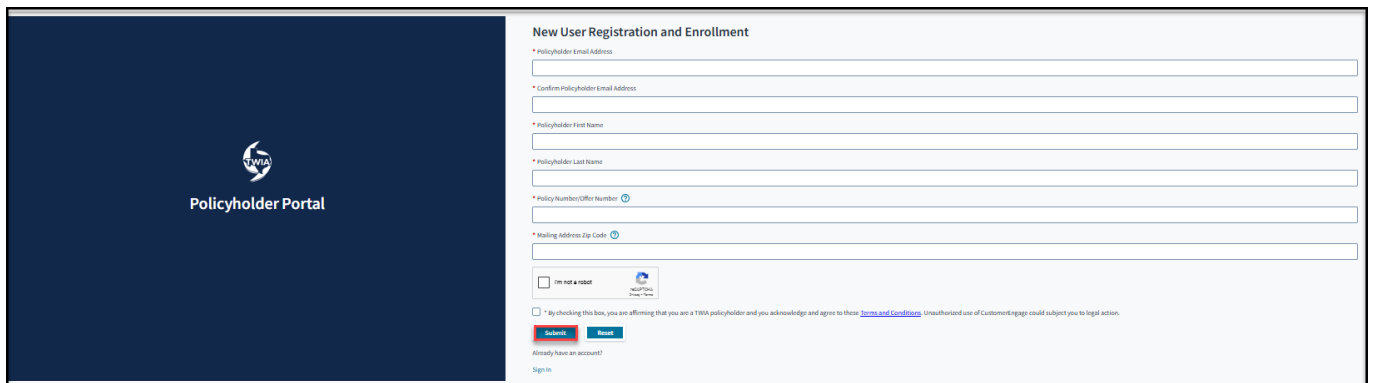
To see a mobile phone view of the log-in screen and the landing page, navigate to the final page of this job aid.

*****All names and email addresses used in these examples are fictitious. Any resemblance to anyone living or dead is purely coincidental.**

PART ONE SETTING UP ON TWIA 10-PAY PLAN

Please note: If you have already registered to use the Policyholder Portal, you may skip to step #4 to start your payment.

1. To start, navigate to the New User Registration and Enrollment page in the Policyholder Portal, enter the requested information and then select Submit. ***Please note the email address and zip code must match what the agent entered previously. You will also need either your policy number or offer number. If you receive any errors, please contact your agent to make corrections.



The screenshot shows the 'New User Registration and Enrollment' page. On the left is a dark blue sidebar with the TWIA logo and 'Policyholder Portal' text. The main content area has a white background with the following fields and elements:

- Form title: New User Registration and Enrollment
- Field: * Policyholder Email Address
- Field: * Confirm Policyholder Email Address
- Field: * Policyholder First Name
- Field: * Policyholder Last Name
- Field: * Policy Number/Offer Number (with a help icon)
- Field: * Mailing Address Zip Code (with a help icon)
- Field: I'm not a robot (with a CAPTCHA icon)
- Text: * By checking this box, you are affirming that you are a TWIA policyholder and you acknowledge and agree to these [Terms and Conditions](#). Unauthorized use of CustomerEdge could subject you to legal action.
- Buttons: Submit (in a red box) and Reset
- Text: Already have an account? [Sign in](#)





2. Create a password (the password standards are listed in the form just below), make note of your username and then select "Continue."

New User Registration

Please review the information in the fields below for accuracy and create a password. Click "Continue" to move forward with the registration process.

For your security, your password must:

- Be 8 to 22 characters long
- Have at least 1 number
- Have at least 1 uppercase letter
- Have at least 1 lowercase letter
- Not contain your username





First Name	Last Name
<input type="text" value="Michaela"/>	<input type="text" value="Scott"/>
Username	Password
<input type="text" value="mscott1"/>	<input type="password" value="....."/>
Confirm Password	
<input type="password" value="....."/>	

3. Next, click on "Click Here."

Registration Successful

Please [click here](#) to login





4. Next, enter the login information, agree to the terms and conditions and then select “Login” to continue.

Login

Username

Password

I agree to the [Terms of Use](#)

Login **Change Password** **Forgot Password** **Forgot Username**

If you forgot your username or need login help, [email us](#) or call (800) 979-6443.

