This job aid demonstrates the steps needed to cancel a TWIA Policy in Policy Center.

Before you submit a cancellation request, please review pages 19 and 20 of the <u>TWIA</u> <u>Instructions and Guidelines Manual</u> for the requirements.

*****The Most Common Cancellation Reasons Include:

Cancellation Reasons	Cancel Date	Documentation Needed	
Sold	Policy will be canceled effective the date the dwelling was sold.	Need a copy of the settlement statement and/ or a written request signed by the named insured.	
Insured's Request	It will be processed on the date the request was received by TWIA. These requests will not be backdated.	A written request signed by the named insured.	
Duplicate Coverage with TWIA. Duplicate is used for TWIA policies only.	Policy will be canceled on the new TWIA policy's effective date.	Need either the declarations pages or the duplicate TWIA policy number and effective dates in the online cancellation request.	
Rewritten (Other) New coverage obtained with a non TWIA Carrier.	Policy will be canceled effective the date the coverage was rewritten with the new carrier.	A copy of the policy providing the duplicate coverage or the company name, policy number, and term of the duplicate coverage is required.	

1. Locate the TWIA Policy you wish to cancel in Policy Center. Click on the "Actions" tab and then select "Request Cancellation."

Desktop 🕆 Account 🕆 Policy 🕆 Search 🔨 Ieam Administration 🗠				
🗁 Policy File 🏢 Windstorm	and Hail Account # A	Policy # TWIA-	In Force (Exp. 07/27/2021) Open Activities: Y	
Actions	Go to Account Summary	ew N		
V Policy Contract	Policy Summary		Last Completed Transaction	
Policy Info Locations and Risk Items Forms Transaction Effective Date	Create New Internal Note New Activity New Transaction Request Policy Change	153503-06	Date Submitted 07/23/2020 Date Completed 07/27/2020 Type Renewal Policy Period Effective Date 07/27/2020	
07/31/2020	Reguest Cancellation New Document Upload New Document		Agency Location	
Contacts				



2. Next, you will select the "Reason" the insured is cancelling their coverage from the drop down menu and then enter the "Cancellation Effective Date."

Please note: the system warns you of a possible additional action needed on this screen. If the insured sold their primary dwelling and their mailing address still matches the location address, you will need to make a mailing address change prior to sending in the cancellation request. Please cancel this cancellation request now, make the mailing address change with an effective date at least one day before the effective date of the cancellation, and start a new cancellation request after making the mailing address change.

If the mailing address is ok as is, please select "Continue" to navigate to the next screen.

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🗁 Policy File 🏢 Windstorm	and Hail Account # A	Policy # TWIA	In Force (Exp. 07/27/2021) Open Activities: Y		
Actions	Start Cancellation For Policy #				
Policy Contract	Continue				
Ballas Jafa	Please ensure the mailing address f	or the primary nam	ned insured is accurate. Any changes should be made prior to submitting the cancellation request.		
Locations and Risk	Posson , Calif				
Items					
Forms	Cancellation Effective Date * 07/27/2020				
Transaction Effective Date			N		
07/27/2020			2		

3. On the Cancellation Documents screen, select the "Document Type" you will submit to support the cancellation request from the drop down menu, then check the acknowledgements that follow. Once finished, select "Upload Document."

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Cancellation (Cancelling)	Windstorm and Hail Eff. 07/27/2020 Account # Policy #					
Actions	Cancellation Documents					
Cancellation	(★Submit to TWIA) <u>Withdraw</u>					
Cancelling	An acceptable cancellation document must be submitted in order for the policy to be cancelled. Please select the document type that you will upload.					
Details Cancellation	Document Type Lost Policy Voucher					
Documents						
Tools -	* 🖾 I certify that I have submitted the appropriate cancellation documentation, in adherence with TWIA's underwriting guidelines.					
30 10013	* XI acknowledge that failure to provide the appropriate cancellation documentation will result in this cancellation request being rejected by underwriting.					
Internal Notes	Centry diat die information specified above is context to the best of my knowledge.					



4. On the Cancellation Documents screen under the New Document section (about halfway down the page on the left), you will select "Browse" to import the document from your system and then complete all of the fields to the right of the document you are uploading. Once the fields are filled in, click "Update" to upload the document. The acceptable document types include jpg, word and pdf.

Desktop 🔻 Account	▼ Policy ▼ Search ▼ Team Administration ▼				Go to (Alt+/)
Cancellation (Cancelling)	Windstorm and Hail Eff. 07/27/2020 Account # F	Policy # (
Actions	Cancellation Documents				
Cancellation 002214686	Submit to TWIA				
Cancelling	An acceptable cancellation document must be submitted in order for	the policy to be cancelled.			
Details	Please select the document type that you will upload. Document Type Lost Policy Youcher	×			
Cancellation	Upload Document	· _	Ν		
Documents	* VI certify that I have submitted the appropriate cancellation documenta	tion, in adherence with TWIA's	underwriting guidelines.		
👸 Tools 🔹	Fools * Glass with a failure to provide the appropriate cancellation documentation will result in this cancellation regulate being regulat				
Internal Notes	I certify that the information specified above is correct to the best of my knowledge.				
Documents					
Participants					
Activities Transaction History					
Invoices					
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New Document					
New Cancellation					
Update					
Policy # TWIA-0					
Transaction # T					
The maximum number of The current combined u	of documents that can be uploaded at one time is 8, not to exceed a co mload size is <0.02 MB.	ombined upload size of 30 M	legaBytes (MB).		
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5. After the supporting cancellation document is successfully uploaded, you will see the option "Submit to TWIA" is now available. Please click on "Submit to TWIA."

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Cancellation (Cancelling) Windstorm and Hail Eff. 07/27/2020 Account ≠ (Policy ≠ (
Actions	<u>Cancellation Do</u> cuments					
Cancellation	An acceptable cancellation document must be submitted in order for the policy to be cancelled. Please select the document type that you will upload. Document Type					
Cancelling						
Details						
Cancellation Documents	Uplead Document					
1	Name	Туре	Date	Delete		
🖗 Tools 👻	Test LPV	Cancellation	07/31/2020	Delete		
Internal Notes	* 🗹 I certify that I have submitted the appropriate cancellation documentation, in adherence with TWIA's underwriting guidelines.					
Documents	* 🗹 I acknowledge that failure to provide the appropriate cancellation documentation will result in this cancellation request being rejected by underwriting.					
Participants	* ZI certify that the information specified above is correct to the best of my knowledge.					

6. This screen confirms the cancellation request has been received by TWIA Underwriting.



