This job aid demonstrates the general process to submit new residential business to TWIA. Please note: This job aid is intended as a guide. The actual content of Policy Center and available options may change over time.

Before you start quoting in Policy Center:

- Check TWIA’s Eligibility Guidelines: Minimum TWIA Policy Eligibility Guidelines, TWIA Flood Insurance Requirements and TWIA Declination Requirements. The risk you are writing must meet all requirements to be eligible for coverage with TWIA.

- Locate and download all Certificates of Compliance (WPI-8s, WPI-8Es, or WPI-8-Cs) for the property. Use TDI WPI-8 Lookup search for WPI-8s and WPI-8Es. Email AgentServices@twia.org for WPI-8-C lookup assistance.

- Complete a TWIA MSB/Replacement Calculator for the property. The link to access the calculator is TWIA Residential Replacement Cost Calculator. The link to the job aid for importing an MSB into the application is Importing a Replacement Cost Valuation.

- Verify that you meet the System Requirements to use Policy Center: TWIA Policy Center System Requirements.

1. From the TWIA Home Page www.twia.org select “Login” and then “Agent.”
2. Log in to the Agent Portal.

3. Select “Open Policy Center.”
4. Click on “Actions” and then “New Submission.”

5. Enter the “Account Information” and then select “Search.”

7. Enter the address and make sure all fields marked with an * are filled in. Click on “Validate Address.” Once the address is validated, select “Update.”
8. On the New Submission screen, enter the desired effective date (clear out the date field before entering the date), select “Full Application,” the policy type and the agency location from their respective drop-down menus, and then select “Continue.” Note: You may select Quick Quote as one option at this stage instead of a full application. A full application is necessary to submit new business and is the focus of this job aid.

9. On the Qualification screen, answer the Pre-Qualification Questions and then select “Next.”
10. If there are any Additional Named Insureds (mortgage companies should not be entered on this page), please enter them where indicated. If there is a Premium Financier, please enter it on this screen too. If the information is correct, select “Next.”

11. On the Location Information screen, make sure all fields noted with an * are filled in. Once completed, select “OK” to save the location information.
12. On the Locations and Risk Items Screen, select “Add Item”, “New Item” and then “New Item.”

13. Select the risk category and the risk item type. If you still need to complete an MSB, the link to the website is found on this page. The instructions on how to import an MSB/Replacement Cost Valuation are found in the following job aid: Importing a Replacement Cost Valuation.
14. Once the MSB/Replacement Cost Valuation is imported, you will see more fields appear. Be sure to complete the remaining fields on this page. You will be asked details about the dwelling and will need to add any applicable Certificates of Compliance (WPI-8, WPI-8E, or WPI-8-C) information you found in your search. Be sure to review the links to the other related pages (at top of page in red). Any mortgagees (if applicable) should be entered on the Additional Interests screen. Select “OK” to save the entered information.

15. Select “Calculate Premium” when this option appears.
16. After evaluating and accepting the quote, select “Payment.”

17. Enter the payment type, then select “Submit to TWIA.” If you need help selecting the payment type, please consult the Agent Training Center for assistance. The default payment type is Check/Money Order/Policyholder Online Payment.
18. On the next screen, read and follow the instructions, then select “Continue.” This screen includes a reminder to upload any Certificates of Compliance (WPI-8, WPI-8E, or WPI-8-C) if applicable.

19. On the Submission Acknowledgement Screen, check the box under the Submission Certification if applicable and then select “Continue.”
20. On the Submission Information screen, select “View your submission.”

21. To locate the payment coupon needed to send in with the check/money order, select “Documents.”

22. On the Documents screen, select the linked document “PaymentCoupon Agency.”
23. It is important that the Payment Coupon accompany the actual check or money order sent in to TWIA. The mailing instructions and guidelines are listed on the payment coupon itself.

***Once the payment is received by TWIA, please allow for processing time and check the submission status in Policy Center. For help with the policy status returned, check the New Submission Status Job Aid. The status will update when the submission is processed and any action is taken.