Our normal business hours are Monday-Friday 8:00a.m.-5:00p.m.

5. Select “Pay” to start the payment request.

The screenshot shows the TWIA member dashboard. The 'My Summary' section contains three cards: 'My Balance' (value: -), 'My Next Bill' (Due Date: -), and 'My Last Payment' (Paid: -). Below these is a table of 'Available Offers' with one row highlighted. The 'Pay' button in the 'Available Offers' table is highlighted with a red box.

Account	Policy Type	Offer	Effective	Premium	
W000595216	Dwelling and Personal Property	00147621119	3/31/2025 - 3/31/2025	\$3,770.00	Pay

The 'Policies' section below shows a search bar and a table with columns: Account, Policy Type, Policy, Effective, Premium, Policy Status, and File a Claim. It indicates 'No rows found'.



6. In this example, the selection is TWIA 10 Pay and then click on “Add Payment Method.”
*****Please note: You must enroll in Auto Pay for this plan. If you do not enroll in Auto Pay, you will be switched to 4-Pay automatically.**

Offer Details: 0014762118 Documents

Current

Offer of Insurance Coverage

Thank you for using your online account to review your offer for windstorm and hail coverage with TWIA. To accept this offer, select a payment option and submit your payment below.

Payment Due Date: Mar 31, 2025
 Payments received after the due date may change the coverage effective date to the date your payment was received.

Offer Expiration Date: May 1, 2025
 *Payments received after this offer expires will be returned to you, and no policy will be issued.

Payment Plans

NAME	TOTAL	DOWN PAYMENT	INSTALLMENTS
<input type="radio"/> TWIA Full Pay	\$3,770.00	\$3,770.00	View
<input type="radio"/> TWIA 2 Pay	\$3,770.00	\$1,885.00	View
<input type="radio"/> TWIA 4 Pay	\$3,770.00	\$1,111.00	View
<input checked="" type="radio"/> TWIA 10 Pay (Auto Pay)	\$3,770.00	\$665.50	View

* Amount To Pay

Turn On Automatic Payments

By selecting Auto Pay On, you are authorizing TWIA to automatically draft your payment using the Payment Method you select below. This includes any currently due or past due invoices. Payments for any future invoices will be drafted on the Invoice Due Date.

By selecting Auto Pay On, you are agreeing to our [Terms and Conditions](#).

Auto Pay On
 Auto Pay is required for the TWIA 10 Pay Plan.

Select Payment Method

Your Payment Methods
 Select a payment method. You may add payment methods by clicking Add Payment Method. Only payment methods saved for future use will be available for Automatic Payments.

Add Payment Method
 Clicking Add Payment Method will take you to a third-party payment website. Once you have saved a payment method, you will be brought back to this page.

[Add Payment Method](#)

Make A Payment

TWIA uses a third-party vendor to process credit card, debit card, and checking account payments. There is a service fee if you pay by credit or debit card. This service fee is not collected by TWIA. It is paid directly to the third-party vendor and is non-refundable.

The Credit/Debit Card Service Fee will not exceed 2.99%.

Payments made using eCheck/Bank Accounts are not charged a service fee.

By selecting Pay Now, you are agreeing to our [Terms and Conditions](#).

