



Payments

Payments Refresher
Introducing Agent Guest Pay for TWIA



**Welcome to our
Training Webinar**



Introduction

Facilitator: *Denise Adams*

Co-Facilitator: *Kristina Donley*

Co-Facilitator: *Judy Anderson*

Subject Matter Expert: *Afton Jones*

Subject Matter Expert: *Jefferson Tonche*



Objectives

- Recall the information and updates on payments
- Understand the different Payment options
- Recall the resources provided regarding payments information
- Utilize the new TWIA Agent Guest Pay feature
- Understand the specific reasons and criteria for using TWIA Agent Guest Pay



Course Agenda

Payment Options

Ways to Submit Payments

Guest Pay Demonstration

Important Reminders

Viewing Payments

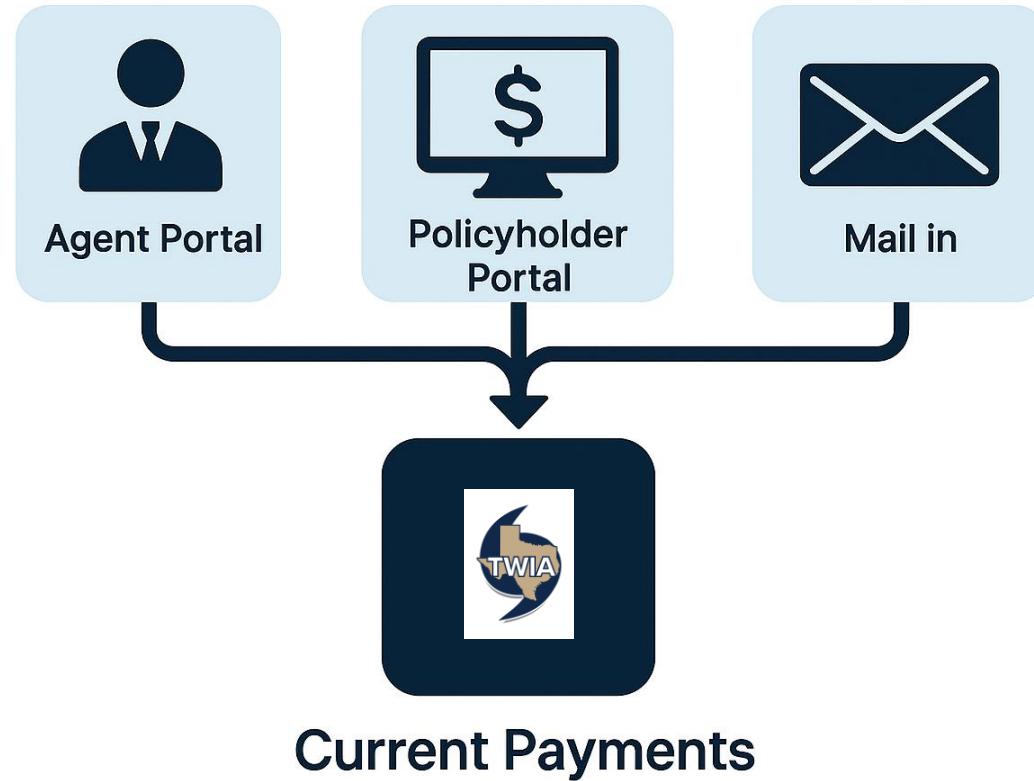
Knowledge Check

Conclusion



Payment Options

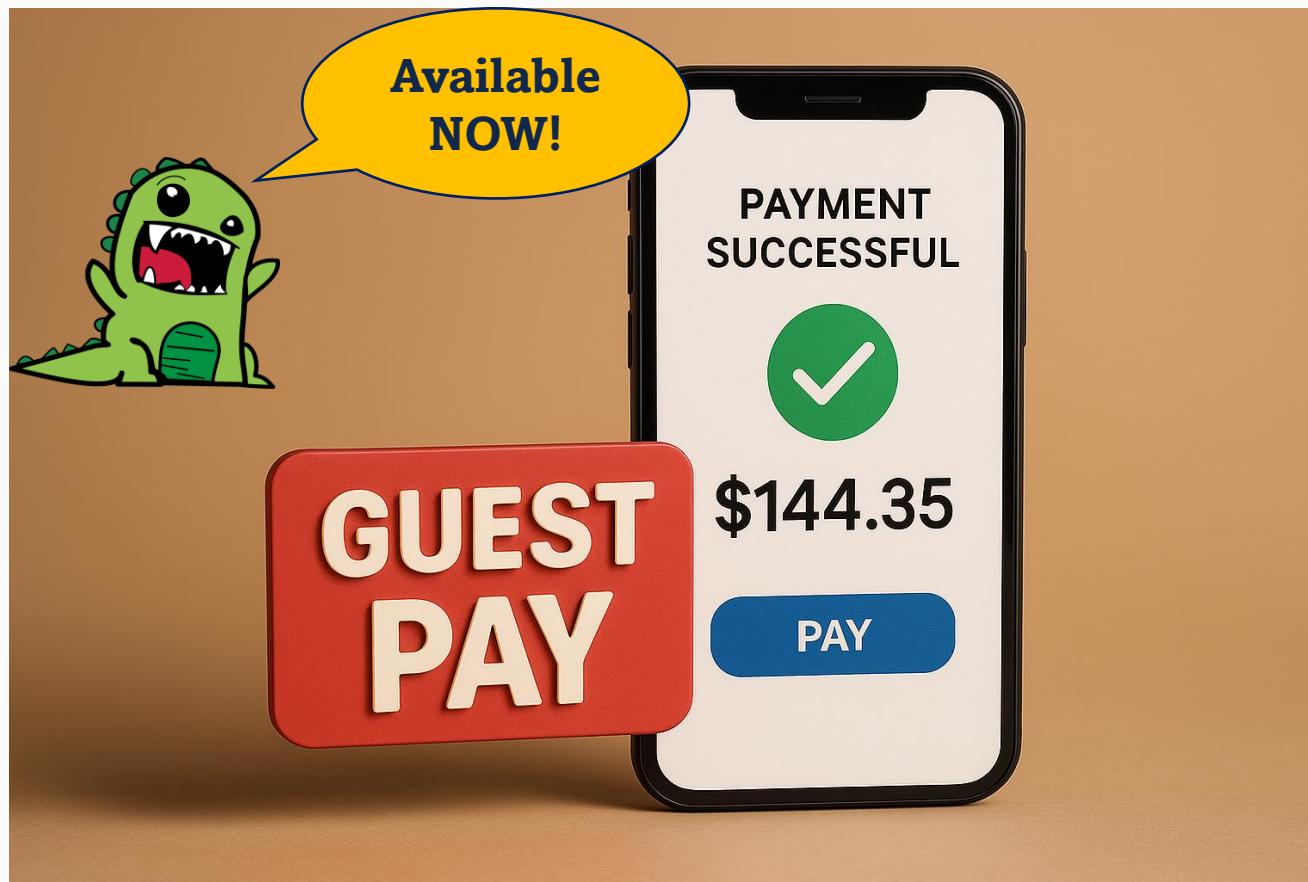
How Payments are currently made:





Payment Options

How Payments are currently made:





Payment Options

Agent Portal

Secure Platform Access

Policy and Payment Management

Enhanced Customer Support

Policyholder Portal

Self-Service Convenience

Flexible Payment Options

Enhanced User Features

Efficient and Independent

Mail In

Traditional Payment Method

Customer Preference

Limitations and Risks

Supportive Measures

Mail In Specifics



Mail in Check or Money Order Payments

Payment posted the date the payment is received

- Standard USPS

Payment posted the date the payment is mailed

- USPS Registered Mail
- USPS Certified Mail
- USPS Priority Mail Express
- Regular Mail that is hand-cancelled by USPS
- Other Traceable Services of Mail Date



Mail In Specifics



Mail in Check or Money Order Payments

Standard USPS

Example: A payment due on 4/24 and mailed on 4/20, received on 4/23. Payment posted on 4/23 as it is the received date.

