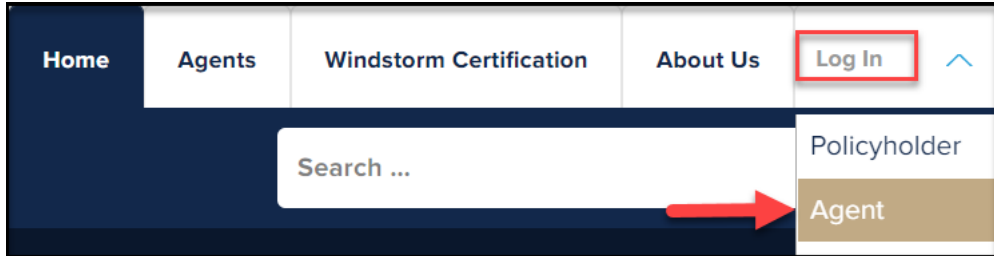


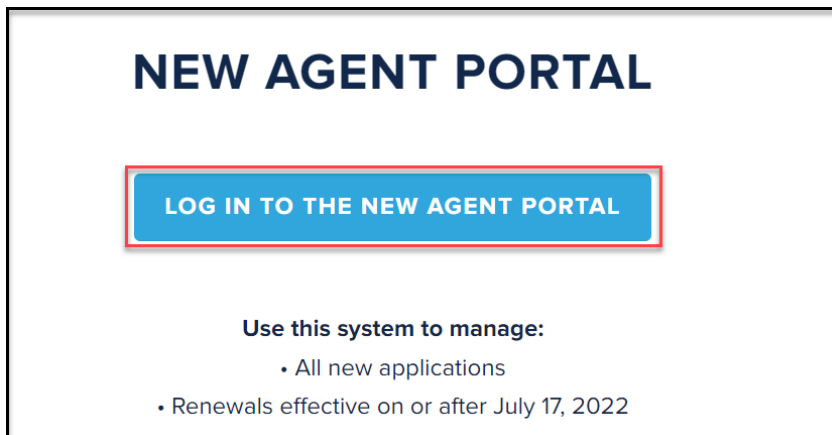
Quoting a Manufactured Home in the New TWIA Agent Portal

This job aid demonstrates the steps needed to complete a Manufactured Home in the Agent Portal.

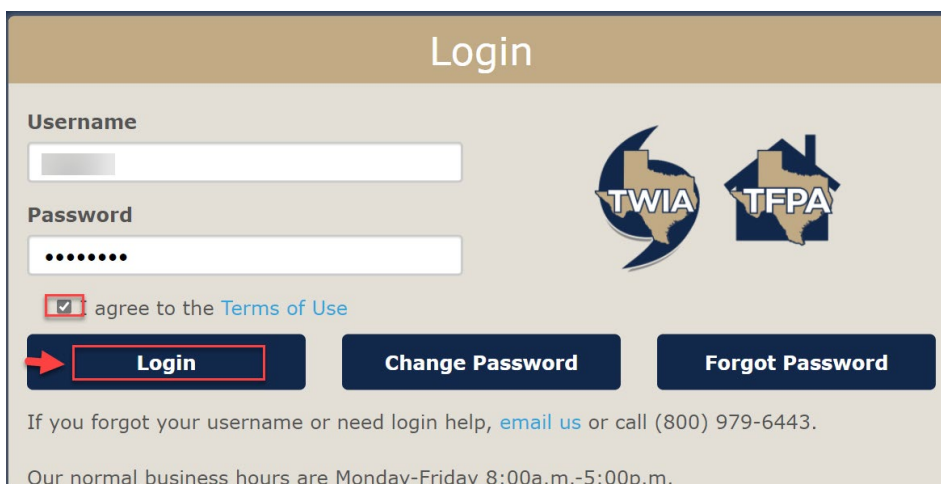
1. From the TWIA Home Page www.twia.org select “Login” and then “Agent.”