TWIA Amount:	\$565.50
Estimated Vendor Fee:	-
Total Payment:	TBD

[Cancel](#) [Pay Now](#)

Details

Status	Requested Coverage Effective Date	Requested Coverage Expiration Date	Agency Name	Total Premium
Offer Submitted	Mar 31, 2025	Mar 31, 2026	[Redacted]	\$3,770.00
Policy Type	Primary Insured		agency phone	
Dwelling and Personal Property	Michelle Scott		254-739-2591	Total Cost \$3,770.00

Insured Property Details >

Coverages >

Additional Interests >

Documents (2) >



- You have been routed to a secure third-party site to set up your online payments. On this screen, you may use either a credit/debit card or bank account information to make the down payment and set up your auto payments. We are using bank draft in this example. Please supply the information requested and select “Continue.”

This is the third party vendor that processes your Texas TWIA's third-party insurance renewal payment. Credit card company convenience fees may apply.

TEST SYSTEM
This site is for testing purposes only. All payments are simulated.

Credit / Debit Card
VISA, MASTERCARD, AMERICAN EXPRESS, DISCOVER, PULSE

Bank Account

Name on Funding: Account Holder Name

State: Alabama

Funding Account: zipcode

Bank Account Type: PERSONAL CHECKING

John Doe
123 15th Avenue
Whereville, NJ 00000

DATE: 1001

FOR DEPOSIT ONLY

1234 5678 9101 2345 6789 0101

Routing Number (ABA): Routing numb

Bank Account Number (DDA): Account Number

Payment Account Nickname (for your reference only): Nickname

Buttons: Continue, Cancel

- Next verify and select the payment method and the payment amount. When ready, select “Pay Now.”

Offer Details: 0014702116

Offer of Insurance Coverage

Payment Plans

PLAN	START DATE	END DATE	INSTALLMENTS
1001-PLN	01/01/20	01/01/20	12
1002-PLN	01/01/20	01/01/20	12
1003-PLN	01/01/20	01/01/20	12
1004-PLN	01/01/20	01/01/20	12

Turn On Automatic Payments

Select Payment Method

Make A Payment

Total Amount: \$1,770.00
Estimated Monthly Payment: \$147.50
Total Payment: \$1,770.00

Buttons: Continue, Pay Now



9. Please confirm the Auto pay by selecting “OK.”



10. Your payment was successful. You may now either exit the system or click where indicated to see your policy documents.

Submission Successful

The policy has been issued.

Click [here](#) to review and download the following documents:

- Declaration Page
- Policy Package
- Application

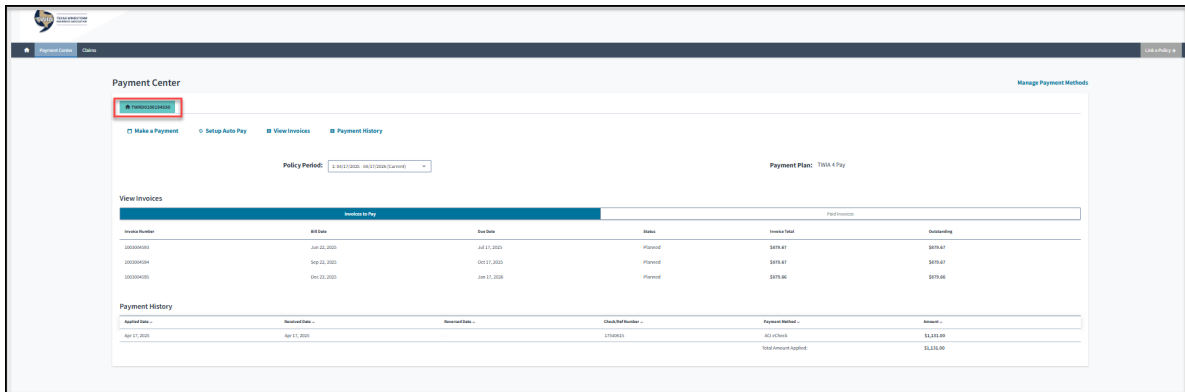
Summary

Policy Number	TWRD0100194549
Policy Effective Date	April 17, 2025
Policy Period	April 17, 2025 - April 17, 2026
Total Premium including Credits and Surcharges	\$3,770.00
Payment Plan	TWIA Full Pay
Payment Method	Insured Direct Pay
Payment Confirmation Number	17536675

