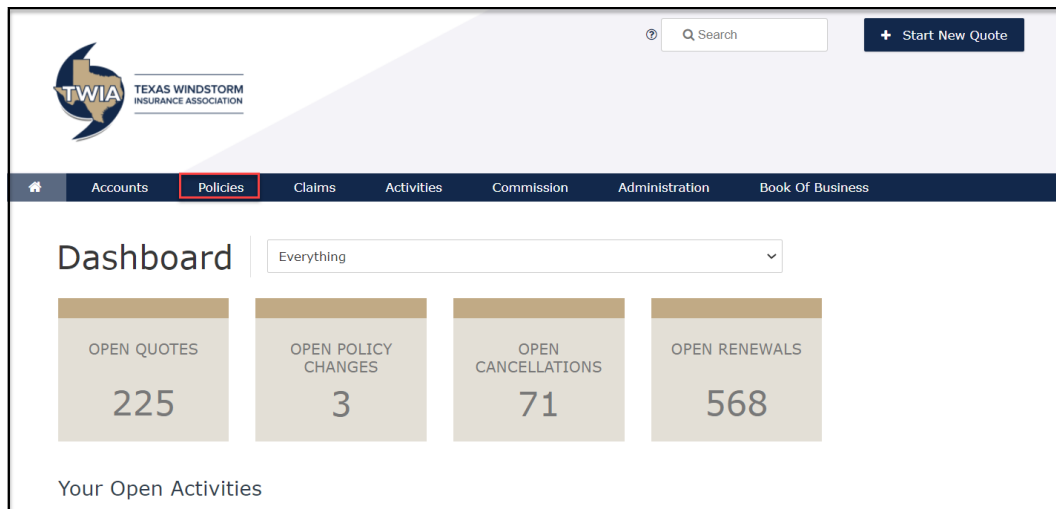


# Requalifying A Renewal in TWIA Agent Portal

This job aid shows how to requalify a renewal in TWIA Agent Portal.

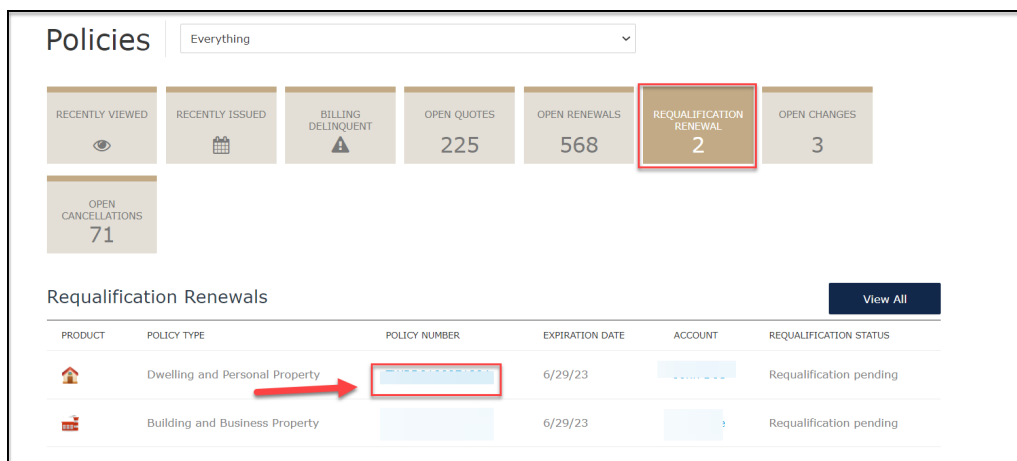
Please note, to requalify for TWIA coverage, the property must meet our declination (TWIA [Declination Requirements](#)) and flood requirements (TWIA [Flood Requirements](#)). TWIA has a declination form you may use for your convenience: [TWIA Declination Form](#). You may also use FEMA's website: <https://msc.fema.gov/portal/home> to lookup flood zones.

1. Please log in to the Agent Portal. After you sign into the system, you will land on the Agent Dashboard page. Select. "Policies" to continue.



The screenshot shows the TWIA Agent Portal Dashboard. At the top, there is a search bar and a "Start New Quote" button. Below the navigation menu, the "Policies" tab is selected. The dashboard displays four key metrics: 225 Open Quotes, 3 Open Policy Changes, 71 Open Cancellations, and 568 Open Renewals. A "Your Open Activities" section is visible at the bottom.