USPS Certified Mail

USPS Priority Mail Express

Regular Mail that is hand-cancelled by USPS

Other Traceable Services of Mail Date

Example: A payment due on 5/30 and mailed USPS Certified Mail on 5/29. Payment would be posted on 5/29.



Policy Issuance / Renewals

Where Mail in Payments are sent:

Standard USPS:

TWIA – PO BOX 843146
Dallas, TX 75284-3146

-OR-

TWIA – 4801 Southwest Parkway
Building 1, Suite 200
Austin, TX 78735

Traceable Mail:

TWIA – 4801 Southwest Parkway
Building 1, Suite 200
Austin, TX 78735

Cancellations

IMPORTANT! Must be received by TWIA by the NOC (Notice of Cancellation) prior to 12:01 am.



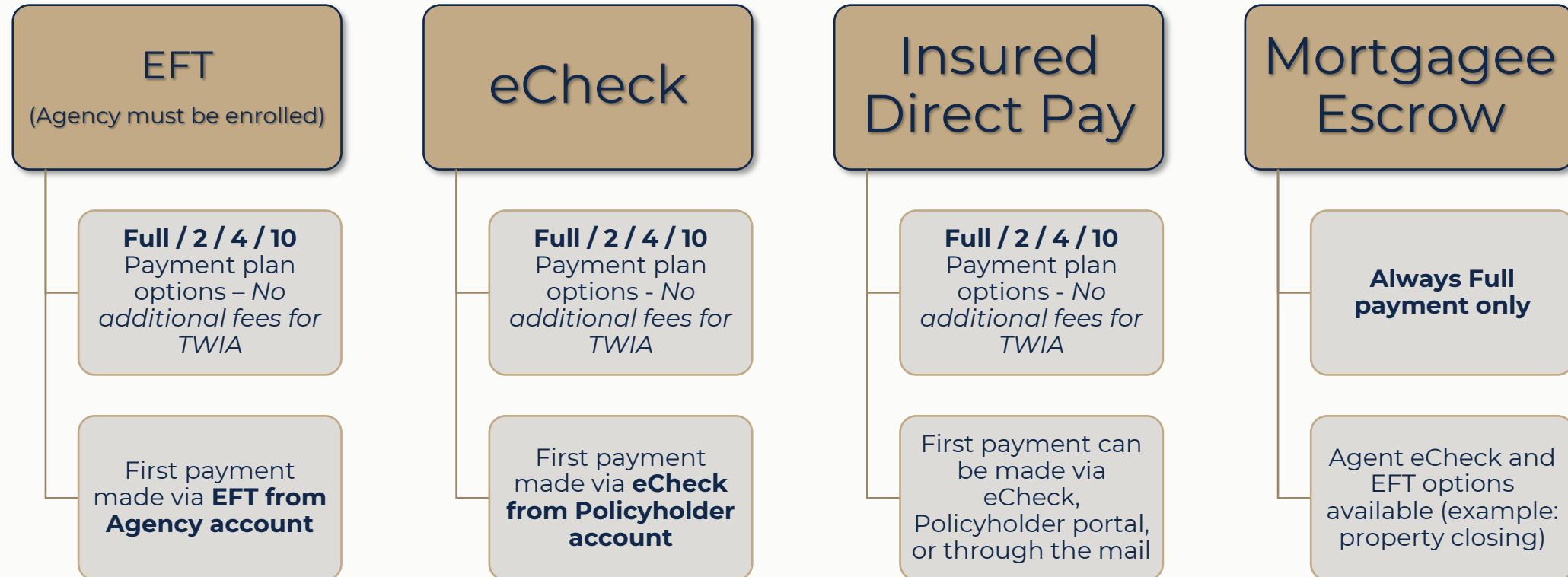


The methods to send payments include the following:

- EFT
- eCheck
- Insured Direct Pay
- Mortgagee Escrow



Ways to Submit Payments

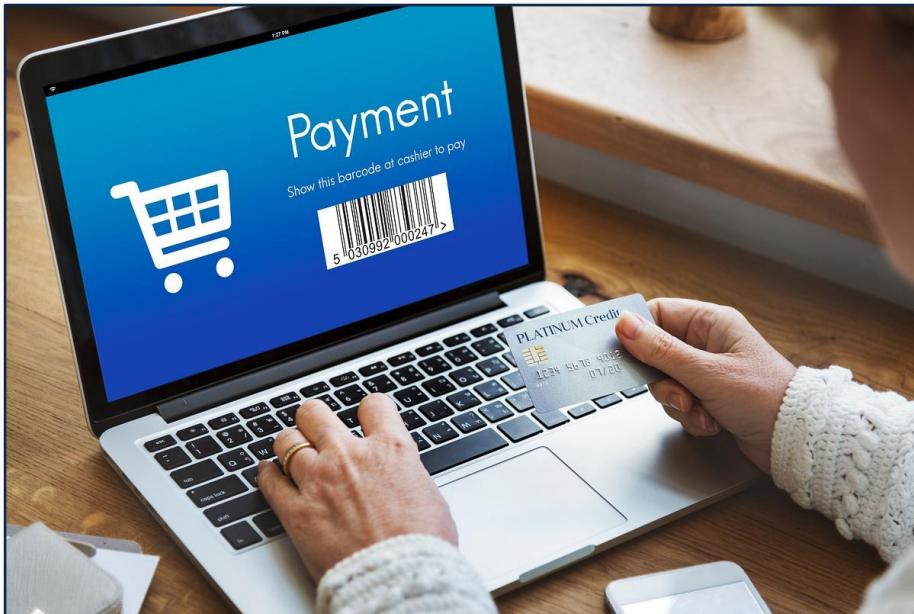


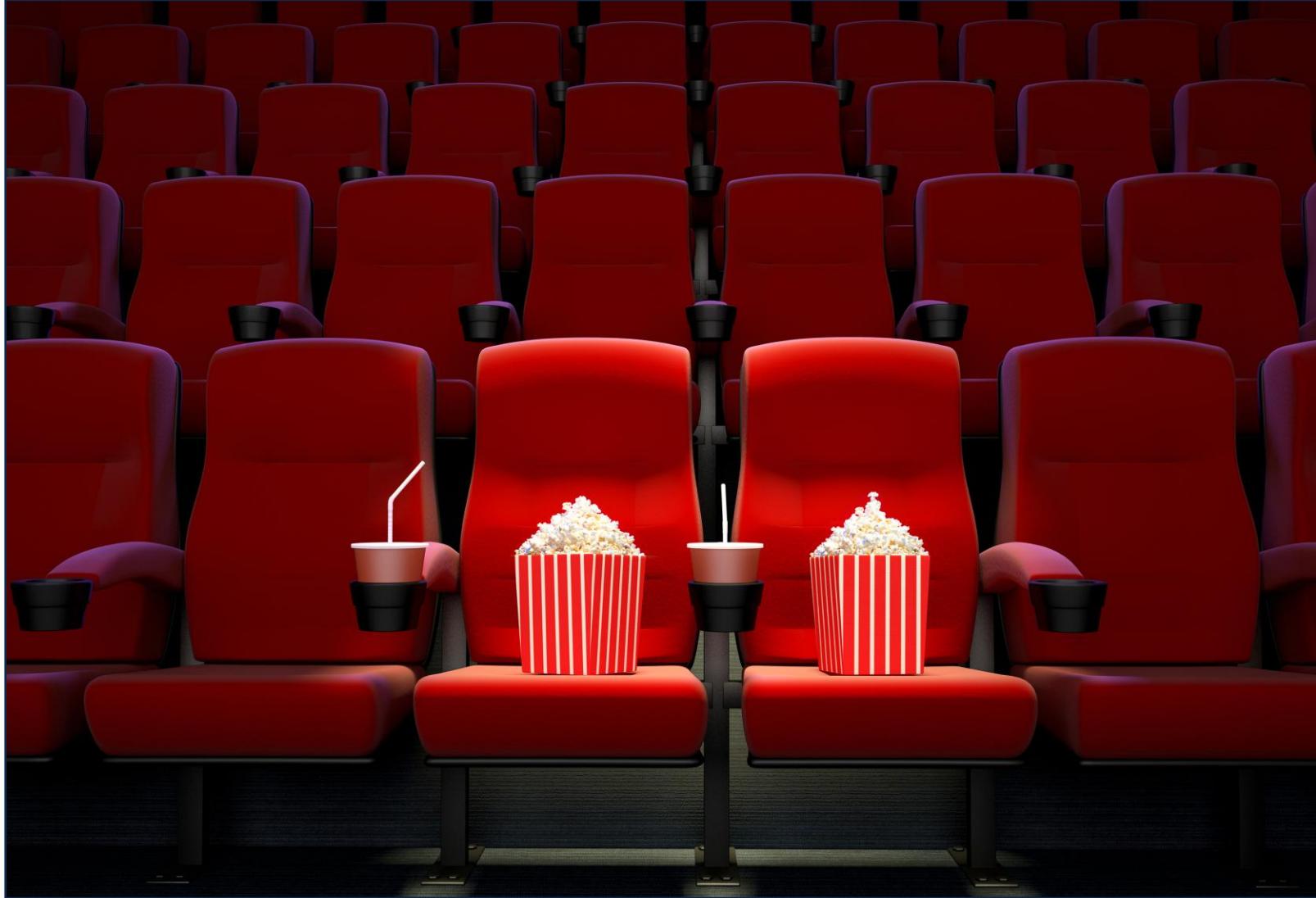


Ways to Submit Payments

Subsequent payments can be made in the Policyholder Portal or by mail.

Guest Pay is a new option where Agencies can make payments after a Policy is issued.







IMPORTANT

Important Reminders

- TWIA Guest Pay is NOT used for an initial Premium Payment to issue a Policy
- A valid email must be provided for the policyholder to receive the payment confirmation
- A TWIA Representative cannot make payments using the Guest Pay feature



Viewing Payments

Search... ? Help NC

Account: **Residential (TW [REDACTED])** In Force

Summary Contacts 0 Open Activities 0 Notes 47 Documents 0 Claims **Billing** Commission

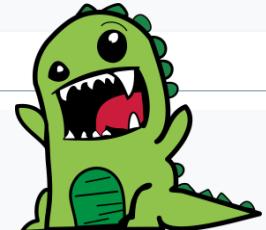
Policy Period: 8/12/2025 - 12/03/2026 (Current)

Total Premium: \$3,541.00

Total Costs: \$3,541.00

Payment Plan: TWIA Full Pay

Auto Pay Enabled: **NO**



Payment Schedule

Bill Date	Due Date	Status	Invoice Total	Outstanding	Invoice #
11/17/2025	12/02/2025	Paid/Adjustment	\$3,541.00	\$0.00	1004043023

Payment History

Applied Date	Received Date	Reversed Date	Check/Ref Number	Amount	Payment Method
11/09/2022	11/08/2022	-	974238900	\$2,831.00	ACI eCheck
11/14/2023	11/13/2023	-	1076011633	\$3,128.00	ACI eCheck
11/12/2024	11/09/2024	-	0000000000000000103	\$3,529.00	ELockbox
11/18/2025	11/09/2025	-	0105	\$3,541.00	Check



Knowledge Check



Summary

Now that you have completed this training you are able to:

- View the information and updates on payments
- Understand the different Payment options
- Reference the resources provided regarding payments information
- Start using the new TWIA Agent Guest Pay feature
- Understand the specific reasons and criteria for using TWIA Agent Guest Pay



Conclusion

Questions?

Feedback

Resources

Job Aids

Recorded Webinar