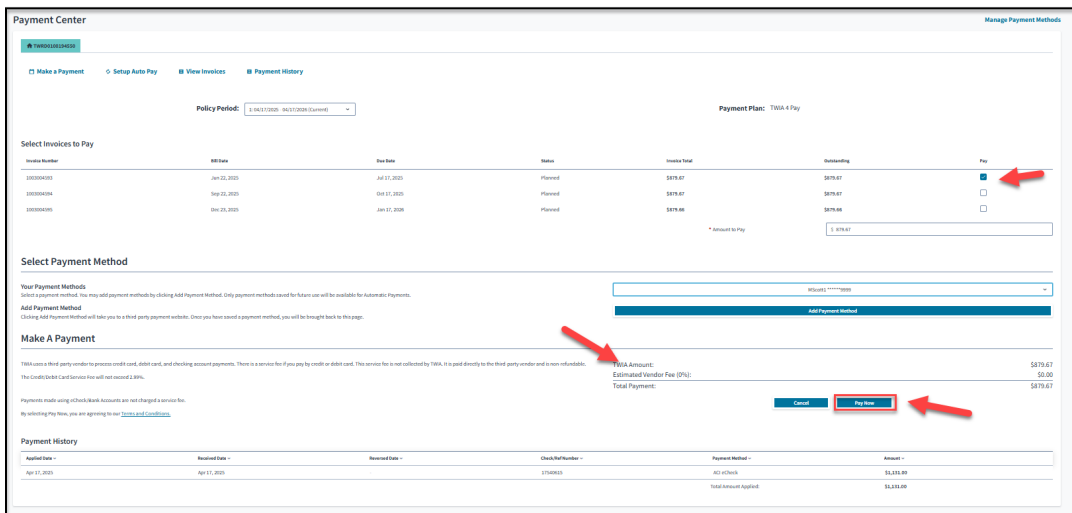


PART 2. MAKING A MANUAL PAYMENT IN PAYMENT CENTER

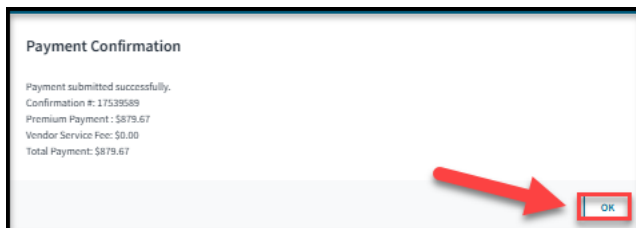
1. Select “Make a Payment” in the Payment Center.



2. Select the invoice you would like to pay, the payment method you would like to use (from the account(s) you set up previously) and then click on “Pay Now.”



3. Confirm the payment. When ready, select “Ok.”



4. You now only have 2 more invoices remaining.

The screenshot shows the 'Payment Center' interface. At the top, there are navigation tabs: 'Make a Payment', 'Setup Auto Pay', 'View Invoices', and 'Payment History'. Below these, the 'Policy Period' is set to '1: 04/17/2025 - 04/17/2026 (Current)' and the 'Payment Plan' is 'TWIA 4 Pay'. A table titled 'Select Invoices to Pay' is displayed with the following data:

Invoice Number	Bill Date	Due Date	Status	Invoice Total	Outstanding	Pay
1003004594	Sep 22, 2025	Oct 17, 2025	Planned	\$879.67	\$879.67	<input type="checkbox"/>
1003004595	Dec 23, 2025	Jan 17, 2026	Planned	\$879.66	\$879.66	<input type="checkbox"/>

