TWIA Payment Options Agent Webinar

Presented by TWIA Underwriting - 2021

Locate the Q&A box and let us know what city and agency you are joining us from!

We will get started shortly!

TWIA
TEXAS WINDSTORM INSURANCE ASSOCIATION

Purpose of Today's Webinar

- TWIA Payment Options
- TWIA Payment Plans
- Storm Season Overview
- Payments During Storm Season

TEXAS WINDSTORM INSURANCE ASSOCIATION

TWIA Payment Options

TWIA Payment Options

- Policyholder eCheck/CC/DC/ATM Card
- Agent eCheck (Policyholder Acct)/EFT (Agency Acct)
- Dallas PO Box sent via regular mail
- Physical Address sent via Approved Mailing Methods
- Physical Address via regular mail

Recommended Payment Options-1st

Policyholder eCheck/CC/DC/ATM

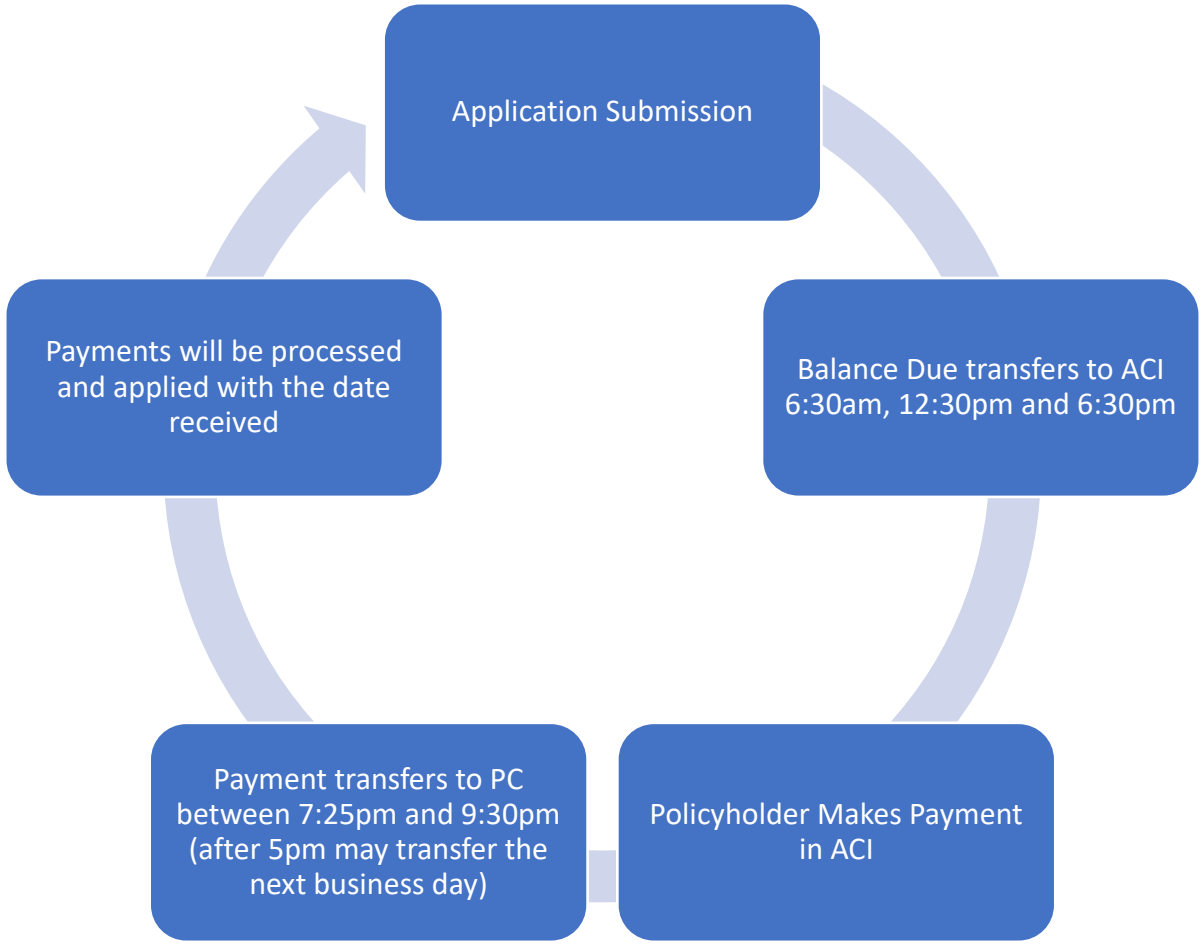
- Policyholder Website – Self Pay (fees may apply)
  - Echeck, Debit Card, Credit Card, ATM Card
- Email confirmation of payment
- Effective date is the date payment was made
- Positive for agency- no need to call to confirm payment was received