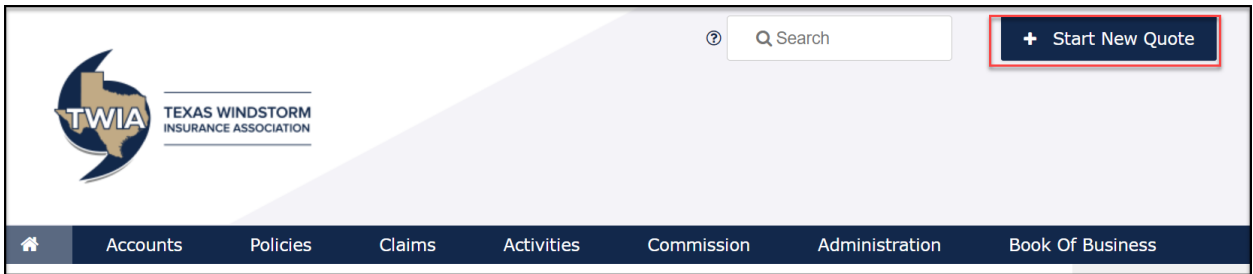
2. Under New Agent Portal, select “Log In to the New Agent Portal.”



3. Enter your Username and Password where indicated, agree to the terms and conditions (if you agree) and then select “Login.”

A screenshot of the TWIA login page. The page has a light beige background. At the top, the word "Login" is written in a dark blue font. Below this, there are two input fields: "Username" and "Password". The "Username" field is empty, and the "Password" field contains several dots. To the right of the input fields are two logos: the TWIA logo (a blue circle with a white outline of Texas) and the TFPA logo (a blue house shape with a white outline of Texas). Below the input fields, there is a checkbox that is checked, followed by the text "agree to the Terms of Use". At the bottom, there are three buttons: "Login", "Change Password", and "Forgot Password". The "Login" button is highlighted with a red box and a red arrow. Below the buttons, there is a line of text: "If you forgot your username or need login help, [email us](#) or call (800) 979-6443." At the very bottom, there is a line of text: "Our normal business hours are Monday-Friday 8:00a.m.-5:00p.m."

4. On the Agent Dashboard screen (the landing page) select “Start New Quote.”



5. Enter the requested information and then select “Search.”

The screenshot shows a form titled "New Quote: Search for Existing Account". The form has two tabs: "Personal" (selected) and "Organization". The form fields are: First Name (Matt), Last Name * (Smith), City (empty), State (Texas), and ZIP Code (empty). At the bottom of the form are two buttons: "Cancel" and "Search". The "Search" button is highlighted with a red box.

6. Next select “Continue as a New Customer.”

The screenshot shows a screen titled "Possible Account Matches". Below the title, it says "No account found based on your search criteria." At the bottom of the screen are three buttons: "Cancel", "Search Again", and "Continue as a New Customer". The "Continue as a New Customer" button is highlighted with a red box.



7. Enter the New Account Details and then select “Create Account.”

New Quote: New Account Details

Account Type **Personal**

First Name *

Last Name *

Account Holder Email Address *

Address of property to be insured

Address Line 1 *

Address Line 2 (Apt/Bldg/Suite)

