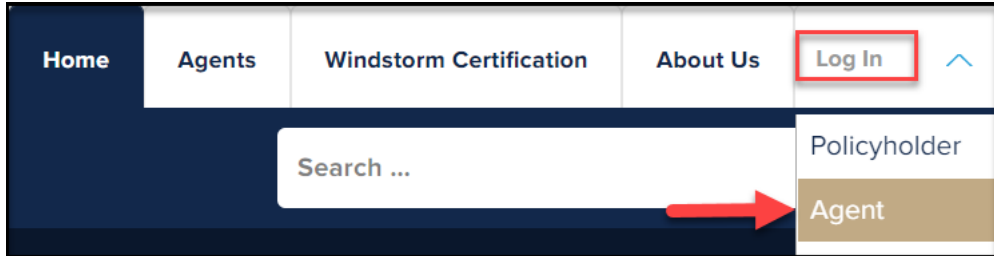


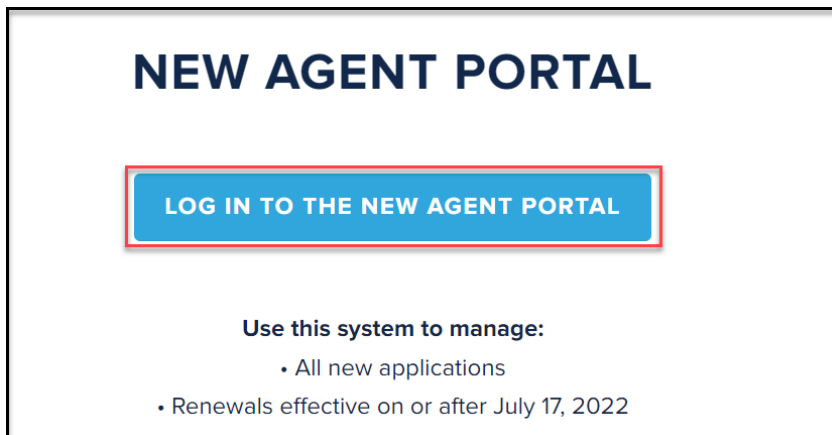
## Quoting a Manufactured Home Submission in the New TWIA Agent Portal

This job aid demonstrates the steps needed to complete a Manufactured Home Submission in the Agent Portal.

1. From the TWIA Home Page [www.twia.org](http://www.twia.org) select “Login” and then “Agent.”



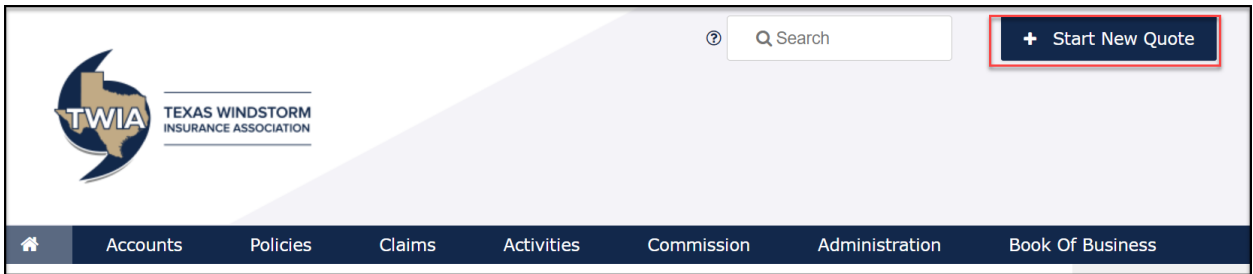
2. Under New Agent Portal, select “Log In to the New Agent Portal.”



3. Enter your Username and Password where indicated, agree to the terms and conditions (if you agree) and then select “Login.”

A screenshot of the TWIA/TFPA Login page. The page has a light brown header with the word "Login" in white. Below the header, there are two input fields: "Username" and "Password". The "Username" field is empty, and the "Password" field contains six dots. To the right of the input fields are two logos: TWIA (Texas Windstorm Insurance Association) and TFPA (Texas Flood Protection Association). Below the input fields is a checkbox labeled "agree to the Terms of Use". Below the checkbox are three buttons: "Login", "Change Password", and "Forgot Password". The "Login" button is highlighted with a red box and a red arrow. At the bottom of the page, there is a line of text: "If you forgot your username or need login help, [email us](#) or call (800) 979-6443." and another line of text: "Our normal business hours are Monday-Friday 8:00a.m.-5:00p.m."