Agent eCheck (Policyholder Acct) or EFT (Agency Acct)

- Paid with application through Policy Center
- Immediate payment confirmation
- Effective date is the date payment was made
- Positive for agency- no need to call to confirm payment was received

Processing Timeframes

Processing timeframes to and from ACI



Recommended Payment Options-2nd

Dallas PO BOX

(Regular mail only)

- Processed/Effective the 2nd business day after receipt
- Depends on USPS processing times

PO Box 843146 Dallas, TX 75284

Recommended Payment Options-3rd

TWIA Physical Address

(Sent via Approved Mailing Methods-AMM)

- Effective Postmarked Date if using an AMM
- Traceable
- Agency may feel the need to call and verify payment was received

5700 South Mopac Expressway,
Building A Austin, TX 78749

Approved Mailing Methods

1. USPS Registered Mail
2. USPS Certified Mail
3. USPS Priority Mail Express
4. Regular mail that is hand-cancelled by USPS
5. Other services that provide acceptable, traceable proof of mail date

Using these methods, mail to:

TWIA

5700 South MoPac Expressway, Building A

Austin, TX 78749

Recommended Payment Options-4th

TWIA Physical Address

(Sent via regular mail)

- Effective Date is Date Received
- Agency may want to call and verify payment was received
- Depends on USPS processing times

5700 South Mopac Expressway, Building A
Austin, TX 78749

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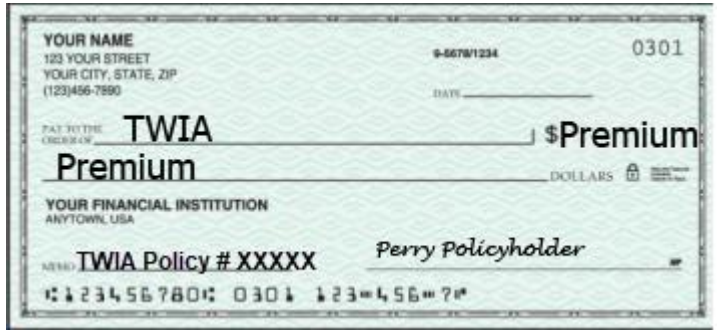
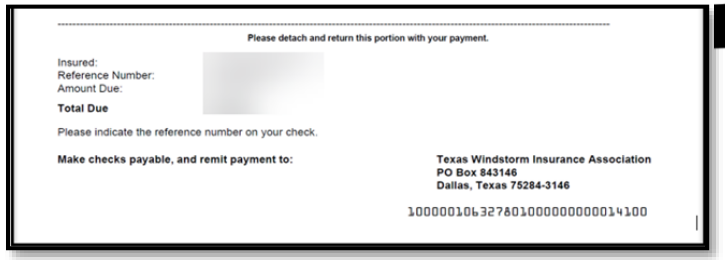
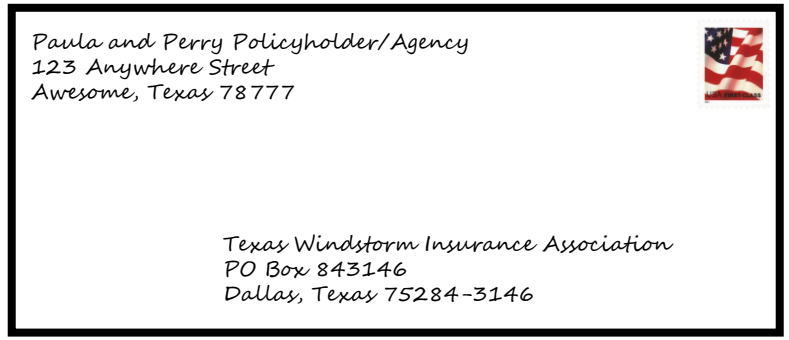


