

TWIA Renewal Status

Overview of TWIA Renewal Offer Statuses

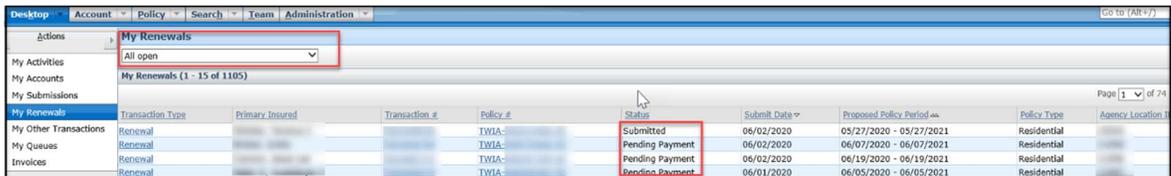
Renewal Offer Status	Significance	Next Steps
Calculated	Renewal Offer was automatically generated by the system	Payment needs to be received by TWIA
Draft	Policy is set to non-renew/blocked by Underwriting or the agent started editing the offer, but did not calculate the premium	Either Underwriting issues need to be resolved or the agent started editing the offer and did not hit calculate premium.
Pending Payment	Renewal Offer was submitted by Agent	Payment needs to be received by TWIA
Submitted	Renewal Offer has been submitted and a payment has been applied to it	Underwriting will review the offer to make sure it meets TWIA guidelines
Issued	Renewal Offer is issued and a payment has been applied to it	Agents should review the corresponding billing statement to make sure there is not a balance due
Scheduled	Renewal Offer is issued with a future effective date and a payment has been applied to it	Agents should review the corresponding billing statement to make sure there is not a balance due



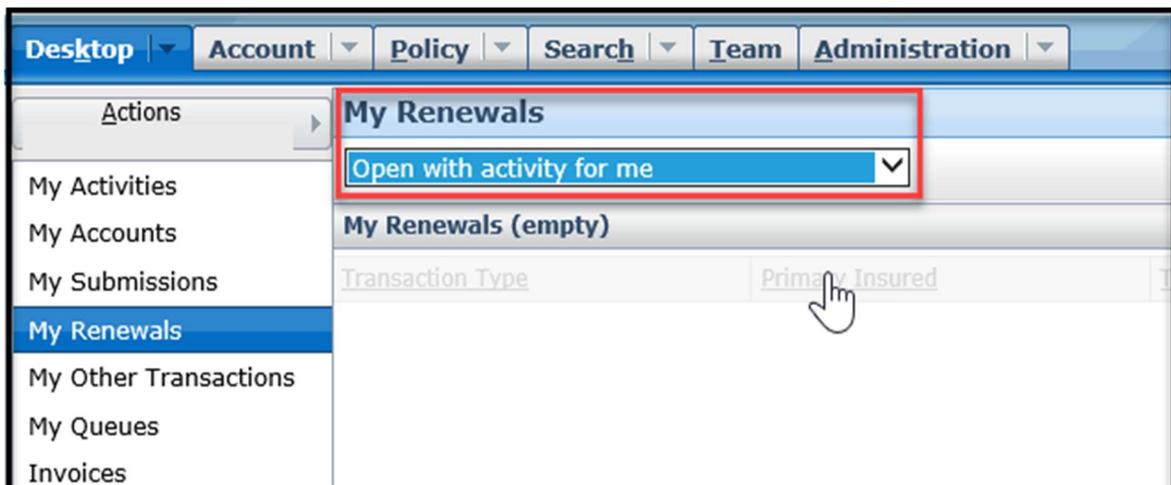
1. In order to check the renewal activities assigned to the agency, log in to the TWIA Agent Portal and select “Open Policy Center. “



