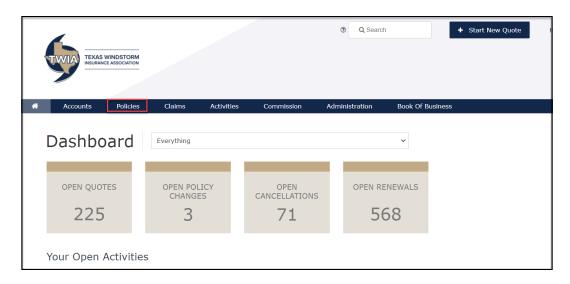# Requalifying A Renewal in the TWIA Agent Portal

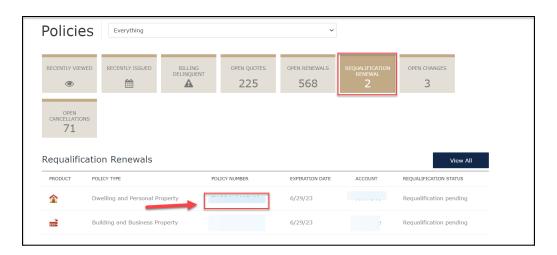**This job aid shows how to requalify a renewal in the TWIA Agent Portal.**

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.**

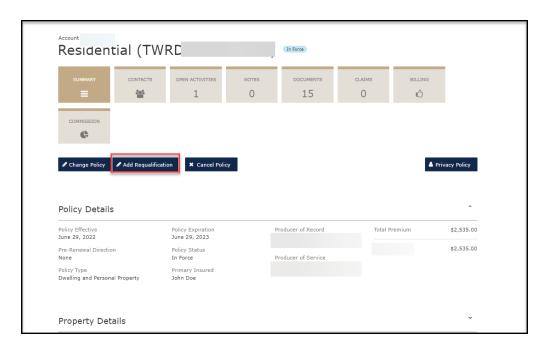2. **On the Policies screen, select "Requalification Renewal" (renewals that need to be requalified will show under this tab at 90 days before the renewal date) and then click on the "Policy Number" you would like to work with. ***Please note you will requalify the expiring policy, not the renewal offer 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.**
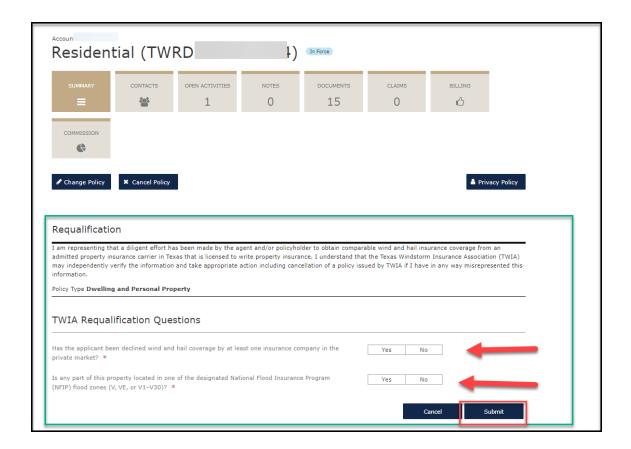
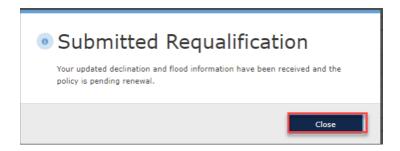**3. On the next screen, select "Add Requalification."**

4. Please make sure you read the information listed in the boxed area below. TWIA requires that you keep the declination documentation you are using on file for 5 years. You will be asked to provide this information 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."
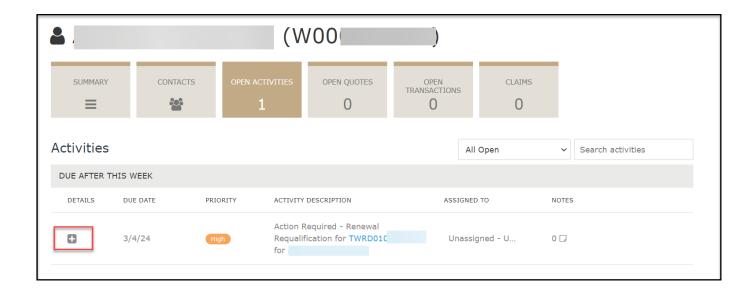
5. Your requalification has been submitted. Please click "Close" to continue.
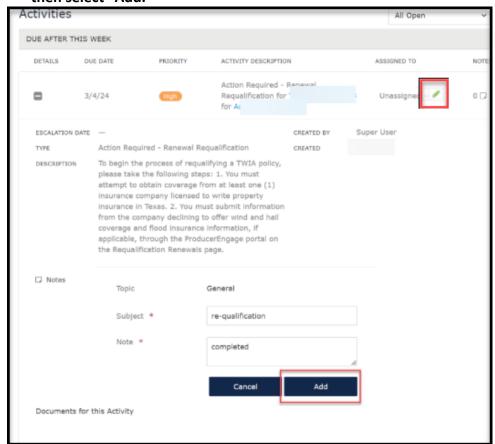

6. There will still be an open activity on the policy for the agency to complete. Click on "Open Activities" and then select the + sign as indicated below to open up the activity details.

7. **Hover your mouse over the "Unassigned" field where indicated 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."**

8. **Click "Completed" and the corresponding activity will be closed. Thank you.**