## Overview of TWIA New Submission Statuses:

<table>
<thead>
<tr>
<th>New Submission Status</th>
<th>Significance</th>
<th>Next Steps</th>
</tr>
</thead>
<tbody>
<tr>
<td>Draft</td>
<td>Agent started or edited the submission but has not calculated the premium</td>
<td>Agent should calculate the premium to save the submission</td>
</tr>
<tr>
<td>Calculated</td>
<td>Agent calculated the new submission, but it has not been submitted to TWIA</td>
<td>If proposed coverage is accepted by insured, the agent needs to submit the submission to TWIA along with the payment</td>
</tr>
<tr>
<td>Pending Payment</td>
<td>New submission was submitted by the agent with check or money order as the payment method selected</td>
<td>Payment needs to be received and applied by TWIA</td>
</tr>
<tr>
<td>Submitted</td>
<td>New submission has been submitted to TWIA and a payment has been applied to it</td>
<td>Underwriting will review the submission to make sure it meets TWIA guidelines</td>
</tr>
<tr>
<td>Issued</td>
<td>New Policy is issued and a payment has been applied to it</td>
<td>Agents should check the corresponding billing statement to make sure there is not a balance due</td>
</tr>
<tr>
<td>Scheduled</td>
<td>New Policy is issued with a future effective date and a payment has been applied to it</td>
<td>Agents should check the corresponding billing statement to make sure there is not a balance due</td>
</tr>
<tr>
<td>Rejected</td>
<td>New Submission was rejected by TWIA Underwriting because the property did not meet eligibility guidelines.</td>
<td>A letter is sent out to the applicant by TWIA Underwriting.</td>
</tr>
</tbody>
</table>
1. In order to check the new submission activities assigned to the agency, log in to the TWIA Agent Portal and select “Open Policy Center.”

2. Open the “My Submissions” queue from the left navigation bar.

3. Under “My Submissions” is a drop-down menu. Select “Open with activity for me.” This is where you can see any submissions you created that have not been submitted to TWIA Underwriting. In this example, the queue is empty.
4. The next option in the drop-down menu is “Open with activity for me due within 7 days.” Check this queue regularly to track your aging submissions.

5. The next option in the drop-down menu is “Created in the past 7 days.” On this screen, you can see if a submission is in Submitted, In Force, Scheduled or in Rejected status.

6. The next option in the drop-down menu is “Completed in the Last 30 Days.” On this screen, you can see if a submission is in In Force, Scheduled or in Rejected status.

7. To see if an In Force or Scheduled policy has been paid in full or if there is a balance due, please click on the corresponding “Transaction” number.
8. Next, click on the “Documents” tab in the left navigation bar under “Tools.”

9. Select the latest PDF document with “Billing Statement” in the Name/Type columns to see if there is a balance due. You may use this document to invoice the insured for any balance due. **Please note, it is the agent’s responsibility to collect any balance due.
10. A sample “Billing Statement” follows:

![Billing Statement]

11. To see the rejection letter sent to the primary named insured on a rejected submission, select “Documents.”

![Rejection Letter]

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**Billing Statement**

Date: July 24, 2020  
Policy Number: TWIA-...  
Insured: [Redacted]  
Property Location: [Redacted]

There is no balance due on this policy at this time.

<table>
<thead>
<tr>
<th>Date Processed</th>
<th>Transaction Type</th>
<th>Reference #</th>
<th>Description</th>
<th>Due Date</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>07/13/2020</td>
<td>Payment</td>
<td></td>
<td>EFT</td>
<td></td>
<td>-$2,132.00</td>
</tr>
<tr>
<td>07/24/2020</td>
<td>Premium</td>
<td></td>
<td>Policy Issuance</td>
<td>08/30/2020</td>
<td>$2,132.00</td>
</tr>
</tbody>
</table>

Total Due: $0.00

Payments received will be applied to the oldest balance first. If you have questions regarding this statement, please call 1-800-788-8247.

Total due does not include pending transactions.

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**Rejection Letter**

User Interface View

- **Qualification**
  - **Pre-Qualification Questions**
    - **Do all the risk items fall in the TWIA coverage area?** Yes  
    - **Does the applicant meet the evidence of declination requirements?** Yes  
    - **Does the applicant meet the flood insurance requirements?** Yes
12. Select the latest PDF document with “Rejection Primary Named Insured.”

13. A Sample Rejection Letter follows:

Notice of Application Rejection

Date: October 6, 2020
Reference Number: [redacted]
Transaction Number: [redacted]
Insured: [redacted]
Property Location: [redacted]

Dear [redacted],

We reviewed the application submitted by your agent on September 22, 2020, and determined that we cannot issue a policy. The request for coverage has been rejected for the following reason: The risk does not meet TWIA underwriting guidelines.

For assistance, please call TWIA at 1-800-788-8247.

We value your feedback! Tell us about your experience with TWIA by completing our policyholder survey located at https://www.surveymonkey.com/s/TWIAPolicy.

Sincerely,

Texas Windstorm Insurance Association
Copy: [redacted]