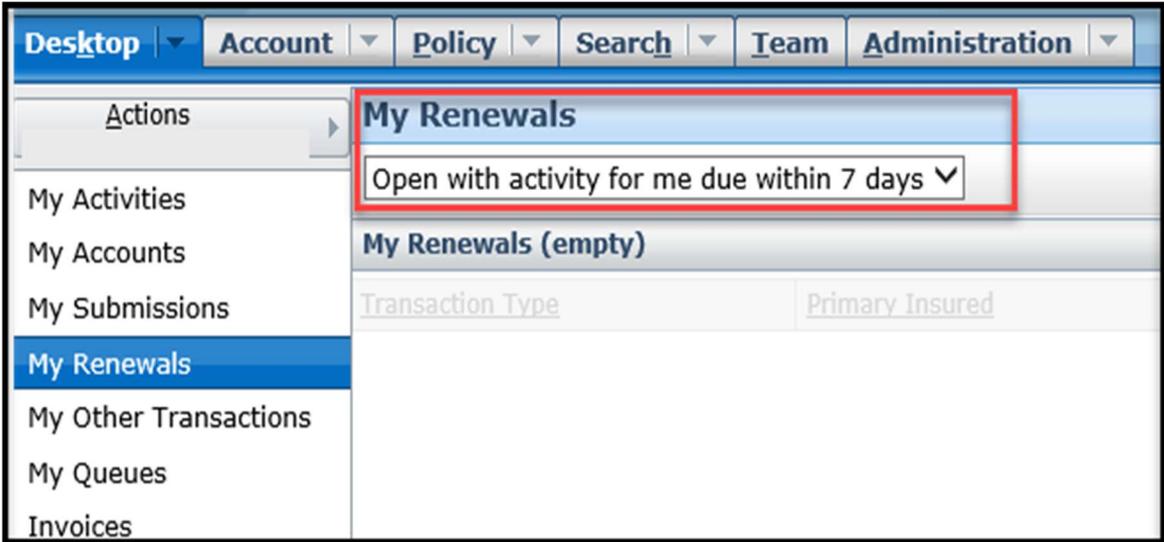
2. Open the “My Renewals” queue from the left navigation bar.



3. Under “My Renewals” is a drop-down menu. Select “Open with activity for me.” This is where you can see any renewal offers that have been assigned to you by TWIA Underwriting to complete. In this example, the queue is empty.



- The next option in the drop-down menu is “Open with activity for me due within 7 days.” Check this queue regularly to help track renewal offers and their submission status.



- The next option in the drop-down menu is “Completed in the last 30 days.” This will display renewals issued by Underwriting.

The screenshot shows the 'My Renewals' table with the filter 'Completed in last 30 days' selected. A red arrow points to a row in the table. The table has the following columns: Transaction Type, Primary Insured, Transaction #, Policy #, Status, Submit Date, Proposed Policy Period, Policy Type, and Agency Location.

Transaction Type	Primary Insured	Transaction #	Policy #	Status	Submit Date	Proposed Policy Period	Policy Type	Agency Location
Renewal		T00	TWIA-000	In Force	06/02/2020	06/02/2020 - 06/02/2021	Residential	
Renewal		T00	TWIA-000	In Force	06/02/2020	06/02/2020 - 06/02/2021	Residential	
Renewal		T00	TWIA-000	Scheduled	06/02/2020	06/04/2020 - 06/04/2021	Residential	
Renewal		T00	TWIA-000	Scheduled	06/02/2020	06/05/2020 - 06/05/2021	Residential	

- The next option in the drop-down menu is “All open.” On this screen, you can see if a renewal offer is either in “Submitted” or “Pending Payment” status.

The screenshot shows the 'My Renewals' table with the filter 'All open' selected. A red box highlights the 'Status' column. The table has the following columns: Transaction Type, Primary Insured, Transaction #, Policy #, Status, Submit Date, Proposed Policy Period, Policy Type, and Agency Location.

Transaction Type	Primary Insured	Transaction #	Policy #	Status	Submit Date	Proposed Policy Period	Policy Type	Agency Location
Renewal		T0	TWIA-	Submitted	06/02/2020	05/27/2020 - 05/27/2021	Residential	
Renewal		T0	TWIA-	Pending Payment	06/02/2020	06/07/2020 - 06/07/2021	Residential	
Renewal		T0	TWIA-	Pending Payment	06/02/2020	06/19/2020 - 06/19/2021	Residential	
Renewal		T0	TWIA-	Pending Payment	06/01/2020	06/05/2020 - 06/05/2021	Residential	



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 “Transaction” number.

