

## **Reporting a Claim in the TWIA Agent Portal**

- 1. Log in to the TWIA Agent Portal.
- 2. Select 'Claims' on the landing page.

## Claims

3. Next, select "File A Claim.'



4. Enter the date of loss. This will open up more fields on the screen.

New Claim Steps Date of Loss & Policy Verification	Date of Loss & Policy	Verification			
	All of the steps to report a new claim must be completed during one internet session, including clicking "Submit Claim" on the final screen. If you leave the session before submitting your report, data will not be saved. The claim number is confirmation that your claim has been successfully reported.				
	Only one claim can be submitted at after you complete this claim.	a time. To submit additional claims, please return to the Manage	Claims screen		
	Have questions or need assistan	ce? Contact us 24 hours a day at (800) 788-8247.			
	Date of Loss				
$\rightarrow$	When did the loss occur? $$ *	MM/DD/YYYY			
	Cancel		Next		



5. After entering the date of loss, you may either provide a policy number or search for a policy (by entering the policyholder's name, insured location or policy mailing address. In this example, we are searching by policy number.

Date of Loss & Policy Verification						
	All of the steps to report a new claim "Submit Claim" on the final screen. If be saved. The claim number is confirm	Ull of the steps to report a new claim must be completed during one internet session, including clicking 'Submit Claim" on the final screen. If you leave the session before submitting your report, data will not se saved. The claim number is confirmation that your claim has been successfully reported.				
	Only one claim can be submitted at a time after you complete this claim.	. To submit additional claims, please return to the Mana	ge Claims screen			
	Have questions or need assistance? Co	ontact us 24 hours a day at (800) 788-8247.				
	Date of Loss					
	When did the loss occur? $*$	07/08/2024				
	Policy Verification					
	• Provide Policy Number					
	Search for a Policy					
	Cancel		Next			

6. Enter the policy number, verify the information returned and then select 'Next.'

New Claim Steel								
New Claim Steps	Date	of Loss	& Policy Ver	ification				
Date of Loss & Policy Venfication	All of the steps to report a new claim must be completed during one internet session, including clicking "Submit Claim" on the final screen. If you leave the session before submitting your report, data will not be saved. The claim number is confirmation that your claim has been successfully reported.							
	Only on after yo	Jnly one claim can be submitted at a time. To submit additional claims, please return to the Manage Claims screen sfter you complete this claim.						
	Have q	Have questions or need assistance? Contact us 24 hours a day at (800) 788-8247.						
	Date of Loss							
	When d	d the loss oc	ccur? *	07/08/2024			<b>#</b>	
	Policy	/ Verific	ation					
	O Prov	ide Policy Nu	ımber	TWRD				
	🔵 Sear	ch for a Poli	су					
	Selec	t a Polic	су					
		POLICY TYPE	POLICY NUMBER #	POLICYHOLDER	MAILING ADDRESS	EFFECTIVE	EXPIRES	
	0		TWRD	John Doe		June 17, 2024	June 17, 2025	
	c	ancel					Next	



7. Verify the main contact information and the best ways for Claims to communicate with the policyholder. When ready to proceed, select 'Next.'

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8. Next, enter the loss details where indicated. Select 'Next' to continue.

e of Loss & Policy Verification	Loss Details				
ain Contact Information	Tell us what happened in your own words by entering a description in the text box.				
	Added detail helps us to address the claim appropriately and promptly.				
	Wind damage to roof				
	Are emergency services requested?				
	Are there any emergency issues related to this loss you need to speak with us about?				
	Where did the damage or loss occur?				
	Primary Insured Location				
	3601 Avenue M, Galveston, TX 77550				
	Occupancy of the loss location at the time of loss:				
	Was the loss location rented or leased? Yes No				
	was the loss location vacant or Yes No unoccupied?				
	Please provide the full names of all occupants in the box below. John and Jane Doe				
	What caused the damage or loss related to this claim?*				
	Select one of the options below				
	Hail Wind Both Wind & Hail				
	tine veringe wind contrapt				



9. Enter the information requested on the Additional Loss Details screen. Select 'Next' to continue.

New Claim Steps Date of Loss & Policy Verification Main Contact Information Loss Details	Additional Loss Details Is there any damage to the exterior of the home or other insured structures?
Additional Loss Details Additional Information Summary	Yes No
	Is there any damage to the interior of the home?
	Yes No
	Is there any damage to personal property?
	Yes No
	Has the resulting damage made the home unlivable?
	Yes No
	Cancel Previous Next

10. On the Additional Information screen, you may upload documents if needed (please see the final page of this job aid for assistance uploading documents) and you may also identify if anyone else is involved in the claim. When ready to proceed, select 'Next.'

Date of Loss A Policy Verification Main Cardact Information Claim Documents Loss Details	
Loss Details	
Additional Loss Details You may now upload any related documentation you would like to provide, such as photos of damages or repair Additional Information estimates. Click the "Upload Documents" botton, and select the files you wish to submit.	
Summary ◆ Upload Documents	
After completing this report, you can access the claim under the Claims tab to submit additional documents.	
Do not upload files containing illegal context or copyrighted information without the permission of the copyright come: The immer must not exceed to 'Duracter. The must not exceed 2016b. Supported file types: doc, and, etc. For a complete file of supported file types, dock invo.	.jpg,
Anyone Else Involved?	
You can provide information on any other person who may be involved with the claim.	
Adding other people does not grant TWIA permission to contact them directly. Policyholders will be contacted for permission to discuss defails of TWIA policy and claims with anyone added. You can remove a person for this dai constanting us at (2007 309-6977).	im by
Add Anather Person +	
Cancel Previous Next	



11. The Summary screen shows the basic information about the claim you are submitting. You may also send a message to TWIA on this screen. When ready, select 'Submit Claim.'

lew Claim Steps	Summary	
Jaete of Loss & Policy Verification dain Contact Information ass Details Idditional Loss Details Idditional Information	Your final skep will be to review th submitting your report to TWIA. O has received your report to TWIA. O there are two ways to edit your of 1. Citck "Previous" to mayabe to 2. Select a section you wish to edi After editing your claim informatis screen. Remember that if you leav Policy Nambar	e summary behavior is ensure it is accounted to the best of your investingly before respectively. "Moderal Caliting," you will receive a claim number to conform that TVEA and report. The second second second second second second second second in report. In disk the "Meat" bettom to serve your either and navigate back to the "Summary" to be second second second second second second second to the second second second second second second second second to the second second second second second second second second second to the second sec
	What hannanad?	wind damage to reaf
	When?	07/08/2024
	Cause of Damage or Loss	Wind
	Where?	
	Associated People	
	NAME	PRIMARY PHONE ROLE ON THIS CLAIM EMAIL
	John Doe	Main Contact, Insured
		Agent
	Send Message to TW	IA Send Message to 11V/A
	TWIA takes insurance fraud serior correct to the best of your knowle law.	ely. By submitting this claim, you are certifying that all information in true and dge. Knowingly presenting false or fracululent claims is a violation of Tocus state Providual

12. The claim has been submitted.

Claim submitted!
Your claim number is: 1188309
Moving forward, you can access this claim when you log in to Producer Engage. From the Claims tab, you can access claim status, submit documents, and communicate with TWIA representatives assigned to this claim.
To submit additional claim, please return to the account or policy page for the applicable policy and click on the Claims filter. Then, click "File a Claim". Back to Claims Page



To upload documents to the first notice of loss, select '+Upload Documents.'



This will open Word. Search for the document you want to upload to TWIA Claims and select 'Open.'

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## You will now see the document listed under Claim documents.

