

TWIA Agent Portal Updates Agent Training

December 2022

Drop your favorite holiday movie or
song in the Q&A box to get us started!



1. Introductions
2. Three sessions of this webinar: Dec 7 @10am, Dec 8 @2pm and Dec 9 @9am
3. Slides and a recording will be available on our TWIA Training Center:
<https://www.twia.org/agents/training/>



OBJECTIVES

- Discuss updates to:
 - Payment options/plans
 - Payment selections for agents
 - Payment screens
 - Timeframes to make changes
 - Save and Exit button
- Frequently asked questions

Payment Updates



EFT

- **Full, 2 pay, 4 pay or 10 pay**
- 1st Payment made by Agent
- Draft from Agent account
- Agency must be enrolled
- Additional payments made by Policyholder

eCheck

- **Full, 2 pay, 4 pay or 10 pay**
- 1st Payment made by Agent
- Draft from Policyholder account
- Additional payments made by Policyholder

TWIA Payment Options

Insured Direct Pay

- Full, 2 pay, 4 pay or 10 pay
- Payments can be made via check or the Policyholder Payment Portal
- Premium Finance Draft/Insured checks (full pay only)

Mortgagee Escrow

- Full Pay Only
- **Can select EFT/eCheck to pay premium with application to allow policy issuance for a closing**



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Payment Options for TWIA

Agent Portal

- EFT (if enabled)
 - Agent account draft
- eCheck
 - Policyholder account draft
- Insured Direct Pay
 - Policyholder Portal
 - Checks via mail
 - Agent/PH/Mortgage Company/Premium Finance
- Mortgage Escrow

Policyholder Portal*

- eCheck
 - No fee
- Credit/Debit Card
 - 2.4%-2.9% fee to the credit card processing company

*Autopay required for 10pay



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TWIA Payment Plans at a Glance

Payment Plans at a Glance

Payment Plan	TWIA Full Pay	TWIA 2 Pay	TWIA 4 Pay	TWIA 10 Pay (Auto Draft)
Initial Payment Required for TWIA to Issue or Renew a Policy	100%	50%	30%	15%
Payment Frequency	Once, when the policy is issued/renewed	Second payment due four months after the initial payment	Every three months	Monthly, for nine months after the initial payment

Example Payment Schedule

Policy with an Effective Date of March 14

Payment Plan	TWIA Full Pay	TWIA 2 Pay	TWIA 4 Pay	TWIA 10 Pay (Auto Draft)
Example Payment Schedule	100% due 3/14	50% due 3/14 50% due 7/14	30% due 3/14 23.3% due 6/14 23.3% due 9/14 23.3% due 12/14	15% due 3/14 9.4% due monthly 4/14-12/14

Agents can now
select *AND* pay down
payments on all pay
plans with TWIA!

Total Premium including Credits and Surcharges
\$135.00

Payment Method * EFT

Payment Plans

	NAME	TOTAL	DOWN PAYMENT	INSTALLMENTS
<input checked="" type="radio"/>	TWIA Full Pay	\$135.00	\$135.00	View
<input type="radio"/>	TWIA 2 Pay	\$135.00	\$67.50	View
<input type="radio"/>	TWIA 4 Pay	\$135.00	\$40.50	View
<input type="radio"/>	TWIA 10 Pay (Auto Pay)	\$135.00	\$20.25	View

Please note that cancellation of the policy will result in a pro-rata refund, subject to a policy minimum retained premium in an amount equal to 90 days or \$100, whichever is greater. The minimum retained premium is fully earned on the effective date of the policy

Payment Details

Total Premium including Credits and Surcharges

\$231.00

Payment Method *

EFT

Payment Plans

	NAME	TOTAL	DOWN PAYMENT	INSTALLMENTS
<input type="radio"/>	TWIA Full Pay	\$231.00	\$231.00	View
<input type="radio"/>	TWIA 2 Pay	\$231.00	\$115.50	View
<input type="radio"/>	TWIA 4 Pay	\$231.00	\$69.30	View
<input checked="" type="radio"/>	TWIA 10 Pay (Auto Pay)	\$231.00	\$34.65	View

i This payment plan requires the policyholder to enroll in Auto Pay in the Policyholder Portal. A valid policyholder email address is required for the policyholder to receive enrollment information and billing notifications for this plan. If Auto Pay is not setup, the policy will default to a 4-Pay plan without written notice to you or the policyholder.