PART 3. SETTING UP ON AUTO PAY FOR ALL ISSUED POLICIES

1. Navigate to the Payment Center and select "Setup Auto Pay."

The screenshot shows the 'Payment Center' interface. The 'Setup Auto Pay' option is highlighted with a red box and a red arrow pointing to it. The 'Policy Period' is set to '1: 04/17/2025 - 04/17/2026 (Current)' and the 'Payment Plan' is 'TWIA 4 Pay'. Below this, there are two tabs: 'Invoices to Pay' and 'Paid Invoices'. The 'Invoices to Pay' tab is active, showing a table with the following data:

Invoice Number	Bill Date	Due Date	Status	Invoice Total	Outstanding
1003004594	Sep 22, 2025	Oct 17, 2025	Planned	\$879.67	\$879.67
1003004595	Dec 23, 2025	Jan 17, 2026	Planned	\$879.66	\$879.66

2. Select the payment method you would like to use to make the auto payments from using the drop-down menu as indicated in the screen below. Next click on "Turn On Auto Pay."

The screenshot shows the 'Payment Center' interface. The 'Setup Auto Pay' option is selected, and the 'Setup Auto Pay' screen is displayed. The 'Policy Period' is set to '1: 04/17/2025 - 04/17/2026 (Current)' and the 'Payment Plan' is 'TWIA 4 Pay'. Below this, there is a section titled 'Select Automatic Payment Methods' with a dropdown menu showing '-- Please Select --'. A red arrow points to this dropdown menu. Below the dropdown menu, there is an 'Add Payment Method' button. At the bottom of the screen, there is a 'Turn On Auto Pay' button highlighted with a red box and a red arrow pointing to it. The 'Payment Plan' is 'TWIA 4 Pay' and the 'Next Draft Date' is 'Oct 17, 2025'. There are also 'Cancel' and 'Turn On Auto Pay' buttons at the bottom.



3. You will be asked to confirm auto pay. When ready, select “Ok.”

Confirm Auto Pay? ×

By confirming Auto Pay, you are authorizing TWIA to draft a payment from your account for any currently due and past due invoices.

4. You are on auto pay now.

Payment Center Manage Payment Method

TWRD

Make a Payment Edit Auto Pay View Invoices Payment History

Policy Period: 1: 04/17/2025 - 04/17/2026 (Current)

Payment Plan: TWIA 4 Pay

Edit Auto Pay





PART 4. MANAGING PAYMENT METHODS FOR AUTO PAY ACCOUNTS

1. Select “Edit Auto Pay” to change your bank account information or your credit card information. In this example, we are changing the bank account it is drafting from.

Payment Center

Manage Payment Methods

Make a Payment Edit Auto Pay View Invoices Payment History

Policy Period: 04/17/2025 - 04/17/2026 (Current)

Payment Plan: TWIA 4 Pay

Edit Auto Pay

Edit Automatic Payment Method

2. Next, select “Turn Off Auto Pay” to shut off auto pay.

Payment Center

Manage Payment Methods

Make a Payment Edit Auto Pay View Invoices Payment History

Policy Period: 04/17/2025 - 04/17/2026 (Current)

Payment Plan: TWIA 4 Pay

Edit Auto Pay

Edit Automatic Payment Method

Your Payment Methods

Select a payment method. You may add payment methods by clicking Add Payment Method. Only payment methods saved for future use will be available for Automatic Payments.

Add Payment Method

Clicking Add Payment Method will take you to a third party payment website. Once you have saved a payment method, you will be brought back to this page.

Save Automatic Payment

TWIA uses a third party vendor to process credit card, debit card, and checking account payments. There is a service fee if you pay by credit or debit card. This service fee is not collected by TWIA. It is paid directly to the third party vendor and is non-refundable.

The Credit/Debit Card Service Fee will not exceed 2.99%.

Payments made using eCheck/Bank Accounts are not charged a service fee.

By selecting Auto Pay On, you are agreeing to our [Terms and Conditions](#).

Payment Plan: TWIA 4 Pay

Next Draft Date: Oct 17, 2025

Future payments will be drafted on the Invoice Due Date.