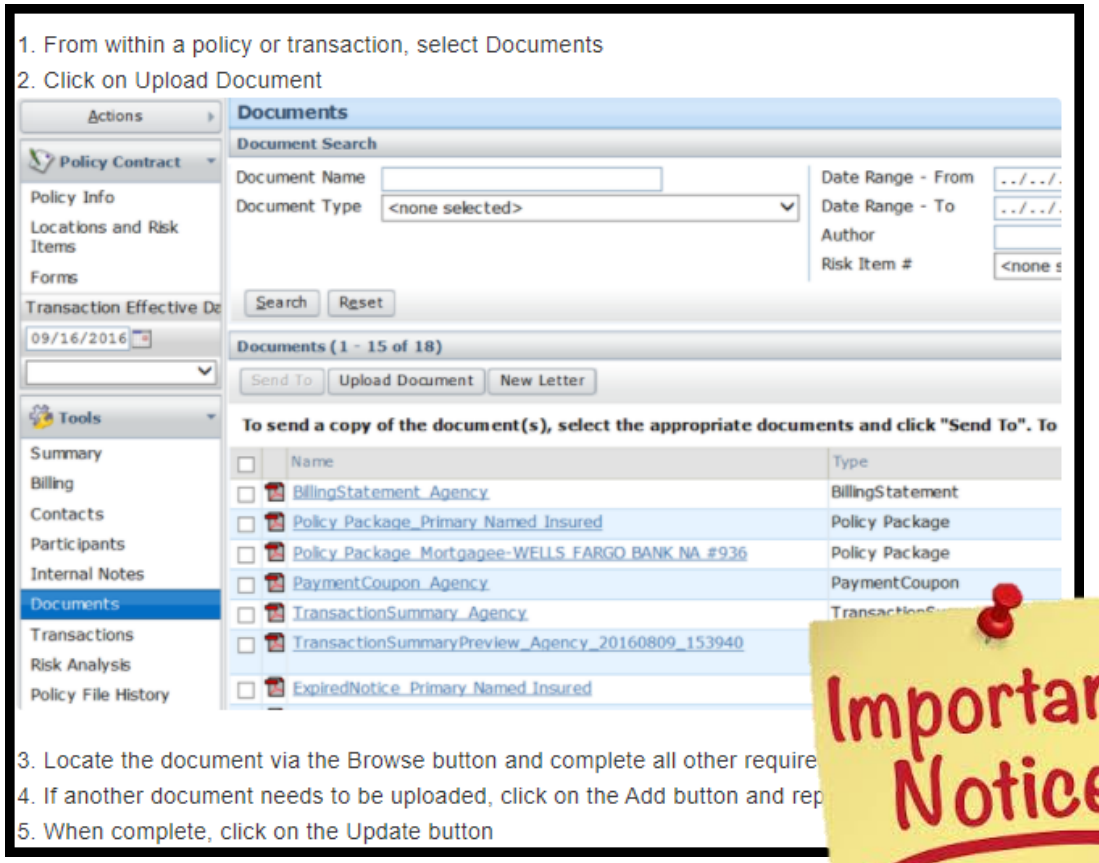




<u>Always</u> include the Coupon and the Payment with the TWIA policy number in the memo line when mailing a premium to TWIA.

What Do I Do With Documents?