2. On the Policies screen, select "Requalification Renewal" (renewals that need to be requalified will show under this tab at 90 days before the renewal date) and then click on the "Policy Number" you would like to work with. **\*\*\*Please note you will requalify the expiring policy, not the renewal offer itself. If you complete the requalification between 90-61 days before renewal, the renewal transaction will generate 60 days before the renewal date. If you requalify after day 60, the renewal transaction will generate once requalified.**

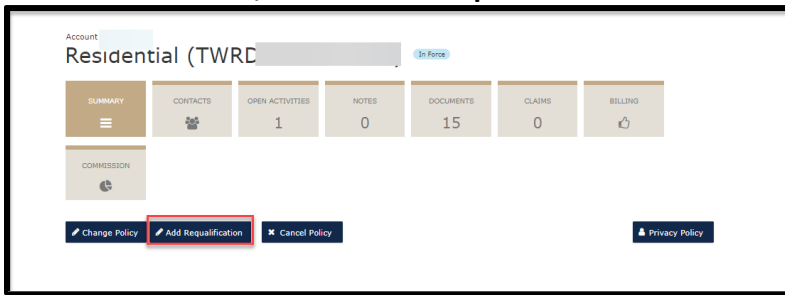


The screenshot shows the TWIA Agent Portal Policies screen. The "Requalification Renewal" tab is highlighted, showing 2 items. Below, a table lists requalification renewals with columns for Product, Policy Type, Policy Number, Expiration Date, Account, and Requalification Status. A red arrow points to the Policy Number field in the first row.

| PRODUCT | POLICY TYPE                    | POLICY NUMBER | EXPIRATION DATE | ACCOUNT | REQUALIFICATION STATUS  |
|---------|--------------------------------|---------------|-----------------|---------|-------------------------|
|         | Dwelling and Personal Property |               | 6/29/23         |         | Requalification pending |
|         | Building and Business Property |               | 6/29/23         |         | Requalification pending |



**3. On the next screen, select “Add Requalification.”**



**4. Please make sure you read the information listed in the boxed area below. TWIA requires that you keep the declination documentation (i.e. TWIA Declination Form or other written documentation) you are using to complete the questions on file for 5 years. You will be asked to provide this documentation in the event you or your agency are audited. Please answer all questions with the red asterisk next to them \*. When ready to continue, select “Submit.”**

I am representing that a diligent effort has been made by the agent and/or policyholder to obtain comparable wind and hail insurance coverage from an admitted property insurance carrier in Texas that is licensed to write property insurance. I understand that the Texas Windstorm Insurance Association (TWIA) may independently verify the information and take appropriate action including cancellation of a policy issued by TWIA if I have in any way misrepresented this information.

Policy Type: **Tenant Personal Property Only**

**TWIA Requalification Questions**

Has the applicant been declined wind and hail coverage by at least one insurance company in the private market? \*

Yes No

Insurance Company Name \*

Reason \*

Is any part of this property located in one of the designated National Flood Insurance Program (NFIP) flood zones (V, VE, or V1-V30)? \*

Yes No

Was the structure constructed or enlarged beginning on or after September 1, 2009? \*

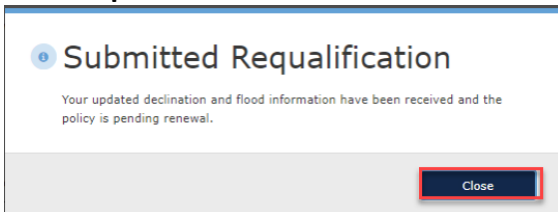
Yes No

Is the property to be insured located on or above the 3rd floor of a structure? \*

Yes No

Cancel Submit

**5. Your requalification has been submitted. Please click “Close” to continue.**



**Continue to the next page to see the activities associated with Requalifications.**



6. There will still be an open activity on the policy for the agency to complete. Click on “Open Activities” and then select the + sign as indicated below to open the activity details.

The screenshot shows a user interface for a policy (WOO). The 'OPEN ACTIVITIES' tab is selected and highlighted with a red box, showing a count of 1. Below the tabs is a table of activities. The first activity is highlighted with a red box around the '+' icon in the 'DETAILS' column. A red arrow points to this icon. The activity description is 'Action Required - Renewal Requalification for TWRD01C for [redacted]'. The 'ASSIGNED TO' field is 'Unassigned - U...'. The 'DUE DATE' is 3/4/24 and the 'PRIORITY' is High.

7. Hover your mouse over the “Assigned To” field until the green pencil appears and choose “Me” from the list to assign it to yourself. Complete your notes where indicated and then select “Add.”

The screenshot shows the activity details form. The 'Assigned To' field is highlighted with a red box, and a green pencil icon is visible. The 'Notes' section is visible with a subject of 're-qualification' and a note of 'completed'. The 'Add' button is highlighted with a red box.

8. Click “Complete” and the corresponding activity will be closed. Thank you.

The screenshot shows the activity details form with the 'Complete' button highlighted with a red box and a red arrow pointing to it. The 'Notes' section is visible with a subject of 're-qualification' and a note of 'completed'. The 'Add' button is also visible.