Any changes to Auto Pay will be reflected on the Next Draft Date.

Cancel Update Auto Pay Turn Off Auto Pay

3. Select “Ok” to continue.

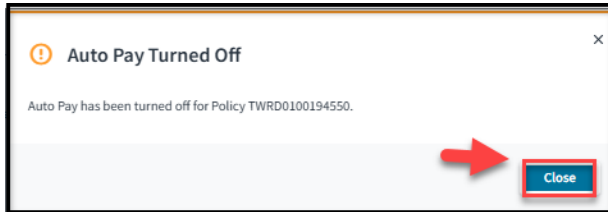
Turn Off Auto Pay?

Are you sure you wish to turn off Auto Pay? Your payments will no longer be drafted automatically.

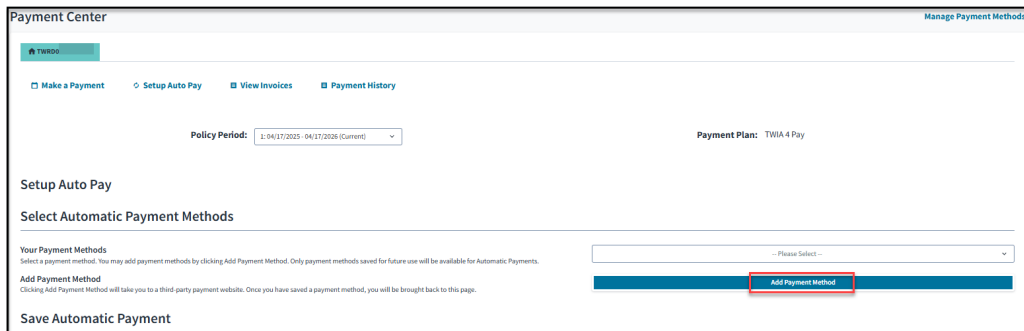
Cancel Ok



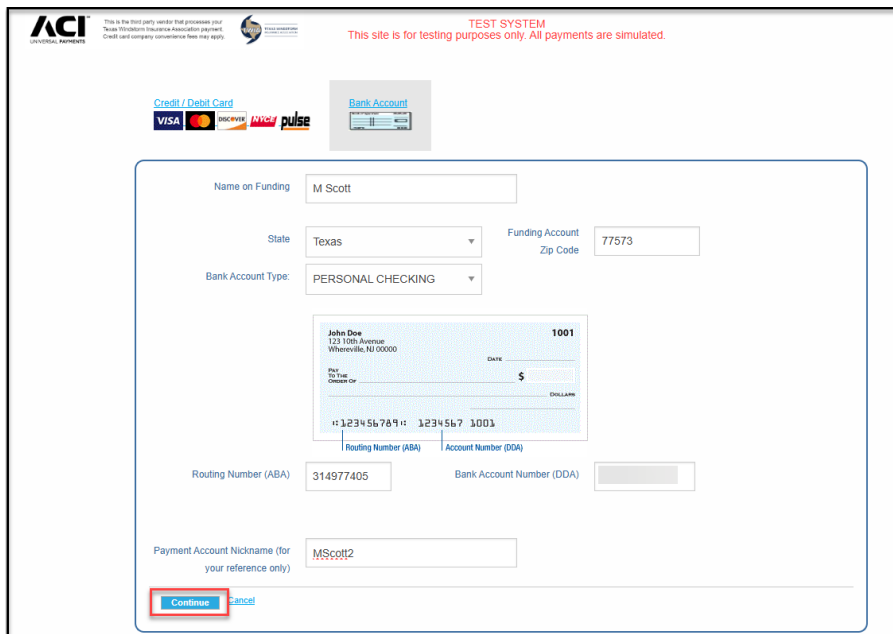
4. Select “Close” to continue turning off auto pay.



