



## TWIA Quotes and Offer Submissions

This Job Aid describes the timeline of a Quote in the Agent Portal. It includes some important reminders of timelines and when a Quote expires.

A Quote in the Agent Portal can have an extension date extended multiple times until the prospective Policyholder makes a decision. Once the decision is made, the Quote may be submitted in the Agent Portal to generate an offer.

**Pre-Requirement:** Review and understanding of the Agent Portal and submitting Quotes.

### Corresponding Job Aids:

[New Residential Submission](#)

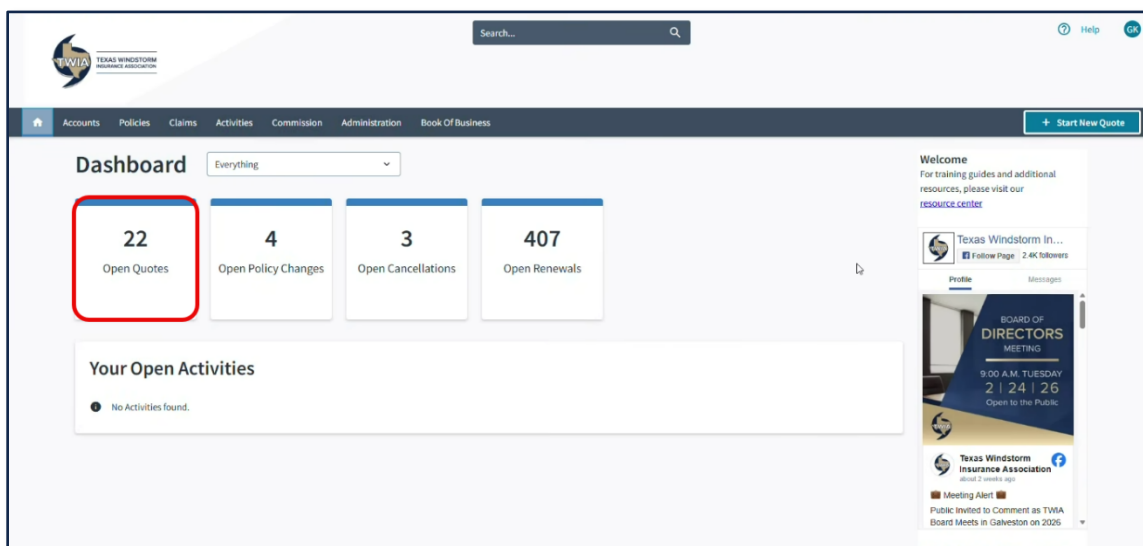
[Submitting New Commercial Quote](#)

[Quoting a Manufactured Home Submission](#)

### Continuing Open Quotes in Agent Portal

When initiating a Quote the status will be either Draft or Quoted and remains that status until the Quote is submitted and prospective Policyholder decides to purchase the policy.

1. Click the **Open Quotes** tile in the Agent Portal.





## 2. Select the **Transaction #**.

Recently Viewed	Recently Issued	Billing Delinquent	22 Open Quotes	407 Open Renewals	13 Requalification Renewals	4 Open Policy Changes	3 Open Cancellations	
<b>Open Quotes</b> <span>VIEW ALL</span>								
CREATED	QUOTE EXPIRES	PRODUCT	POLICY TYPE	TRANSACTION #	PROPERTY ADDRESS	ACCOUNT	POLICY EFFECTIVE DATE	STATUS
2/25/2026	3/29/2026	🏠	Dwelling and Personal P...	0018282007		RENE S	2/26/2026	Draft
2/25/2026	4/15/2026	🏠	Dwelling and Personal P...	0018271899		ROB HI	3/15/2026	Quoted
2/24/2026	4/20/2026	🏠	Dwelling and Personal P...	0018331714		milena	3/20/2026	Quoted
2/24/2026	4/20/2026	🏠	Dwelling and Personal P...	0018331709		milena	3/20/2026	Quoted
2/23/2026	4/6/2026	🏠	Dwelling and Personal P...	0018311560		MAC PI	3/6/2026	Quoted
2/20/2026	3/30/2026	🏠	Dwelling and Personal P...	0018331048		Green I	2/27/2026	Quoted
2/20/2026	4/28/2026	🏠	Dwelling and Personal P...	0018261199		Alvin M	3/28/2026	Quoted
2/19/2026	3/30/2026	🏠	Dwelling and Personal P...	0018300995		ROBER	2/27/2026	Quoted
2/18/2026	4/8/2026	🏠	Dwelling and Personal P...	0018300532		ASHLE	3/8/2026	Quoted
2/17/2026	3/26/2026	🏠	Condo Unit Owner	0018270356		Dr. Nicol	2/23/2026	Offer Submitted

**Example:** In this Quote, it displays the quote created and when the **Quote Expires**. In this example the Quote Expires is 4/30/2026.

