

# TWIA Commercial Renewals in the Agent Portal

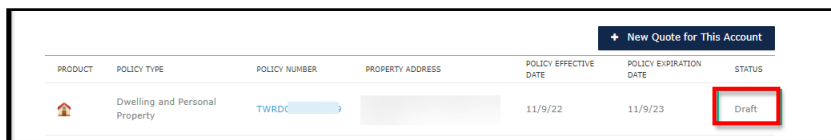
## An Overview of TWIA Commercial Renewal Statuses

<u>Renewal Transaction Status</u>	<u>Status Description</u>	<u>Action(s) Required by Agent or Policyholder</u>
<a href="#">Draft</a>	<ul style="list-style-type: none"> <li>The Renewal Transaction will generate in Draft status 60 days prior to the Renewal Date.</li> <li>The Policyholder is unable to pay in the Policyholder Portal.</li> <li>For policies on Autopay: Automatic payments will not occur if the Renewal Transaction is in a Draft Status.</li> </ul>	<ul style="list-style-type: none"> <li>Agents may review and edit coverages/policy details.</li> <li>Agent must calculate the Transaction to put it into Quoted status.</li> </ul>
<a href="#">Quoted</a>	<ul style="list-style-type: none"> <li>Agent calculated the premium.</li> <li>The Policyholder is unable to pay in the Policyholder Portal.</li> <li>For policies on Autopay: Automatic payments will not occur if the Renewal Transaction is in a Quoted Status.</li> </ul>	<p>Agent must do one of the following:</p> <ul style="list-style-type: none"> <li><b>Save and Exit</b> to place the Transaction into renewing status or</li> <li><b>Submit</b> the Transaction to generate a Renewal Offer (no coverage changes are allowed after submitted) or</li> <li><b>Submit</b> the Transaction and electronically pay to issue a policy.</li> </ul>
<a href="#">Renewing</a>	<ul style="list-style-type: none"> <li>The Renewal Transaction has been placed in the automatic Renewal workflow.</li> <li>Renewal Transactions can still be edited to make changes. This will place the Transaction back into a Draft or Quoted status. (See previous statuses)</li> <li>A Renewal Offer will automatically generate 35 days prior to policy expiration or immediately if under 35 days from policy expiration date.</li> <li>The Policyholder can pay in the Policyholder Portal.</li> <li>Agent can make changes to the payment method and plan and can also electronically pay to issue the policy.</li> <li>For policies on Autopay: Automatic payments will occur if the Renewal Transaction is in a Renewing Status.</li> </ul>	<ul style="list-style-type: none"> <li>No additional action is required by the Agent.</li> <li>The Renewal Policy will issue once payment is applied according to TWIA guidelines.</li> </ul>
<a href="#">Offer Submitted</a>	<ul style="list-style-type: none"> <li>A Renewal Offer has been submitted by the Agent and is currently awaiting payment.</li> <li>The Policyholder can pay in the Policyholder Portal.</li> <li>Agent can make changes to the payment method and plan and can also electronically pay to issue the policy.</li> <li>Once an Offer is submitted, no other coverage changes can be made to the Offer.</li> </ul>	<ul style="list-style-type: none"> <li>No additional action is required by the Agent.</li> <li>The Renewal Policy will issue once payment is applied according to TWIA guidelines.</li> </ul>
<b>Scheduled/In Force</b>	<ul style="list-style-type: none"> <li>A payment has been applied to the Renewal Offer and a policy has been issued.</li> <li>Scheduled: policy effective date is in the future.</li> </ul>	<ul style="list-style-type: none"> <li>No additional action is required by the Agent.</li> </ul>



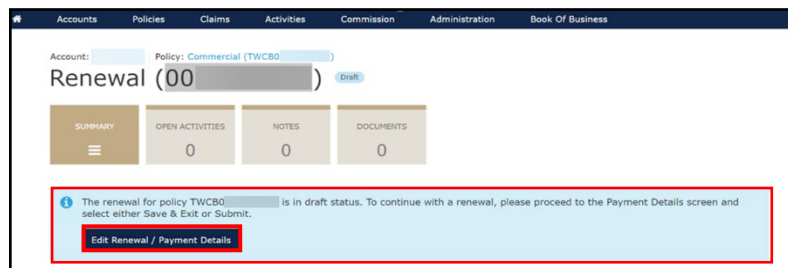
## DRAFT STATUS

A Renewal Transaction will be in Draft Status when generated 60 days prior to the Renewal date or if an Agent reviewed and edited coverages/policy details without quoting the Transaction.



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

You will see the following message to proceed with quoting and paying for the renewal. If you exit a Renewal Transaction without quoting and making a payment, the Transaction will remain in draft status.



