TWIA Agent Guest Pay

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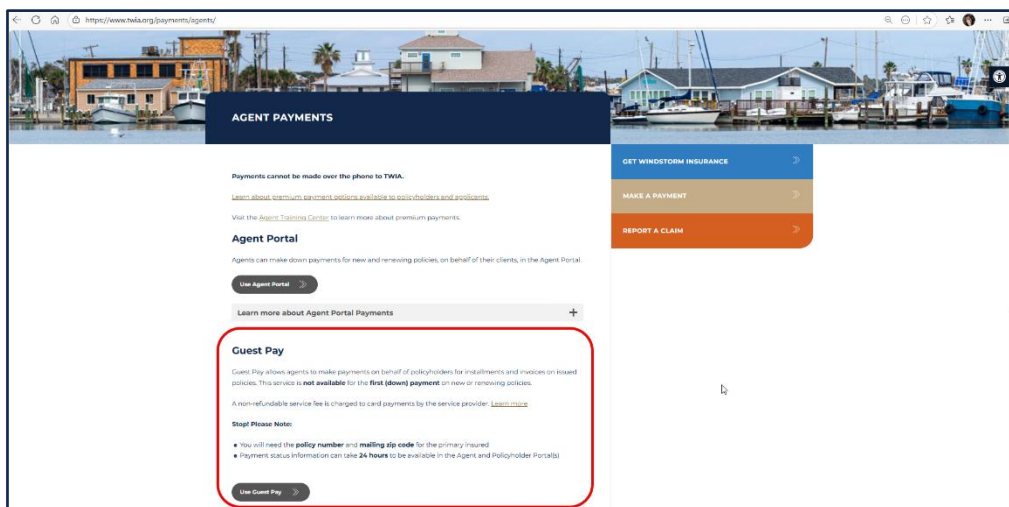

Guest Pay is a feature added to the TWIA Website where an Agency can make payments for a Policyholder.

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.
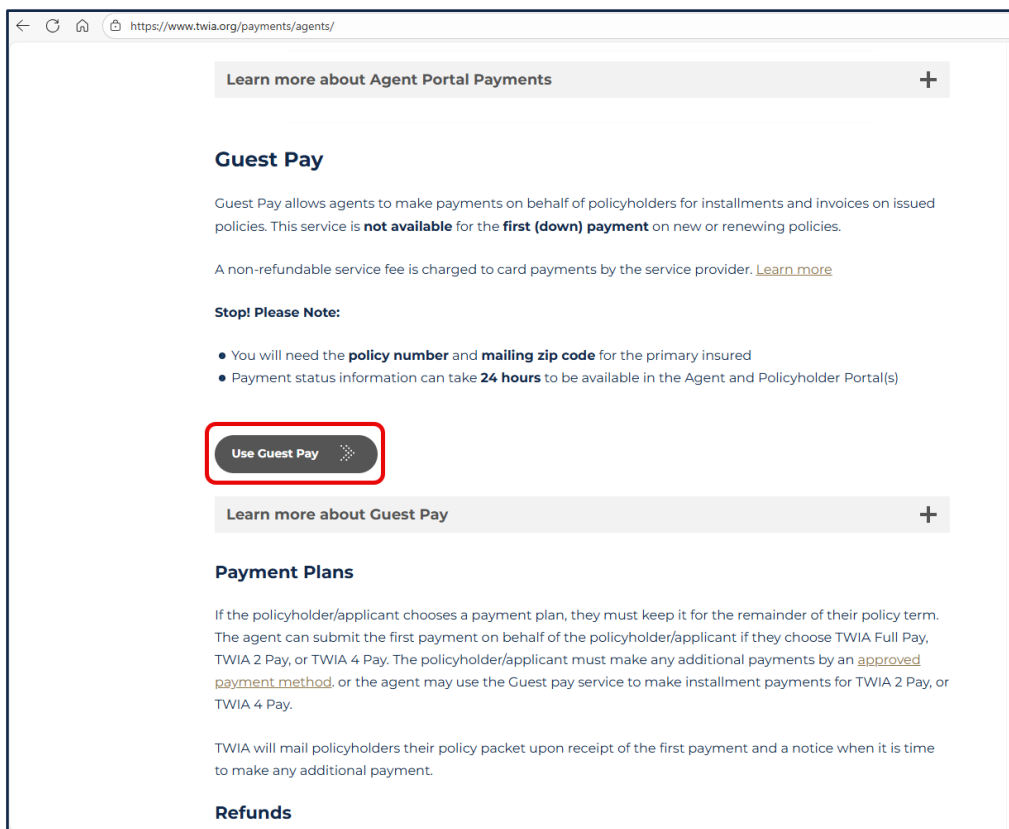
See Payments FAQ [HERE](#).

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.

4. Click **Get Payment Details**.

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

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.

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

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

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**.

8. Expand the drop down to populate the information.

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

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.

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

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.

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