5. Select “Add Payment Method” to add the new account.



6. Select the payment type you would like to use (options are credit/ debit card or bank account). In this example, we are replacing the old bank account with a new bank account. Enter the requested information where indicated and then select “Continue.”





7. Select the account you would like to draft from using the drop-down menu (in this case choosing account2).

Payment Center Manage Payment Methods

Home

Make a Payment Setup Auto Pay View Invoices Payment History

Policy Period: 1-04/17/2025 - 04/17/2026 (Current) Payment Plan: TWIA 4 Pay

Setup Auto Pay

Select Automatic Payment Methods

Your Payment Methods
Select a payment method. You may add payment methods by clicking Add Payment Method. Only payment methods saved for future use will be available for Automatic Payments.

Add Payment Method
Clicking Add Payment Method will take you to a third party payment website. Once you have saved a payment method, you will be brought back to this page.

Save Automatic Payment

TWIA uses a third party vendor to process credit card, debit card, and checking account payments. There is a service fee if you pay by credit or debit card. This service fee is not collected by TWIA. It is paid directly to the third party vendor and is non-refundable.
The Credit/Debit Card Service Fee will not exceed 2.99%.
Payments made using eCheck/Bank Accounts are not charged a service fee.
By selecting Auto Pay On, you are agreeing to our [Terms and Conditions](#).

Payment Plan: TWIA 4 Pay
Next Draft Date: Oct 17, 2025
Future payments will be drafted on the Invoice Due Date.

Cancel Turn On Auto Pay

8. Next, select "Turn On Auto Pay" to set back up on Auto Pay.

Payment Center Manage Payment Methods

Home

Make a Payment Setup Auto Pay View Invoices Payment History

Policy Period: 1-04/17/2025 - 04/17/2026 (Current) Payment Plan: TWIA 4 Pay

Setup Auto Pay

Select Automatic Payment Methods

Your Payment Methods
Select a payment method. You may add payment methods by clicking Add Payment Method. Only payment methods saved for future use will be available for Automatic Payments.

Add Payment Method
Clicking Add Payment Method will take you to a third party payment website. Once you have saved a payment method, you will be brought back to this page.

Save Automatic Payment

TWIA uses a third party vendor to process credit card, debit card, and checking account payments. There is a service fee if you pay by credit or debit card. This service fee is not collected by TWIA. It is paid directly to the third party vendor and is non-refundable.
The Credit/Debit Card Service Fee will not exceed 2.99%.
Payments made using eCheck/Bank Accounts are not charged a service fee.
By selecting Auto Pay On, you are agreeing to our [Terms and Conditions](#).

Payment Plan: TWIA 4 Pay
Next Draft Date: Oct 17, 2025
Future payments will be drafted on the Invoice Due Date.

Cancel Turn On Auto Pay

9. Confirm Auto Pay by selecting "OK."

Confirm Auto Pay?

By confirming Auto Pay, you are authorizing TWIA to draft a payment from your account for any currently due and past due invoices.

Cancel OK



10. Verify the correct account will be drafted. Account 2 is showing as the draft account.

Edit Automatic Payment Method

Your Payment Methods
Select a payment method. You may add payment methods by clicking Add Payment Method. Only payment methods saved for future use will be available for Automatic Payments.

Add Payment Method
Clicking Add Payment Method will take you to a third party payment website. Once you have saved a payment method, you will be brought back to this page.

Save Automatic Payment

TWIA uses a third party vendor to process credit card, debit card, and checking account payments. There is a service fee if you pay by credit or debit card. This service fee is not collected by TWIA. It is paid directly to the third party vendor and is non-refundable. The Credit/Debit Card Service Fee will not exceed 2.99%.

Payments made using eCheck/Bank Accounts are not charged a service fee. By selecting Auto Pay On, you are agreeing to our [Terms and Conditions](#).

Payment Plan: TWIA 4 Pay
Next Draft Date: Oct 17, 2025
Future payments will be drafted on the Invoice Due Date. Any changes to Auto Pay will be reflected on the Next Draft Date.