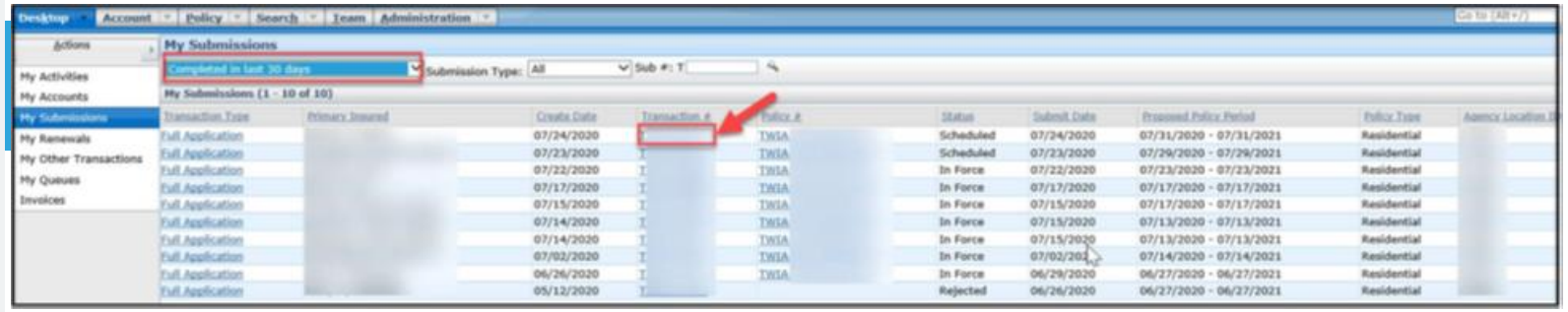
All documents beyond the payment coupon should to be uploaded into Policy Center for processing.

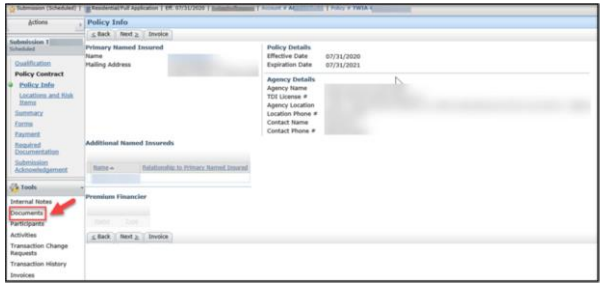


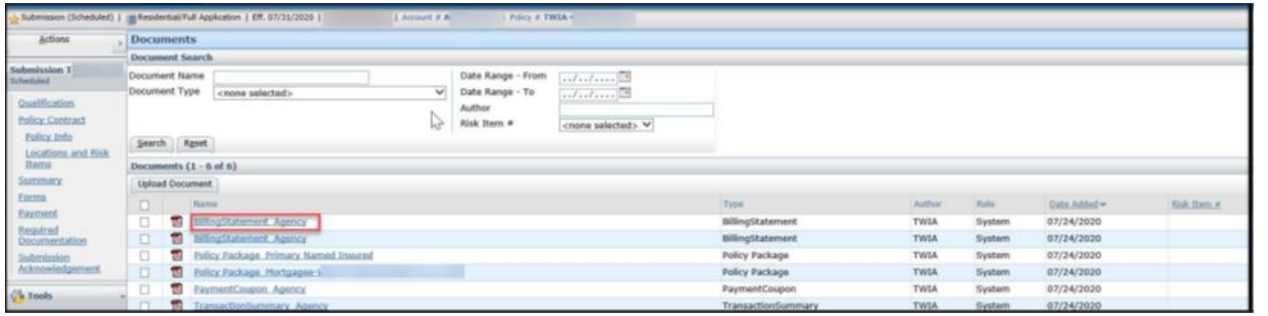
TWIA Status Meanings

Status	Application/Renewal Status	Payment Meaning
Pending Payment	New Business Submission/ Renewal Offer was submitted by Agent.	Payment has not been received by TWIA.
Submitted	New Business Submission/ Renewal offer has been submitted and a payment has been applied to it.	Underwriting needs to review the offer to make sure it meets TWIA guidelines.
Issued	New Business Submission/ Renewal Offer is issued and a payment has been applied to it.	Check the corresponding billing statement to make sure there is not a balance due.
Scheduled	New Business Submission/ Renewal Offer is issued with a future effective date and a payment has been applied to it.	Check the corresponding billing statement to make sure there is not a balance due.