<b>Open Quotes</b>								
CREATED	QUOTE EXPIRES	PRODUCT	POLICY TYPE	TRANSACTION #	PROPERTY ADDRESS	ACCOUNT	POLICY EFFECTIVE DATE	STATUS
3/4/2026	4/30/2026	🏠	Dwelling and Personal Property	0018300995	2205 La...	Kinstofer	3/30/2026	Quoted

The Quote will remain active for 30 days after the requested **Policy Effective Date**.

**Important!** When the application is in Quoted or Draft status, the **Quote Expires** date can be extended by changing the **Policy Effective Date**.



3. A Quote displays a message where it has not been submitted.

4. Click **Continue Quote** and navigate to the Policy Details screen.

**NOTE:** Selecting **Withdraw Quote**, will require a new application.


### Extending a Quote Expires Date:

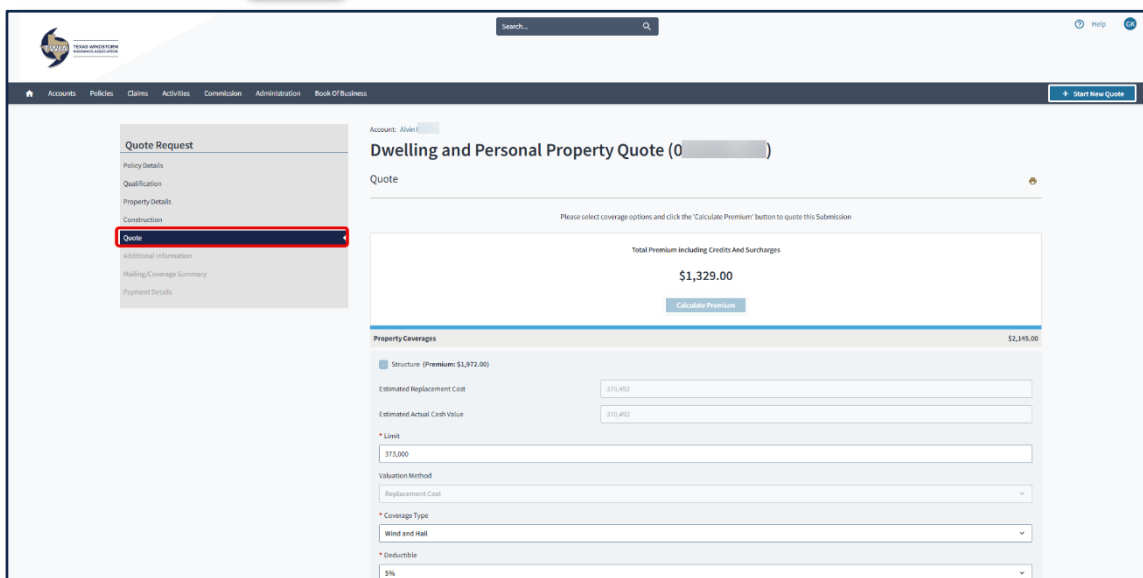
1. After navigating to the Policy Details screen, update the **Requested Coverage Start Date**. This will extend the Quote Expires date for 30 days past the date selected.

2. Click **Next**.



## Continuing a Quote:

1. When continuing a Quote, a summary appears in the **Quote** screen. Review and click **Continue**. 



Quote Request

- Policy Details
- Qualification
- Property Details
- Construction
- Quote**
- Additional Information
- Mailings/Coverage Summary
- Payment Details

Account: Alan E...

### Dwelling and Personal Property Quote (00...)

Quote

Please select coverage options and click the "Calculate Premium" button to quote this Submission.

Total Premium including Credits And Surcharges  
**\$1,329.00**

[Calculate Premium](#)

Property Coverages \$2,145.00

- Structure (Premium: \$1,972.00)

Estimated Replacement Cost: 375,402

Estimated Actual Cash Value: 375,402

\* Limit: 373,000

Valuation Method

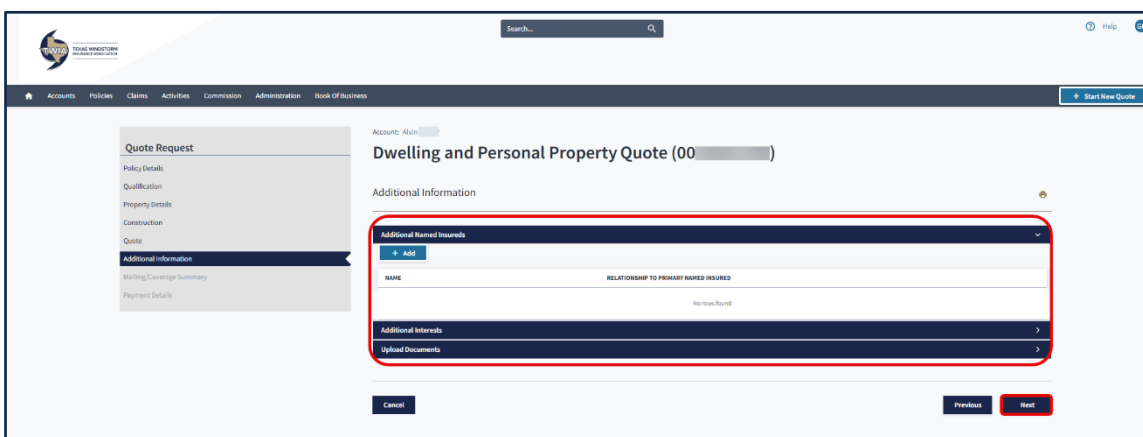
Replacement Cost

\* Coverage Type: Wind and Hail

\* Deductible: 5%

**NOTE:** If the Requested Coverage Start Date is prior to the current date, you will be forced to update it on the Policy Details screen.

