

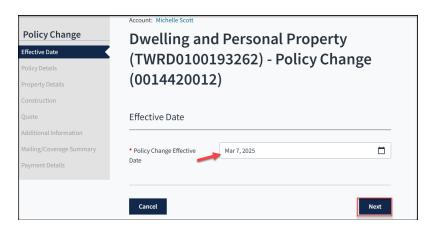
Making a Coverage Change on a TWIA Policy

This job aid demonstrates the steps needed to make a coverage change on a TWIA policy.

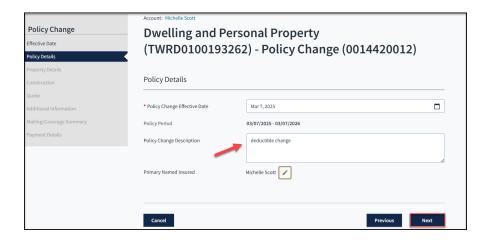
1. Locate the policy that needs updating. Click on "Change Policy."



2. Enter the effective date of the change and then click on "Next."



3. Fill in the Policy Change description (this job aid illustrates a deductible change) and select "Next."

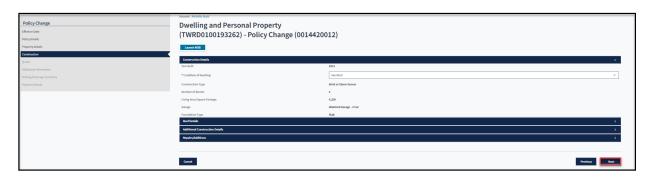




4. Select "Next."

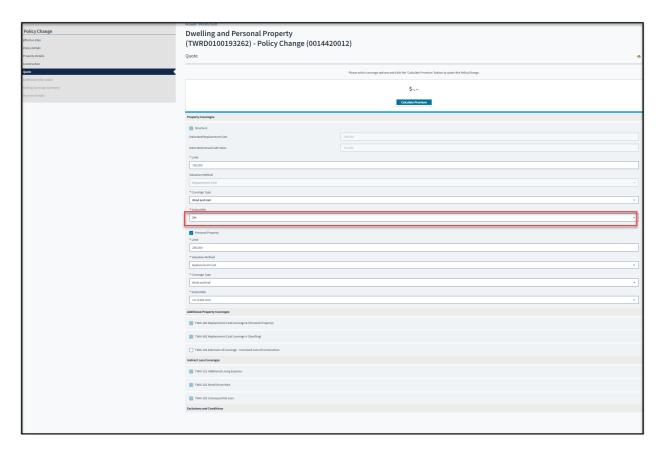


5. Select "Next."



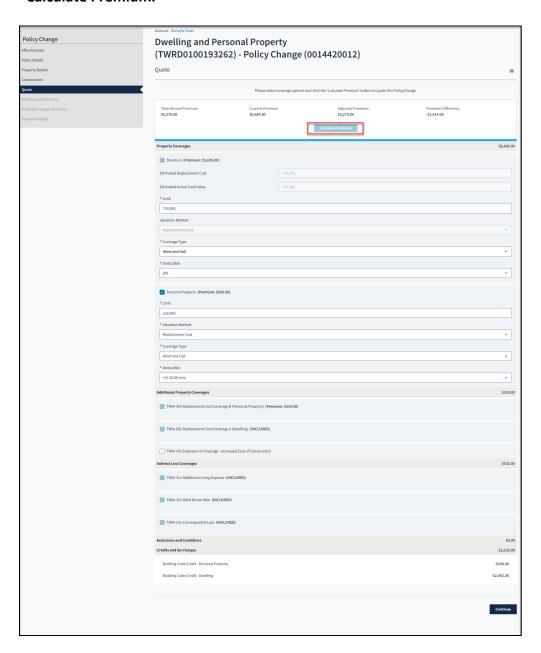


6. Since this policy change is for a change in deductible, select the drop-down menu and choose 2%.



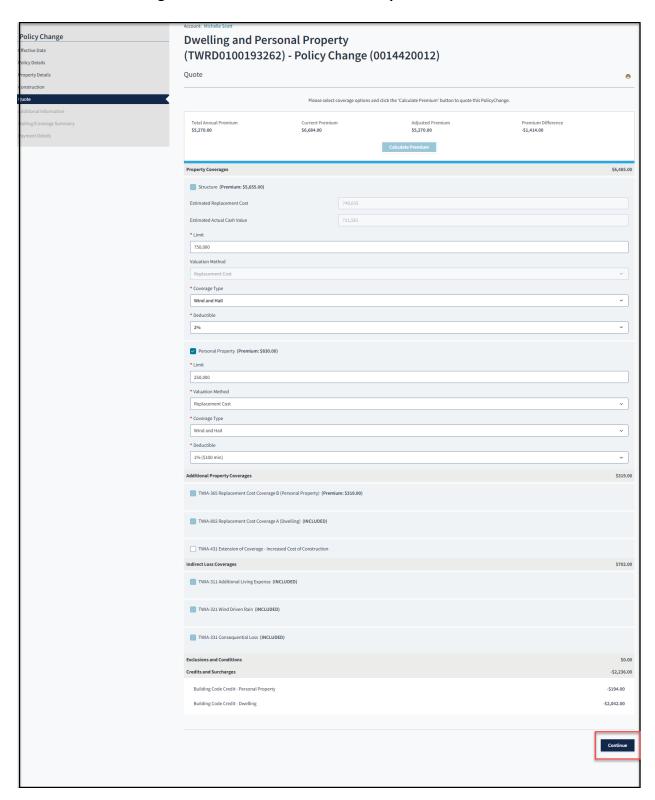


7. Verify the information returned (i.e., that the 2% deductible is showing) and then select "Calculate Premium."



TWIA

8. Please note increasing the deductible to 2% results in a premium credit. Select "Continue."

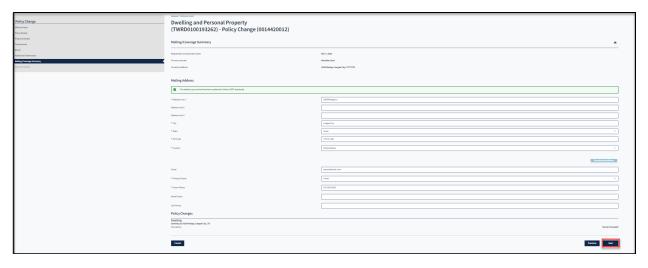




9. Select "Next."



10. Select "Next."



11. On the Payment Details screen, a balance is not due. Increasing the deductible resulted in a premium credit. If a balance due was showing, the available payment options for this type of payment include EFT, E-check or Invoice. EFT and e-Check will pay the premium electronically in real time. You will not see EFT as an option if your agency is not enrolled in the program or you were not given permission by your agency to use EFT. If you would like to sign up for EFT, please complete the following form: EFT Authorization Form.





12. A Confirm Transaction message will appear. If you wish to continue with the change, select "Yes."



13. This screen acknowledges the change request has been received and confirmed by TWIA Underwriting. If you click on "View Policy" it will take you back to the policy screen. You can also navigate to the Policy Billing Page, view the Policy Change Details or exit the system.

