

TWIA Renewals in the Policy Center

An Overview of TWIA Renewal Offer Statuses

<u>Renewal Offer Status</u>	<u>Actions taken to Renewal Offer</u>	<u>More Action Required by Agent or Policyholder</u>
Renewing	Renewal Offer was auto generated by the system.	No action is required by the agent. The renewal offer will issue once payment is applied according to TWIA guidelines.
Draft	Agent started making a change to the offer but has not calculated the changes. ***If changes are not quoted prior to the renewal offer date (day 35), all changes will be lost. The system will revert to the original renewing version. The Policyholder is unable to pay in Policyholder Portal, too. Only mailed checks will be accepted.	Agent may calculate the offer (which will put it into quoted status), or use Save and Exit to put the offer back into renewing status or Submit the offer when ready.
Quoted	Agent started making changes to the renewal offer and calculated the premium before exiting the offer. **Policyholders are not able to make payments in the Policyholder Portal for offers left in quoted status. Only mailed checks will be accepted for offers left in quoted status.	Agent may either use Save and Exit to place the amended offer back into renewing status or Submit the offer when ready to lock down the desired changes and payment method.
Offer Submitted	A renewal offer has been submitted by the agent and is currently awaiting payment. Once an offer is submitted, no other changes may be made to the offer.	Agent may follow up to make sure the payment is received by the renewal date or within the 10-day grace period for TWIA renewals.
In Force	Once a payment is applied to the renewal offer in the TWIA system the policy will be issued. After issued, it will move out of renewals and into the policies queue.	None.
Scheduled	A payment has been applied to the renewal offer and it is issuing with a future renewal date. After issued, it will move out of renewals and into the policies queue.	None.



RENEWING STATUS

Renewals migrate into the system showing in “Renewing” status. From this point, the offer may remain in this status (if changes are not needed) until payment is received. You are not required to perform any action of this offer.

If you would like to make changes to the renewal offer before actually submitting it to TWIA, it is recommended you use the “Save and Exit” button to save your changes. The “Save and Exit” button will show on the Payment Details screen for the following payment methods: Insured Direct Pay, Mortgagee Escrow (with mortgagee billed only, not eCheck option) and Premium Finance.

*****Please note you will not see the “Save and Exit” option if the payment method requires any banking information to be saved.**

****If you use “Save and Exit,” the renewal offer will remain in renewing status.**

DRAFT STATUS

If you exit a renewal offer without calculating the changes in progress, the offer will switch to draft status. You will get the following warning if you exit a renewal offer without calculating it.



The renewal offer will now show in draft status.

Account Summary: (A [redacted])

- SUMMARY
- CONTACTS
- OPEN ACTIVITIES: 0
- OPEN QUOTES: 0
- OPEN TRANSACTIONS: 1
- CLAIMS: 0

Account Created On: August 11, 2022
Account Status: Active

1 Open Renewals
0 Open Cancellations
0 Open Changes

Producer Code(s): [redacted]

Issued Policies + New Quote for This Account

PRODUCT	POLICY TYPE	POLICY NUMBER	PROPERTY ADDRESS	POLICY EFFECTIVE DATE	POLICY EXPIRATION DATE	STATUS
	Dwelling and Personal Property	TWRDC [redacted]	[redacted]	11/9/22	11/9/23	Draft

QUOTED STATUS

If you make changes to the offer, calculate the offer, but do not either choose to Submit it or use Save and Exit, you will get the following warning that the changes saved in this quote will be reflected in the renewal.

Are you sure you want to exit?

The renewal for policy TWRD [redacted] is in quoted status. All quoted changes will be included in the renewal.

Buttons: Cancel, Yes

The following screen will show the offer is left in Quoted status:

Account Summary: (A [redacted])

- SUMMARY
- CONTACTS
- OPEN ACTIVITIES: 0
- OPEN QUOTES: 0
- OPEN TRANSACTIONS: 1
- CLAIMS: 0

Account Created On: August 11, 2022
Account Status: Active

1 Open Renewals
0 Open Cancellations
0 Open Changes

Producer Code(s): [redacted]

Issued Policies + New Quote for This Account

PRODUCT	POLICY TYPE	POLICY NUMBER	PROPERTY ADDRESS	POLICY EFFECTIVE DATE	POLICY EXPIRATION DATE	STATUS
	Dwelling and Personal Property	TWRD [redacted]	[redacted]	11/9/22	11/9/23	Quoted



Offer Submitted Status

If you choose to submit the renewal offer, please be advised that you will not be able to change anything on the renewal offer including coverage, mortgagee (if there is one) and the payment method. Everything locks down at that point.

Account: [REDACTED]
Dwelling and Personal Property
(TWRC [REDACTED]) – Renewal ([REDACTED])

Payment Details

Total Premium including Credits and Surcharges
\$2,249.00

Payment Method *

Payment Option *

Mortgagee [REDACTED]

Loan/Contract Number [REDACTED]

Payment Plans

NAME	DOWN PAYMENT	INSTALLMENT	TOTAL
<input checked="" type="radio"/> TWIA Full Pay	\$2,249.00	\$0.00	\$2,249.00

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

You will see the following warning when you select Submit. If you have finished making the necessary changes to the renewal offer and you have locked in the payment method, select "Ok."

Confirm Payment Method

Do you wish to continue?

You will receive confirmation this renewal offer has been submitted.



Your transaction has been confirmed.

Reference Number: 0006720861

Residential policy: TWRC [REDACTED]

You can check the payment schedule and invoices here: [Policy Billing Page](#)



The offer will show to be in Offer Submitted status. It is awaiting payment. The renewal offer will issue once payment is applied according to TWIA guidelines.

 [Redacted] (A [Redacted])

SUMMARY CONTACTS OPEN ACTIVITIES OPEN QUOTES OPEN TRANSACTIONS CLAIMS

☰ [Redacted] 0 0 1 0

 Producer Code(s) [Redacted] 1 Open Renewals
0 Open Cancellations
0 Open Changes

Account Created On August 11, 2022
Account Status Active

Issued Policies [+ New Quote for This Account](#)

PRODUCT	POLICY TYPE	POLICY NUMBER	PROPERTY ADDRESS	POLICY EFFECTIVE DATE	POLICY EXPIRATION DATE	STATUS
	Dwelling and Personal Property	TWRD[Redacted]	[Redacted]	11/9/22	11/9/23	Offer Submitted