4. On the Agent Dashboard screen (the landing page) select “Start New Quote.”



5. Enter the requested information and then select “Search.”

6. Next select “Continue as a New Customer.”



**7. Enter the New Account Details and then select “Create Account.”**

**New Quote: New Account Details**

Account Type **Personal**

First Name \*

Last Name \*

Account Holder Email Address \*

Address of property to be insured

Address Line 1 \*

Address Line 2 (Apt/Bldg/Suite)

Address Line 3

County \*

City \*

State

ZIP Code \*

Producer Code & Name \*

**8. Next choose Residential from the drop-down menu and then select “Create Quote.”**

**New Quote: Policy Details for Existing Account**

Account Type **Personal**

Account

Name

State \*

Requested Coverage Start Date \*

Producer Code & Name \*

Product \*

**9. Choose the Product Type and then select “Next.” \*\*\*Choosing Manufactured Home as the Product Type in this example.**



10. On the Qualification screen, be sure to answer each question with an \* by it. When done, select “Next.” \*\*\*Please note TWIA’s declinations, flood and eligibility requirements are not changing.

11. Please note the white check marks on any sections encountered in the submission usually indicate additional information is not required. However, there are exceptions.



By selecting “Next,” you will see which section has a question in need of an answer. In this case, the only question is found in Dwelling Details. Please answer the question and then select “Next.”

Account: [REDACTED]  
Manufactured Home Quote ([REDACTED])

Address of Property to be Insured  
Location Details  
Dwelling Details

Is the property accessible by road? \*  Yes  No

Cancel Previous Next

12. Be sure to fill in any fields with a red \* by them. When ready, select “Next.”

Account: MATT SMITH  
Manufactured Home Quote ([REDACTED])

Construction Details

Condition of Dwelling \* Very Good  
Most Recent Tie Down Date \* 01/01/2022

\* A copy of the Tie Down Report must be submitted with the application.

Model Name \* The Oceanside  
Serial Number \* 0001  
Length \* 50  
Width \* 40  
Model Year \* 2022  
Wind Zone \* 2

Added Living Space - Construction Details  
Added Living Space - Roof Details  
Added Living Space - Repairs/Additions

Cancel Previous Next

13. On the Quote screen, select the dwelling coverage limit and deductible. If you want to add personal property coverage, click on the box to the left of Personal Property and then enter the coverage limit and deductible wanted. Please note the maximum limit of liability is \$96,600 for the



**manufactured home and the personal property contained in the home. When ready, select “Calculate Premium.”**

Account: MATT SMITH

## Manufactured Home Quote ( [REDACTED] )

Quote

---

Please select coverage options and click the 'Calculate Premium' button to quote this Submission


Total Premium including Credits and Surcharges


\$-.-

[Calculate Premium](#)

---

Property Coverages

Structure 

Personal Property 

---

Additional Property Coverages

---

Exclusions and Conditions



14. Your Quote is returned by the system. If you are not going to make any additional changes, select "Continue."

Account [REDACTED]

# Manufactured Home Quote ([REDACTED])


Quote

---

Please select coverage options and click the 'Calculate Premium' button to quote this Submission

**Total Premium including Credits and Surcharges**

## \$2,489.00

 Continue

---

Property Coverages		Premium: \$2,489.00
<input checked="" type="checkbox"/> <b>Structure</b>		<b>Premium: \$1,572.00</b>
Limit	<input type="text" value="60000"/>	Premium: \$1,572.00
Coverage Type	<input type="text" value="Wind and Hail"/>	
Deductible	<input type="text" value="1% (\$250 min)"/>	INCLUDED
<input checked="" type="checkbox"/> <b>Personal Property</b>		<b>Premium: \$917.00</b>
Limit	<input type="text" value="35000"/>	Premium: \$917.00
Coverage Type	<input type="text" value="Wind and Hail"/>	
Deductible	<input type="text" value="1% (\$250 min)"/>	INCLUDED

**Additional Property Coverages**

**Exclusions and Conditions**



15. In the Additional Named Insured section you are able to add any other individual(s) with an insurable interest in the property. In this example a spouse is added. Be sure to save the information entered. Next, select "Additional Interests" (if you need to add a mortgagee, loss payee or contract of sale). In this example, a mortgagee will be added.

Account

## Manufactured Home Quote ( )

---

### Additional Named Insureds


Named Insured Type  Person  Organization

First Name \*

Last Name \*

Relationship to Primary Named Insured

NAME	RELATIONSHIP TO PRIMARY NAMED INSURED
------	---------------------------------------



---





16. To enter a mortgage company's information, select organization. Be sure to enter the requested information in every field with an \* by it and then select "Save." When ready to continue, select "Upload Documents" (earlier in the submission we indicated there is a Tie Down Report for the manufactured home).