Finding Payments in Policy Center







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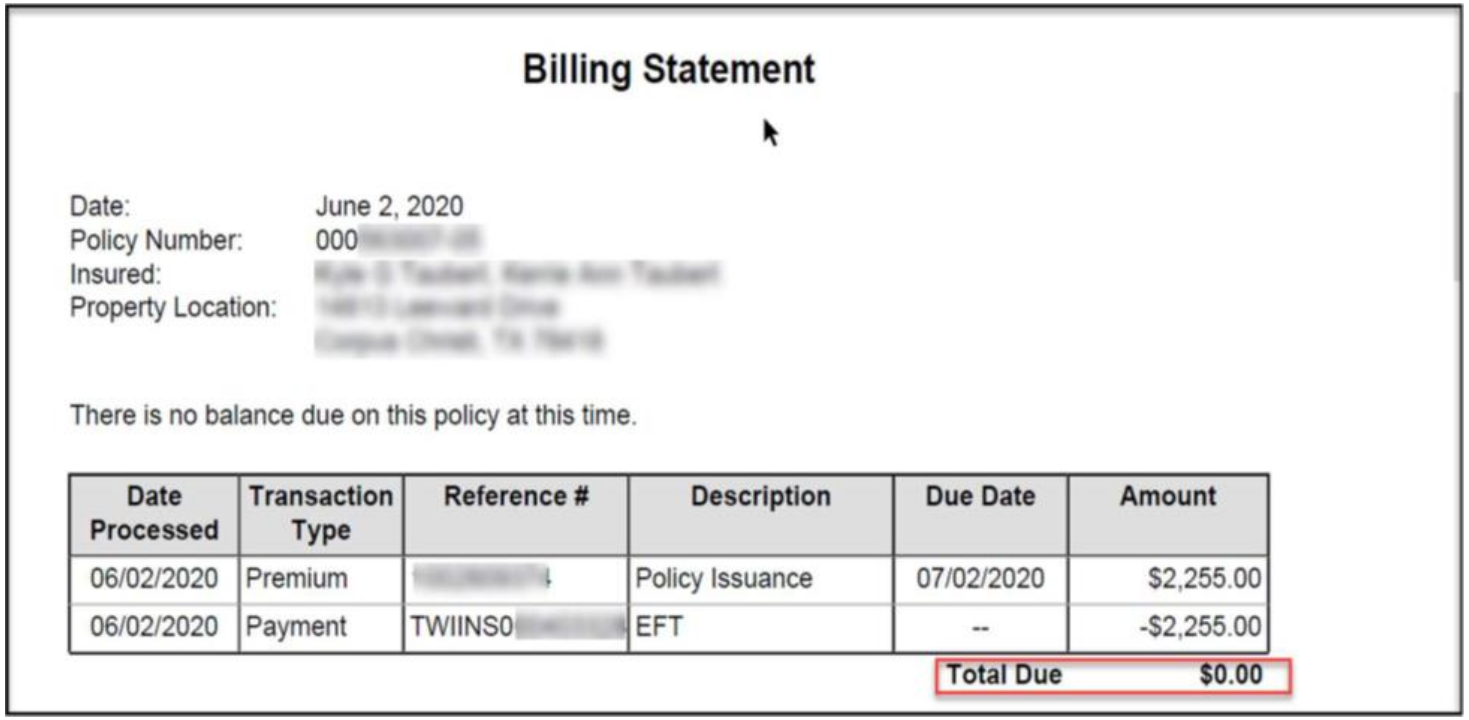

Billing Statement

Date: June 2, 2020
Policy Number: 000
Insured:
Property Location:

There is no balance due on this policy at this time.

Date Processed	Transaction Type	Reference #	Description	Due Date	Amount
06/02/2020	Premium		Policy Issuance	07/02/2020	$2,255.00
06/02/2020	Payment	TWIINS0	EFT	--	-$2,255.00
				Total Due	**$0.00**

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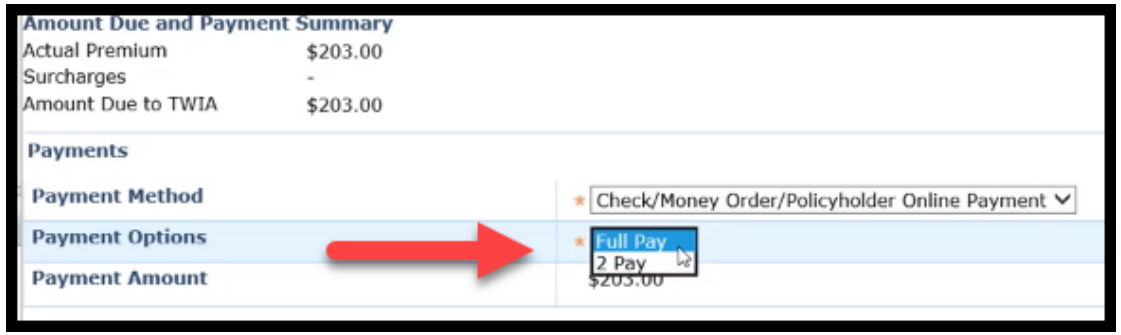
TWIA Payment Plans