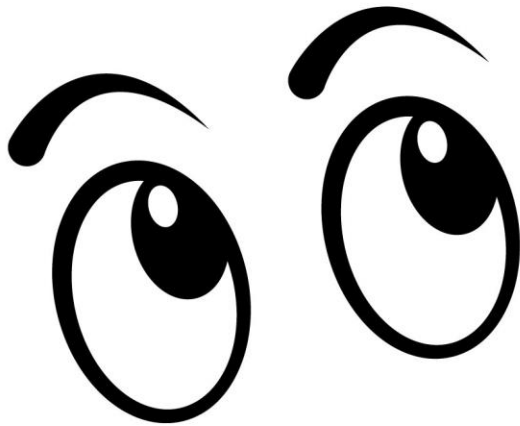
When you click “View” on the prior screen, the proposed payment schedule will appear.

Proposed Payment Schedule		
<u>Payment Plan: TWIA 4 Pay</u>		
INSTALLMENT TYPE	DUE DATE	AMOUNT
Down Payment	11/8/22	\$40.50
Installment	2/8/23	\$31.50
Installment	5/8/23	\$31.50
Installment	8/8/23	\$31.50
		<input type="button" value="OK"/>



Now, payment methods
AND payment plans can be
changed **after the offer is
submitted up to the offer
expiration date!**

BOLO (Be On the Look Out)



- Print Quote Option--Coming Soon!
- Updates will be communicated to you via email through our Agent Bulletins when they are ready



Policy/Renewal Changes Updates





Now, payment methods
AND payment plans can be
changed **after the offer is
submitted up to the offer
expiration date!**

<input type="radio"/>	TWIA 4 Pay	\$837.30	\$651.24	\$2,791.00
<input checked="" type="radio"/>	TWIA Full Pay	\$2,791.00	\$0.00	\$2,791.00
<input type="radio"/>	Weston Receivership Payment Plan	\$0.00	\$310.12	\$2,791.00

Please note that cancellation of the policy will result in a pro-rata refund, subject to a policy minimum retained premium in an amount equal to 90 days or \$100, whichever is greater. The minimum retained premium is fully earned on the effective date of the policy.

Cancel
Previous
Save and Exit
Submit



Save and Exit Button

Agents can make changes, save them, and leave and come back without losing their work using this button.

Submit Button

This button “locks” the renewal transaction and will not allow additional coverage changes to the renewal offer.

Draft Status

(Changes made but NOT saved/submitted)

Renewal changes not quoted and saved:

- Changes to the renewal may be lost
- Renewal will revert to the original renewing version
- Policyholder will be unable to pay in the Policyholder Portal





If you exit a renewal offer without calculating the changes in progress, the offer will switch to draft status. You will get the following warning if you exit a renewal offer without calculating it.

The renewal offer will now show in draft status.


(A )

SUMMARY



CONTACTS


OPEN ACTIVITIES
0


OPEN QUOTES
0

ORDN TRANSACTIONS
1

CLAIMS
0



Producer Code(s)


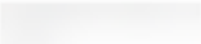


1 Open Renewals
 0 Open Cancellations
 0 Open Changes

Account Created On
August 11, 2022
 Account Status
Active

Issued Policies

+ New Quote for This Account

PRODUCT	POLICY TYPE	POLICY NUMBER	PROPERTY ADDRESS	POLICY EFFECTIVE DATE	POLICY EXPIRATION DATE	STATUS
	Dwelling and Personal Property	TWKKC 		11/9/22	11/9/23	Draft



Frequently Asked Questions





Renewal Offers

- Only one Renewal Offer will generate per renewal period
 - Either at 35 days before the Renewal Date OR if/when the Agent clicks the Submit Button, whichever happens first
 - Mailed to policyholder and mortgage company, if on file
 - Uploaded to Documents in Agent Portal
- No revised Offers will be sent out

Renewal Offer Button Examples

Situation #1


- Agent makes changes and clicks the **Submit Button** on the renewal offer at 45 days prior to renewal
 - Renewal offer will **generate that day**
 - **No new renewal offer changes** will be allowed, because the transaction is locked.



Situation#2

- Agent makes changes and clicks the **Save and Exit Button** on the renewal offer at 45 days prior to renewal
 - Renewal offer will **generate at 35 days prior to renewal**
 - **Changes are allowed** until the renewal offer expires
 - **Will not generate a revised offer**

Important Facts

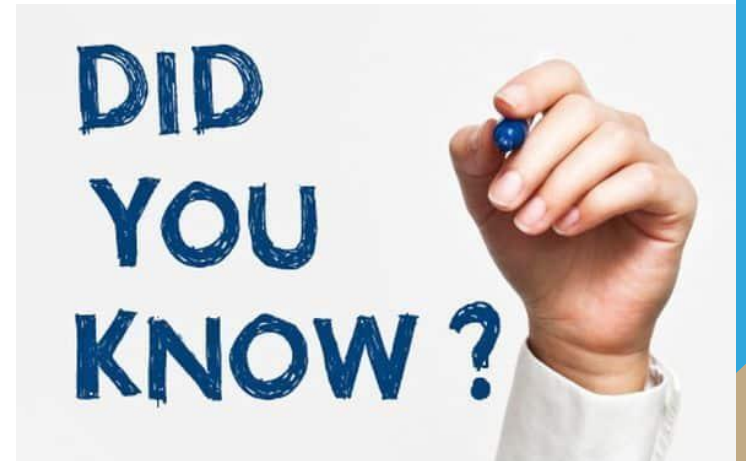


DID
YOU
KNOW ?