**Additional Named Insureds**

**Additional Interests**

Contact Type:  Person  Organization

Interest Type \*:

Mortgage Position \*:

Loan/Contract Number \*:

Name \*:

Address Type:

Address Line 1 \*:

Address Line 2:

Address Line 3:

City \*:

State \*:

ZIP Code \*:

Country \*:

Email:

Phone Number:

NAME INTEREST TYPE MORTGAGE POSITION LOAN/CONTRACT NUMBER

17. A Tie Down Report must be uploaded to the submission at this time. A manufactured home is not eligible for coverage with TWIA without one. In the Upload Documents section, you will select the document type from the menu to start the process. Enter a description and then click on the Disk icon to save the document. Select, "Next."

Account: Manufactured Home Quote ( )

A Tie Down Report must be uploaded.

**Additional Named Insureds** ✓

**Additional Interests** ✓

**Upload Documents** ✓

Tie Down Report

Please select the Document Type and click the "+ Upload Documents" button to upload documents. After you upload a document, please update the description and click the Save button. Contact TWIA if you need to delete a document.

Do not upload files containing illegal content or copyrighted information without the permission of the copyright owner. File names must not exceed 60 characters (including the file type extension). Files must not exceed 20MB.

NAME	DESCRIPTION	DOCUMENT TYPE	DATE UPLOADED	SAVE
test.pdf	<input type="text" value="Tie Down Report"/>	Tie Down Report	05/26/2022	<input checked="" type="button" value="Save"/>

18. Standardize the address, enter the primary phone number and then select "Next."



Account: **Manufactured Home Quote ( [REDACTED] )**

Coverage Summary

Requested Coverage Start Date: May 26, 2022

Primary Insured: [REDACTED]

Property Address: [REDACTED]

Mailing Address

**▲** The address you entered has not been updated to follow USPS standards. You must select Standardize Address to continue.

Address Line 1 \* [REDACTED]  
Address Line 2 [REDACTED]  
Address Line 3 [REDACTED]  
City \* League City  
State \* Texas  
ZIP Code 77573  
Country \* United States

**Standardize Address**

Email \* [REDACTED]  
Home Phone \* [REDACTED]  
 Primary number  
Work Phone [REDACTED]  
  
Cell Phone [REDACTED]

Coverages

Total Premium including Credits And Surcharges: \$2,489.00

Premium

Property Coverages			
Structure	Limit	\$60,000	\$2,489.00
	Coverage Type	Wind and Hail	\$1,572.00
	Deductible	1% (\$250 min)	INCLUDED
Personal Property			
	Limit	\$35,000	\$917.00
	Coverage Type	Wind and Hail	
	Deductible	1% (\$250 min)	INCLUDED

Premium

Additional Property Coverages

Premium

Exclusions And Conditions

Premium

Credits And Surcharges

**Cancel** **Previous** **Next**



19. On the next screen, select the desired payment method. A description of the available payment methods may be found here: [Payment Methods Available in the Agent Portal](#) and [Payment Methods in the Policyholder Portal](#) if Insured Direct Pay is chosen. EFT is illustrated in this example.

Account: MATT SMITH  
Manufactured Home Quote ( )

Payment Details

Total Premium including Credits and Surcharges  
\$2,489.00

Payment Method \*

- eCheck
- Insured Direct Pay
- Mortgage Escrow
- Premium Finance - Other

Please note that cancellation of the policy will result in a pro-rata refund, subject to a policy minimum retained premium in an amount equal to 90 days or \$100, whichever is greater. The minimum retained premium is fully earned on the effective date of the policy

18. When ready, select "Submit."

Account: MATT SMITH  
Manufactured Home Quote ( )

Payment Details

Total Premium including Credits and Surcharges  
\$2,489.00

Payment Method \*

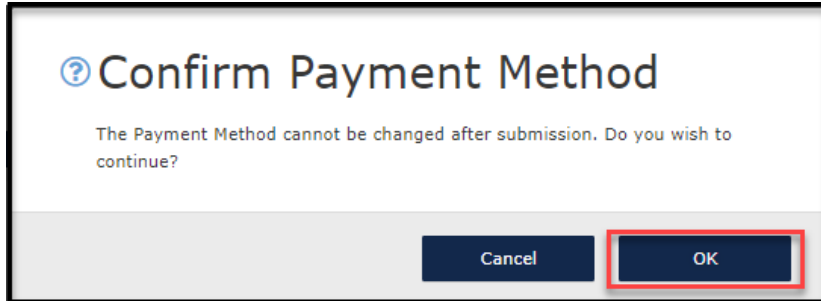
Payment Plans

	NAME	DOWN PAYMENT	INSTALLMENT	TOTAL
<input checked="" type="radio"/>	TWIA Full Pay	\$2,489.00	\$0.00	\$2,489.00