2. Populate details in the **Additional Information** screen as applicable. Click **Next** to continue.



Quote Request

- Policy Details
- Qualification
- Property Details
- Construction
- Quote
- Additional Information**
- Mailings/Coverage Summary
- Payment Details

Account: Alan E...

### Dwelling and Personal Property Quote (00...)

Additional Information

**Additional Named Insureds**

[Add](#)

NAME: RELATIONSHIP TO PRIMARY NAMED INSURED: No results found

**Additional Interests**

[Upload Documents](#)

[Cancel](#) [Previous](#) [Next](#)



**Important!** You may be required to upload such as a Certificate of Compliance.

The screenshot shows the 'Dwelling and Personal Property Quote' form. The 'Additional Information' section is expanded, and the 'Upload Documents' sub-section is highlighted with a red box. A red error message at the top of this section states: 'At least one Certificate of Compliance must be uploaded based on the Construction screen selections.' Below the error message, there is a 'Please Select Doc...' dropdown menu and an 'Upload Documents' button. A table with columns for NAME, DESCRIPTION, DOCUMENT TYPE, DATE UPLOADED, and SIZE is present but empty. Navigation buttons 'Cancel', 'Previous', and 'Next' are visible at the bottom.

3. On the **Mailing Coverage Summary**, click **Standardize Address** to confirm with USPS.

The screenshot shows the 'Dwelling and Personal Property Quote' form with the 'Mailing/Coverage Summary' section highlighted by a red box. A red error message at the top of this section reads: 'The address you entered has not been updated to follow USPS standards. You must select Standardize Address to continue.' Below the error message, there are input fields for 'Address Line 1', 'Address Line 2', 'Address Line 3', 'City', 'State' (set to Texas), 'ZIP Code', and 'Country' (set to United States). A 'Standardize Address' button is located at the bottom right of the form.

The 'Standardize Address Details' dialog box is shown. It contains an 'OK' button and a 'Cancel' button. Below the buttons, a message states: 'The address you entered could not be updated to follow USPS standards. You may be contacted for additional information.' Under the heading 'You Entered', there is a text input field containing '773'. Under the heading 'Exact Address', there is a table with two columns: 'ADDRESS' and 'POSTAL CODE'. The 'ADDRESS' column contains a text input field with '1' and the 'POSTAL CODE' column contains a text input field with '771'.



4. Click Next to continue.



5. On the **Payment Details** screen, select appropriate payment method and click **Submit**.

Account: Alvin

### Dwelling and Personal Property Quote (00[REDACTED])

Payment Details

Total Premium including Credits And Surcharges  
**\$1,329.00**

\* Payment Method: **Insured Direct Pay**

Policyholder Email Address: maddog123@eol.com

#### Payment Plans

Name	Total	Down Payment	Installments
<input checked="" type="radio"/> TWIA Full Pay	\$1,329.00	\$1,329.00	<a href="#">View</a>
<input type="radio"/> TWIA 2 Pay	\$1,329.00	\$664.50	<a href="#">View</a>
<input type="radio"/> TWIA 4 Pay	\$1,329.00	\$331.75	<a href="#">View</a>
<input type="radio"/> TWIA 10 Pay (Auto Pay)	\$1,329.00	\$133.35	<a href="#">View</a>

Please note that depending on the reason for policy cancellation, TWIA may be required by law to keep the full annual premium.

[Cancel](#) [Previous](#) [Submit](#)

6. Once the payment is submitted, a confirmation appears where the **Quote** is now in an **Offer Submitted** status and submitted to TWIA Underwriting for review.

### Submission Successful

TWIA has received this application. Coverage will be bound and a policy issued upon TWIA's receipt of payment. The applicant will receive an email with instructions on how to make a payment, if needed. This offer will expire in 30 days.

Click here to review and download the following documents:

- Offer Letter and Payment Coupon
- Application

#### Summary

Offer Number: 003291239

Requested Coverage Start Date: March 25, 2026

Proposed Policy Period: 03/29/2026 - 03/29/2027

Total Premium including Credits And Surcharges: \$1,329.00

Payment Method: Insured Direct Pay

Payment Plan: TWIA Full Pay

#### Primary Insured

First Name: Alvin

Last Name: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

#### Property to be Insured

Address: [REDACTED]

**NOTE:** Notice the reminder that the offer will expire in 30 days.



**Reminders:**

- Quotes are active in the Agent Portal for 30 days.
- They will expire after 30 days.
- These can be extended if a prospective Policyholder is still interested in a TWIA policy.
- An **Offer** remains active for 30 days after the effective date and may not be extended.