- Be sure you leave the renewal with the proper coverages desired
 - A common issue we see is agents adjusting the renewal offer to quote different options
 - Payments are received that do not match the renewal offer
 - If adjusting coverage for various quotes, be sure the renewal is left with the proper data that matches the premium we receive.

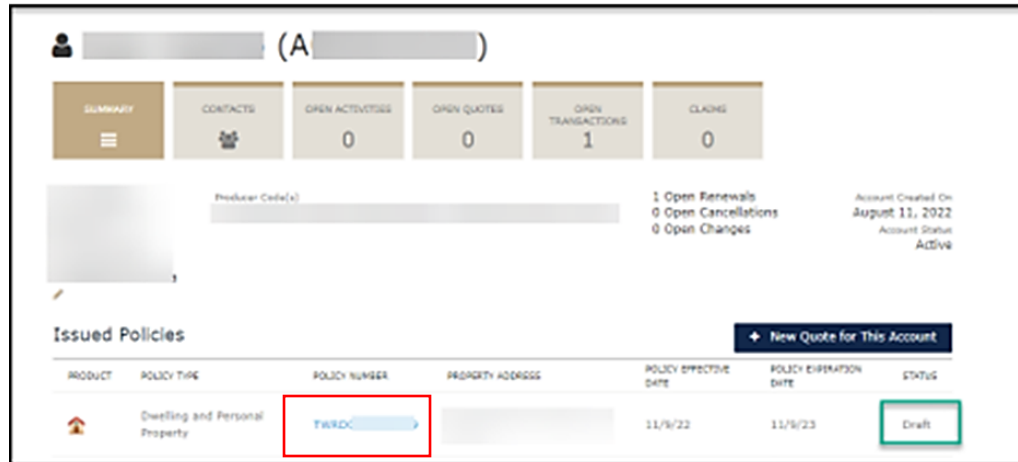
Important Facts

- All policy changes and cancellations must be submitted through the Agent Portal.
 - Emailed, called in, or uploaded requests will not be accepted
- Mid-term changes with a balance due will either be:
 - Divided into the remaining payment plan due dates, OR
 - If policy was paid in full, the insured has 30 days to make the payment.



Policy Changes

When submitting a policy change, be sure you are on the Policy and **not** the Account.



Account: (A)

SUMMARY CONTACTS OPEN ACTIVITIES OPEN QUOTES OPEN TRANSACTIONS CLAIMS

0 0 1 0

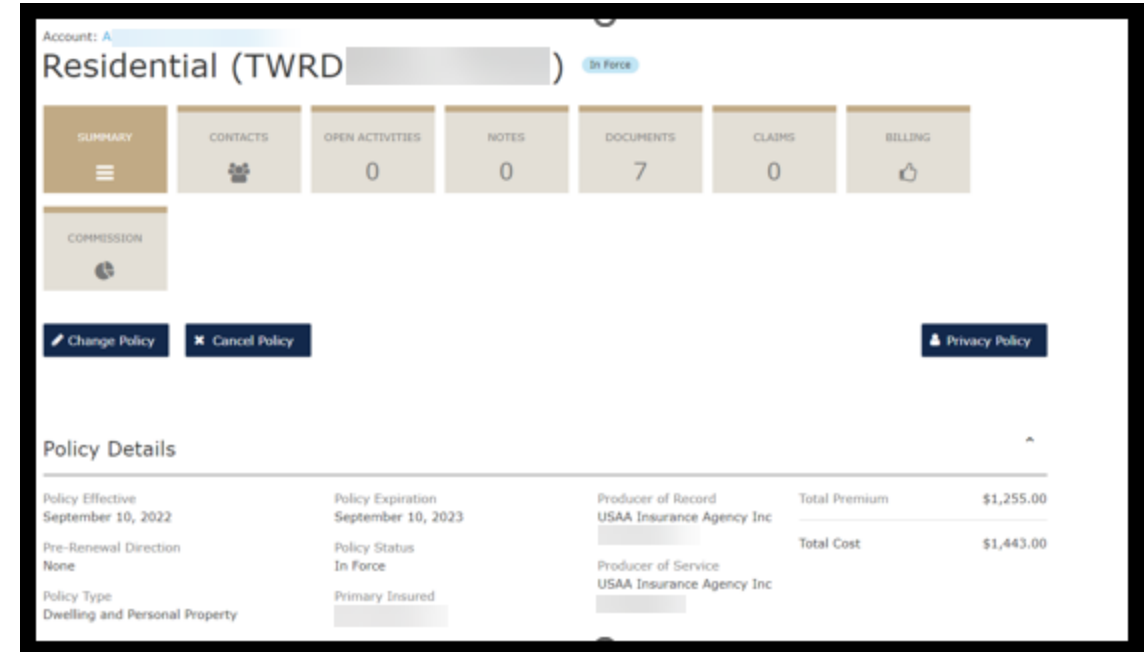
1 Open Renewals
0 Open Cancellations
0 Open Changes

