



TWIA Agent Guest Pay

This job aid demonstrates the Guest Pay feature in the TWIA Website for Agencies to make payments on active policies.

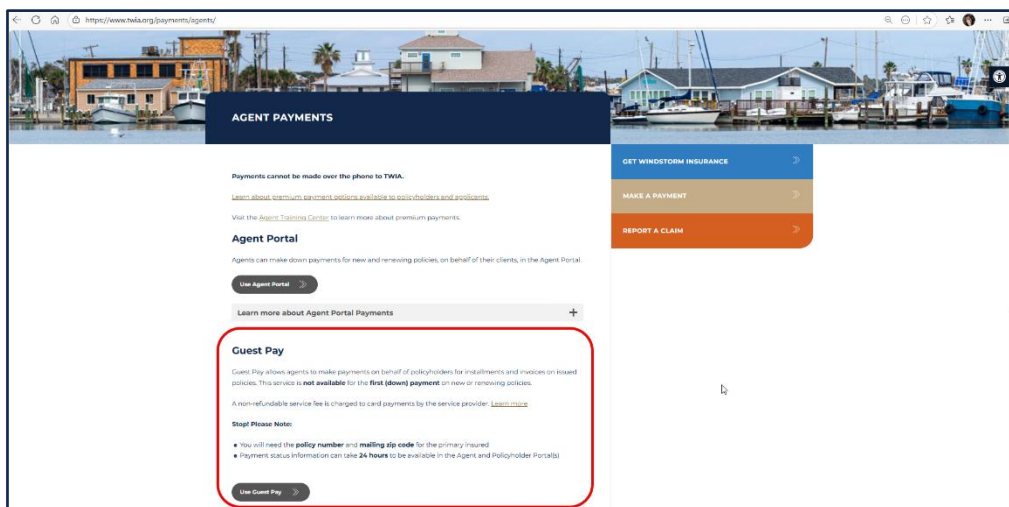
Guest Pay is a feature added to the TWIA Website where an Agency can make payments for a Policyholder.

Important Reminders:

- This feature DOES NOT apply when making an initial premium payment to issue a policy.
- A valid email must be on file for the email Payment Confirmation to the payee.

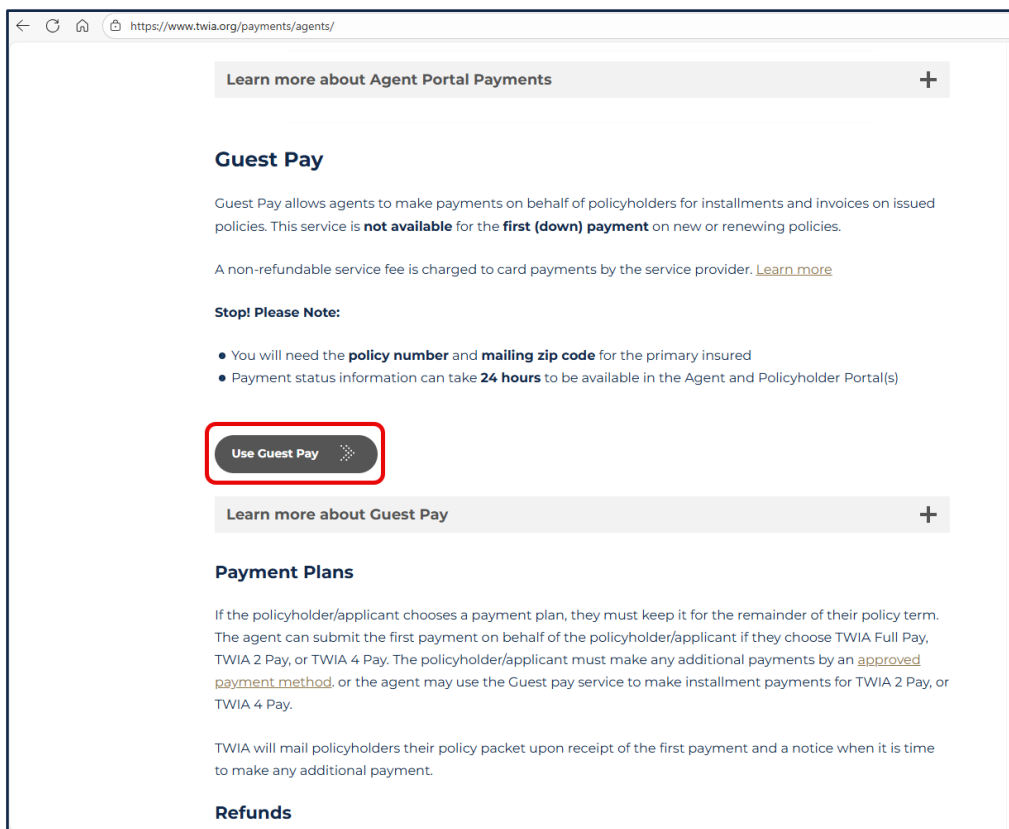
See Payments FAQ [HERE](#).

1. Access **Guest Pay** on the **Agent Payments** page of the TWIA Website for Agents.





2. Click the button **Use Guest Pay**.



NOTE: Please take note of the reminders displayed for Guest Pay criteria prior to clicking the **Use Guest Pay** button. Click on the “+” icon to expand further information under “Learn more about Guest Pay”.