Accounts Policies Claims Activities Commission Administration Book Of Business

Account: Policy: Commercial (TWCBO)

### Renewal (00)

Draft

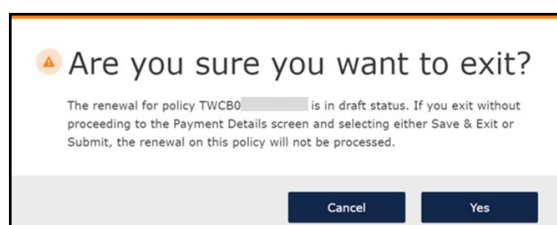
SUMMARY OPEN ACTIVITIES NOTES DOCUMENTS

0 0 0

The renewal for policy TWCBO is in draft status. To continue with a renewal, please proceed to the Payment Details screen and select either Save & Exit or Submit.

Edit Renewal / Payment Details

You will get the following warning if you exit a Renewal Transaction without calculating it.



Are you sure you want to exit?

The renewal for policy TWCBO is in draft status. If you exit without proceeding to the Payment Details screen and selecting either Save & Exit or Submit, the renewal on this policy will not be processed.

Cancel Yes

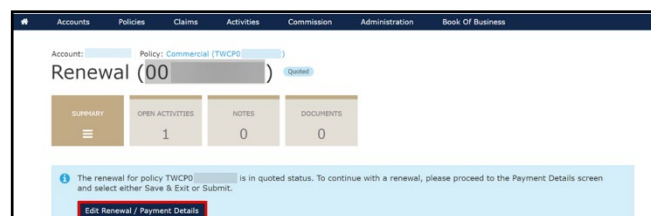
## QUOTED STATUS

A Renewal Transaction will be in Quoted Status if an Agent calculates the Transaction but does not make a payment and exits the transaction without selecting either **Submit** or **Save and Exit** on the Payment Details screen.



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

You will see the following message reminding you to proceed with quoting paying for the renewal. If you exit a Renewal Transaction without making a payment, the Transaction will remain in Quoted Status.



Accounts Policies Claims Activities Commission Administration Book Of Business

Account: Policy: Commercial (TWCPO)

### Renewal (00)

Quoted

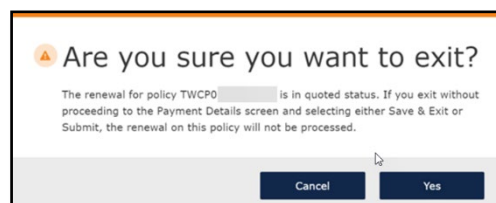
SUMMARY OPEN ACTIVITIES NOTES DOCUMENTS

1 0 0

The renewal for policy TWCPO is in quoted status. To continue with a renewal, please proceed to the Payment Details screen and select either Save & Exit or Submit.

Edit Renewal / Payment Details

You will get the following warning if you exit a Renewal Transaction without paying for it.



Are you sure you want to exit?

The renewal for policy TWCPO is in quoted status. If you exit without proceeding to the Payment Details screen and selecting either Save & Exit or Submit, the renewal on this policy will not be processed.

Cancel Yes



## RENEWING STATUS

A Renewal Transaction will be in Renewing Status if an Agent calculates the premium and then chooses **Save and Exit**. This will allow a Renewal Offer to generate, and the policy will issue once a payment has been applied according to TWIA guidelines.

The screenshot shows the 'Renewing Status' for a Dwelling and Personal Property (TWRC) renewal. The 'Payment Details' section shows a total premium of \$2,779.00. Under 'Payment Plans', there are three options: 'TWRC 12 Mo (Auto Pay)', 'TWRC 7 Mo', and 'TWRC 4 Mo'. The 'TWRC 4 Mo' option is selected. At the bottom, the 'Save and Exit' button is highlighted with a red box.

## OFFER SUBMITTED STATUS

If the Agent chooses to **Submit** the Renewal Transaction without payment, the Renewal will be moved to Offer Submitted Status where the Renewal Transaction is locked for any coverage or mortgagee changes. Only Payment Method and Payment Plan changes can be made when in the Offer Submitted Status.

The screenshot shows the 'Offer Submitted Status' for the same Dwelling and Personal Property (TWRC) renewal. The 'Payment Details' section shows a total premium of \$2,249.00. Under 'Payment Plans', the 'TWRC Full Pay' option is selected. At the bottom, the 'Submit' button is highlighted with a green box.

You will see the following warning when you select **Submit**. If you have finished making the necessary changes to the Renewal Offer and have selected your payment method, select "Ok."

The dialog box is titled 'Confirm Payment Method' and asks 'Do you wish to continue?'. It has two buttons: 'Cancel' and 'OK'. The 'OK' button is highlighted with a green box.

You will receive confirmation this Renewal Transaction has been submitted.

The confirmation message states: 'Your transaction has been confirmed. Reference Number: 0096720851. Residential policy: TWRC. You can check the payment schedule and invoices here: Policy Billing Page.' There are two buttons: 'View Renewal Details' and 'View Policy'.

The Transaction will reflect an Offer Submitted status. The Renewal Transaction will issue once payment is applied according to TWIA guidelines.

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	TWRD...		11/9/22	11/9/23	Offer Submitted