Account Created On: August 11, 2022
Account Status: Active

Issued Policies

PRODUCT	POLICY TYPE	POLICY NUMBER	PROPERTY ADDRESS	POLICY EFFECTIVE DATE	POLICY EXPIRATION DATE	STATUS
	Dwelling and Personal Property	TWRDC		11/9/22	11/9/23	Draft

+ New Quote for This Account



Account: A

Residential (TWRD) In Force

SUMMARY CONTACTS OPEN ACTIVITIES NOTES DOCUMENTS CLAIMS BILLING

0 0 7 0

COMMISSION

Change Policy Cancel Policy Privacy Policy

Policy Details

Policy Effective September 10, 2022	Policy Expiration September 10, 2023	Producer of Record USAA Insurance Agency Inc	Total Premium \$1,255.00
Pre-Renewal Direction None	Policy Status In Force	Producer of Service USAA Insurance Agency Inc	Total Cost \$1,443.00
Policy Type Dwelling and Personal Property	Primary Insured		

Question Clarification in Agent Portal

- Wind driven rain question
 - If your primary policy provides wind driven rain coverage (assuming it included wind and hail), select yes.



14. In the Primary Policy Details section, you will be asked if the insured has a primary residential policy (aka companion policy coverage) If you answer yes, you will be asked for the name of the insurance company and the amount of insurance provided by the policy. If the primary residential policy normally includes the perils that follow (if the wind exclusion did not apply), you will be able to add them to the TWIA coverage. If not, they will not be included. If you need any additional information on the endorsements available, please select [TWIA Sample Policies and Endorsements](#). When ready to move on, select "Next."

Does the applicant have a primary residential policy that excludes wind and hail? *

Name of the Company *

Amount of Insurance *

Does the policy have any coverage for other perils:

Consequential Loss *

Additional Living Expense *

Wind Driven Rain *

Replacement Cost for Personal Property *



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Other Question Clarifications

TDI Texas Department
of Insurance

Certificate of Compliance WPI-8

Location of Property to be Insured

Street:
Block: 1
City: Galveston

Lot: 2
Tract or Addition:
County: GALVESTON

Inside City Limits

Seaward - International Residential Code, 2006 Edition (Amended with 2006 Texas Revisions)

Date of Construction:

Application ID:

Occupancy Type: Residential

Certificate Number:

Building Type: House

Retrofit All Exterior Openings May 3, 2018 Appointed Qualified Inspector Number of Windows: 17, Location of Windows: 10 FRONT,

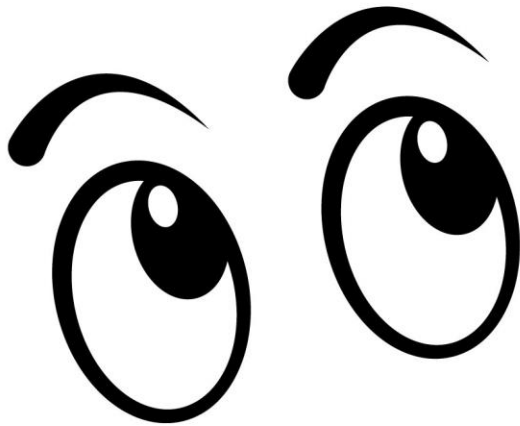
CK, 4 RIGHT SIDE, Number of Door Openings: 2, Location of Doors: FRONT

Repairs Exterior Wall Covering (Siding) May 3, 2018 Appointed Qualified Inspector Due to: Damage, List Repair: REPLACED,

ation: ENTIRE, Type (EX. Vinyl, Wood, Fiber, Cement): Comments: NO GARAGE DOORS OR SKYLIGHTS

- Retrofit Building Code Credits
 - May apply to homes built prior to 09/01/1998
 - Must have Certificate of Compliance that shows retrofit
- Certificate of Compliance
 - System issue with freezing screen-log out and log back in

BOLO (Be On the Look Out)



- Print Quote Option--Coming Soon!
- Deductible and Increased Cost of Construction (ICC) percentage will also be shown in dollar amounts in the Agent Portal
- Mortgagee Escrow-all for 75 % premium
- TWIA Office location changing
- Updates will be communicated to you via email through our Agent Bulletins when they are ready





www.twia.org/agents/training



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