Cancel Update Auto Pay Turn Off Auto Pay

PART FIVE TURNING OFF AUTO PAY

1. From the Payment Center select “Edit Auto Pay.”

Payment Center Manage Payment Methods

TWRD0100194550

Make a Payment **Edit Auto Pay** View Invoices Payment History

Policy Period: 1-04/17/2025 - 04/17/2026 (Current) Payment Plan: TWIA 4 Pay

View Invoices (Auto Pay Enabled)

2. Next select “Turn Off Auto Pay.”

Payment Center Manage Payment Methods

Twissor

Make a Payment Edit Auto Pay View Invoices Payment History

Policy Period: 1-04/17/2025 - 04/17/2026 (Current) Payment Plan: TWIA 4 Pay

Edit Auto Pay

Edit Automatic Payment Method

Your Payment Methods
Select a payment method. You may add payment methods by clicking Add Payment Method. Only payment methods saved for future use will be available for Automatic Payments.

Add Payment Method
Clicking Add Payment Method will take you to a third party payment website. Once you have saved a payment method, you will be brought back to this page.

Save Automatic Payment

TWIA uses a third party vendor to process credit card, debit card, and checking account payments. There is a service fee if you pay by credit or debit card. This service fee is not collected by TWIA. It is paid directly to the third party vendor and is non-refundable. The Credit/Debit Card Service Fee will not exceed 2.99%.

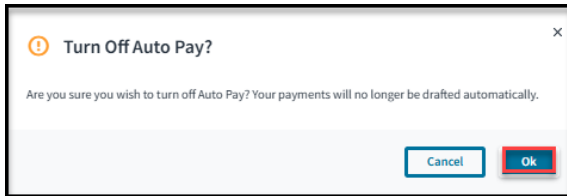
Payments made using eCheck/Bank Accounts are not charged a service fee. By selecting Auto Pay On, you are agreeing to our [Terms and Conditions](#).

Payment Plan: TWIA 4 Pay
Next Draft Date: Oct 17, 2025
Future payments will be drafted on the Invoice Due Date. Any changes to Auto Pay will be reflected on the Next Draft Date.

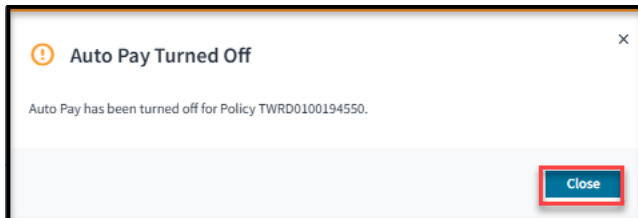
Cancel Update Auto Pay **Turn Off Auto Pay**



3. You will get a warning message re: turning off auto pay. When ready to continue, select "Ok."



4. Auto Pay has been turned off. Select "Ok" to continue.





The use of a mobile device to access the policyholder portal results in a much narrower view. You will see the same fields as the screens shown throughout this job aid if you scroll down the page.

Mobile Phone view of Log-In Screen

TWIA Policyholder Portal

Username
mjones4

Password

I agree to the [Terms of Use](#)

Login

Change Password

Forgot Password

Forgot Username

If you forgot your username or need login help, [email us](#) or call (800) 979-6443.

Our normal business hours are Monday-Friday 8:00a.m.-5:00p.m.

View of the Home Screen

My Balance

My Next Bill
Due Date

My Last Payment
Paid

*Offers are not included in the balances above. Please see Available Offers below.

Quick Links

Payment Center

File a Claim

Windstorm Certification

Update My Details

Change Password

Available Offers

ACCOUNT W000406467

POLICY TYPE Dwelling and Personal Property

OFFER
0010940005

EFFECTIVE 2/5/24 - 2/5/25

PREMIUM \$3,275.00

Review & Pay

Policies

Current Policies

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.