3. Enter the Policy number and the Zip code to proceed in the displayed fields.

Account Details

Policy Number

Policy Mailing Zip Code

Get Payment Details

4. Click **Get Payment Details**.

Account Details

Policy Number
TWRD

Policy Mailing Zip Code
7

Get Payment Details



5. The **Amount Due** displays for the payment in multiple sections.

The screenshot shows the ACI payment interface. At the top, there are two dark boxes: 'Amount Due \$370.98' and 'Due Date 12/29/2025'. Below these, the 'Review Payment' section shows 'Payment Date 1/16/2026', 'Payment Method -----', 'Payment Amount \$370.98', and 'Fee -----'. The 'Total Amount' is also shown as '-----'. On the left, the 'Policy Number' is TW5, 'Policyholder Name' is Ra, and 'Total Unpaid Premium' is \$2,596.84. The 'Property Location Address' is 180, Brazoria, and the 'Next Invoice Due Date' is 02/28/2026. The 'Make a Payment' section has fields for 'First Name', 'Last Name', and 'Email'. The 'Payment Details' section shows 'Payment Amount \$ 370.98' and 'Payment Date 01/16/2026'. The 'Amount Due' and 'Due Date' are highlighted with red boxes in the original image.

NOTE: The **Amount Due** is the minimum payment due on the **Due Date**. The maximum amount that can be paid is the **Total Unpaid Premium**. The application will not allow any other payment above that amount.

This close-up screenshot shows the 'Amount Due \$370.98' and 'Due Date 12/29/2025' fields. Below them, the 'Policy Number' is TWRC, 'Amount Due' is \$370.98, 'Payment Amount' is \$ 370.98, and 'Due Date' is 12/29/2025. The 'Policyholder Name' is Ra, 'Property Location Address' is 180, Brazoria, and 'Next Invoice Due Date' is 02/28/2026. The 'Total Unpaid Premium' is \$2,596.84. The 'Amount Due' and 'Total Unpaid Premium' are highlighted with red boxes in the original image.

The **Payment Amount** field defaults to the **Amount Due** but can be overridden if choosing to pay a different amount.

This screenshot shows the ACI payment interface with the 'Payment Amount' field highlighted with a red box. The 'Amount Due' is \$370.98 and the 'Due Date' is 12/29/2025. The 'Review Payment' section shows 'Payment Date', 'Payment Method -----', 'Payment Amount \$370.98', and 'Fee -----'. The 'Total Amount' is also shown as '-----'. On the left, the 'Policy Number' is TW5, 'Policyholder Name' is Ra, and 'Total Unpaid Premium' is \$2,596.84. The 'Property Location Address' is 180, Brazoria, and the 'Next Invoice Due Date' is 02/28/2026. The 'Payment Amount' field is highlighted with a red box in the original image.



6. Enter payee information in the **Payment Details** fields.

Make a Payment

Payment Details

First Name Last Name

Email

Payment Amount \$ 370.98 Payment Date 01/15/2026

Payment Method

Bank Account

Card

NOTE: A payment confirmation email is sent to the email address that is entered. Always use a valid email for the individual who is making the payment.

7. Select the payment option of either **Bank Account** or **Card**.

Make a Payment

Payment Details

First Name Last Name

Email

Payment Amount \$ 370.98 Payment Date 01/15/2026

Payment Method

Bank Account

Card

8. Expand the drop down to populate the information. 



9. Click **Review Payment** to confirm details prior to submitting.

Amount Due
\$404.22

Due Date
12/29/2025

Review Payment

Payment Date: 1/8/2026
Payment Method: **DISCOVER**
Card Number: *****1390
Payment Amount: \$404.22
Fee: -----
Total Amount: -----

Review Payment

Previous Step

Cancel

Make a Payment

Payment Details

First Name: Jane
Last Name: Skittlebot
Email: jskittles@gmail.com
Payment Amount: \$ 404.22
Payment Date: 01/08/2026
Payment Method: Bank Account

10. Notice the fees for Credit Card and Debit Card payments applied under **Fee** in the **Review Payment** box. Click the **Pay Now** button to complete the transaction.

Amount Due
\$404.22

Due Date
12/29/2025

Review Payment

Payment Date: 1/8/2026
Payment Method: **DISCOVER**
Card Number: *****1390
Payment Amount: \$404.22
Fee: \$9.70
Total Amount: **\$413.92**

By selecting Pay Now you agree to the Terms & Conditions and Privacy Policy.

Pay Now

Previous Step

Cancel

Make a Payment

Payment Details

First Name: Jane
Last Name: Skittlebot
Email: jskittles@gmail.com
Payment Amount: \$ 404.22
Payment Date: 01/08/2026
Payment Method: Bank Account



11. Once the payment is complete, a **Payment Success** confirmation appears showing the payment details.

Payment Success!
Thank you for your payment.

Receipt

Confirmation Code:	18317984
Policy Number	TWRD
Payment Created Date:	01/08/2026
Payment Amount:	\$261.80
Fee:	\$6.28
Payment Method:	DISCOVER ****1390
Paid by:	Jane Skittlebot
Email:	jskittles@
Paid to:	Texas Windstorm Insurance - Guest Pay
to:	Residential
Billers Address:	
	Austin US 78735

Total Amount Paid
\$268.08

[Make Another Payment](#)

[Return URL](#)

Important! The **Card** option accepts Visa, Master Card, Discover and American Express (as displayed). Fees apply for Credit Card payment option. Debit cards may also be processed the same as a Credit Card and will also have a fee.

Review Payment

Payment Date	1/6/2026
Payment Method	Card
Card Number	
Payment Amount	\$370.98
Fee	-----
Total Amount	-----

[Review Payment](#)

[Previous Step](#)

[Cancel](#)

Payment Method

Bank Account

Card

Cardholder Name

Card Number

Expiration Date

Security Code

NOTE: The payment status becomes available for viewing in the Policyholder portal and Agent portal within 24 hours of payment transaction.