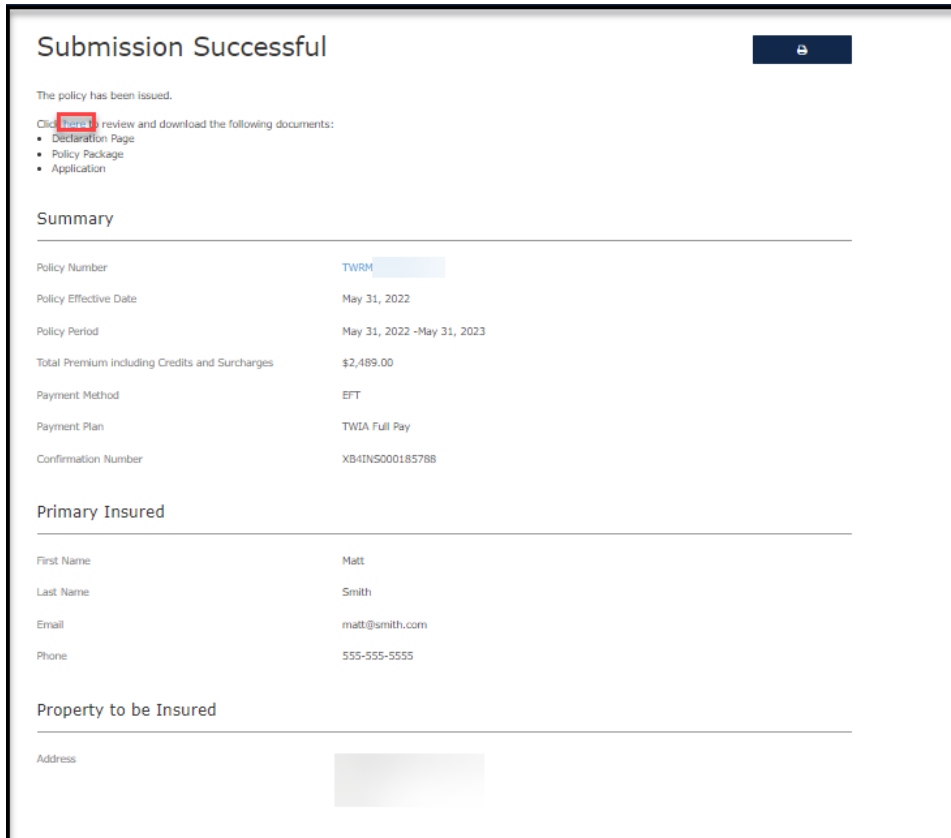
Please note that cancellation of the policy will result in a pro-rata refund, subject to a policy minimum retained premium in an amount equal to 90 days or \$100, whichever is greater. The minimum retained premium is fully earned on the effective date of the policy



19. A message will follow asking you to Confirm the Payment Method. Once "OK" is selected, the payment option can not be changed. When ready, select "OK."



20. The submission was successfully submitted. From this screen you may review and download the related documents by selecting "Here."



21. This submission auto issued. You can see the policy documents that generated on this screen.

Account: [ ] | Policy: Residential (TWRM [ ])

# Quote ( [ ] ) Issued

SUMMARY OPEN ACTIVITIES NOTES DOCUMENTS

☰ 0 0 3

## Documents

-- Please Select Document Type -- + Upload Documents

**Please select the Document Type and click the "+ Upload Documents" button to upload documents. After you upload a document, please update the description and click the Save button. Contact TWIA if you need to delete a document.**

Do not upload files containing illegal content or copyrighted information without the permission of the copyright owner. File names must not exceed 60 characters (including the file type extension). Files must not exceed 20MB.

NAME	DESCRIPTION	DOCUMENT TYPE	DATE UPLOADED	SAVE
test.pdf	Tie Down Report	Tie Down Report	05/26/2022	
TWIA Residential Application for Insurance.pdf	Residential New Business Application	TWIA Residential Application for Insurance	05/26/2022	
Residential Policy Package.pdf	Residential Policy Package	Residential Policy Package	05/26/2022	