50/50 Policyholder Installment Plan

- A minimum of 50% is due at policy issuance.
  - Remaining balance due within four months/120 days from Effective Date

- Option only available with Check/Money Order/Policyholder Online Payment selection OR eCheck.



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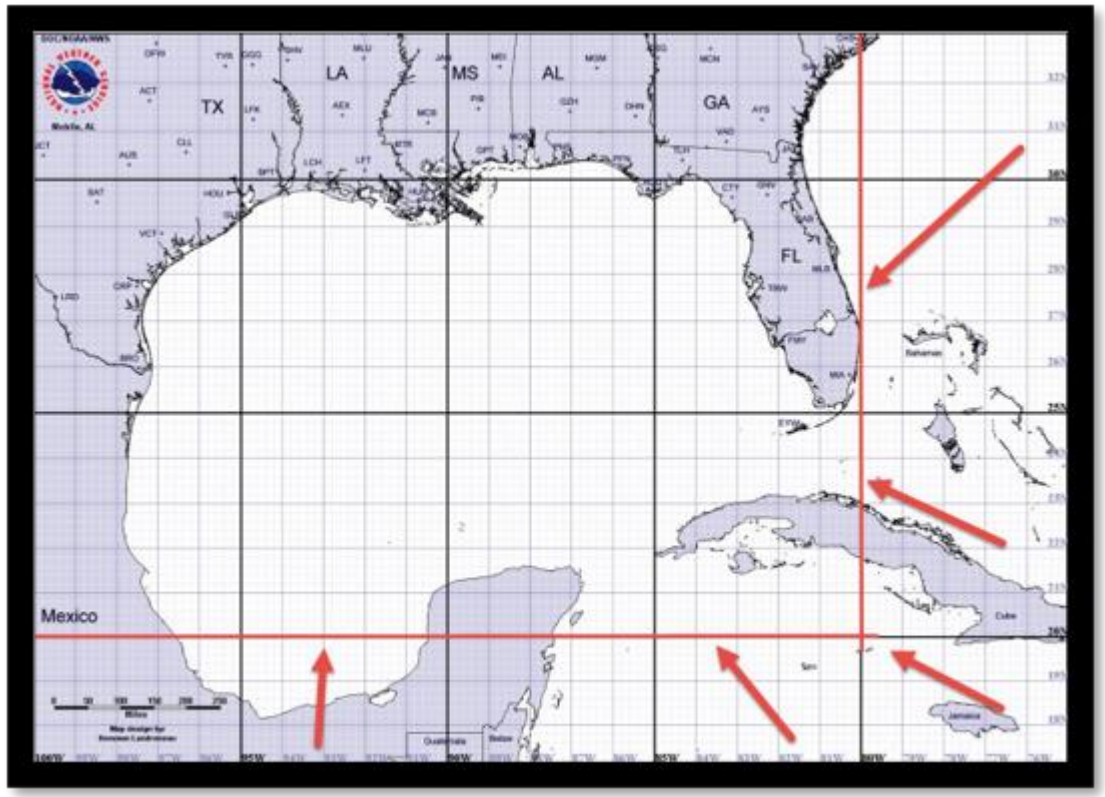
Storm Season Overview

Storm Season (June 1- November 30)

What is Storm Season?

- Time period when TWIA *may* suspend applications for **new business or increased coverage.**



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Payments During Storm Season

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- Policyholder eCheck/CC/DC/ATM Card
- Agent eCheck (Policyholder Acct)/EFT (Agency Acct)
- Physical Address sent via Approved Mailing Methods

Recommended Payment Options During Storm Season

TWIA Training Center
www.twia.org/agents/training/

Questions? Email
agentservices@twia.org