Desktop Account Policy Search Team Administration Go to (Alt)

Actions My Renewals
Completed in last 30 days

My Activities
My Accounts My Renewals (1 - 15 of 596)
My Submissions Page 1

My Renewals	Transaction Type	Primary Insured	Transaction #	Policy #	Status	Submit Date	Proposed Policy Period	Policy Type	Agency Loca
My Other Transactions	Renewal		T00	TWIA-000	In Force	06/02/2020	06/02/2020 - 06/02/2021	Residential	
My Queues	Renewal		T00	TWIA-000	In Force	06/02/2020	06/02/2020 - 06/02/2021	Residential	
Invoices	Renewal		T00	TWIA-000	Scheduled	06/02/2020	06/04/2020 - 06/04/2021	Residential	
	Renewal		T00	TWIA-000	Scheduled	06/02/2020	06/05/2020 - 06/05/2021	Residential	

8. Next, click on the “Documents” tab in the left navigation bar under “Tools.”

Renewal (In Force) | Windstorm and Hail | Eff. 06/02/2020 | Account # A | Policy # TWIA-00

Actions Qualification
Next Invoice

Renewal TC
In Force

Qualification
Policy Contract
Policy Info
Locations and Risk Items
Policy Review
Summary
Forms
Payment
Required Documentation
Submission
Acknowledgement

Tools
Internal Notes
Documents
Participants
Activities
Transaction Change Requests
Transaction History
Invoices

Policy Type Selection
Available Options Residential

Pre-Qualification Questions

Do all the risk items fall in the TWIA coverage area?	Yes	TWIA Coverage & Eligibility Guidelines
Does the applicant meet the evidence of declination requirements?	Yes	Evidence of Declination Requirements
Does the applicant meet the flood insurance requirements?	Yes	Flood Insurance Requirements

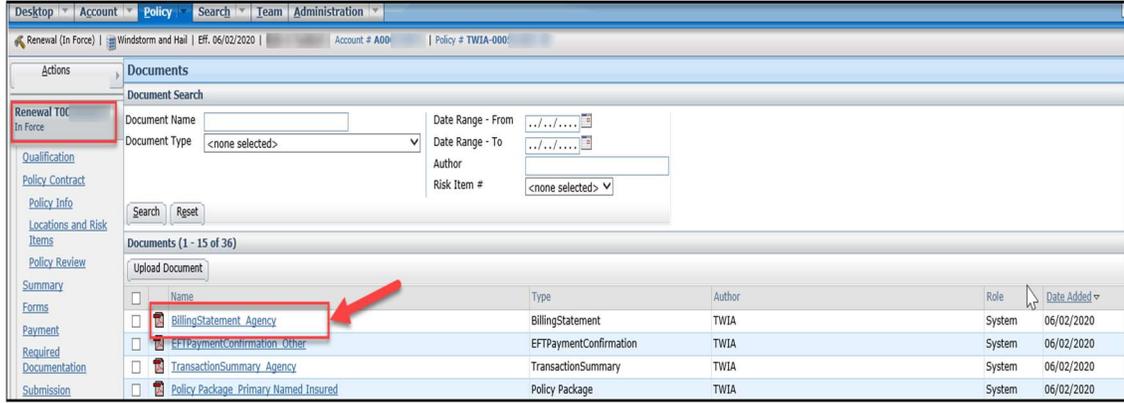
Pre-Renewal Information
TWIA assumes no responsibility and has no liability for failure of the insured or their agent to affect uninterrupted coverage. Continuous coverage will not b
31, 2020 at 00:01:00 CDT

Have there been any repairs, alterations or additions to the building in the past 12 months?
Will the policy premium be financed?

Next Invoice



- 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.



- A sample 'Billing Statement' follows:

Billing Statement

Date: June 2, 2020
 Policy Number: 000
 Insured: [Redacted]
 Property Location: [Redacted]

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

Date Processed	Transaction Type	Reference #	Description	Due Date	Amount
06/02/2020	Premium	[Redacted]	Policy Issuance	07/02/2020	\$2,255.00
06/02/2020	Payment	TWIINS0 [Redacted]	EFT	--	-\$2,255.00
Total Due					\$0.00