Address Line 3

County *

City *

State

ZIP Code *

Producer Code & Name *

8. Next choose Residential from the drop-down menu and then select “Create Quote.”

New Quote: Policy Details for Existing Account

Account Type **Personal**

Account

Name

State *

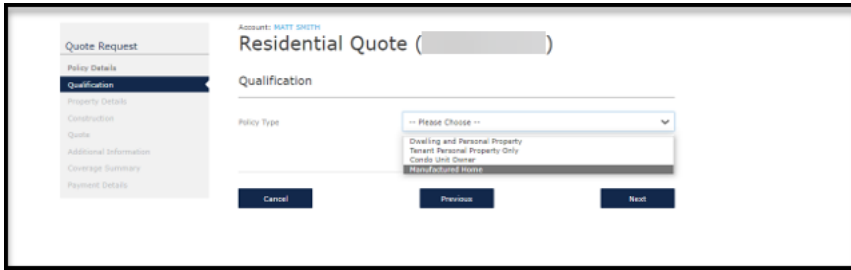
Requested Coverage Start Date *

Producer Code & Name *

Product *

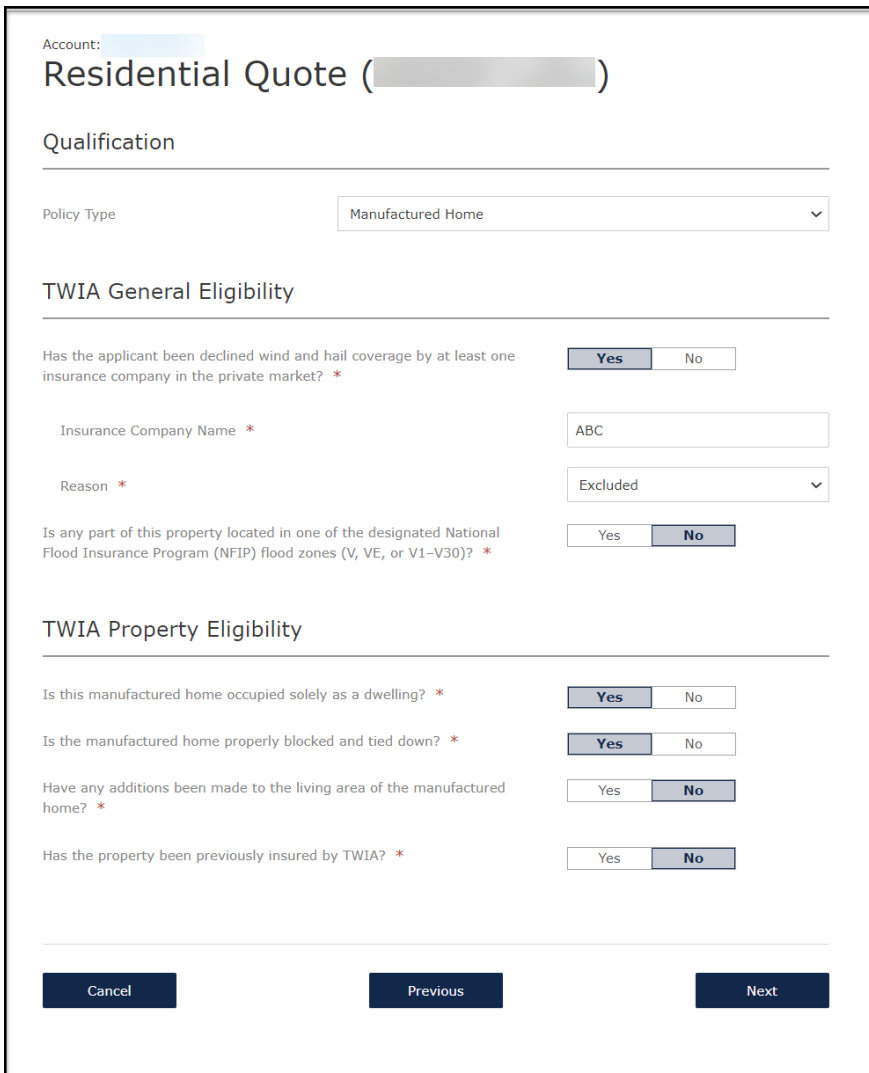


9. Choose the Product Type and then select "Next." ***Choosing Manufactured Home as the Product Type in this example.



The screenshot shows a web interface for a Residential Quote. On the left is a navigation menu with options: Quote Request, Policy Details, Qualification (highlighted), Property Details, Construction, Quote, Additional Information, Coverage Summary, and Payment Details. The main content area is titled 'Residential Quote' and includes a 'Qualification' section. A 'Policy Type' dropdown menu is open, showing options: 'Dwelling and Personal Property', 'Tenant Personal Property Only', 'Credit Line Owner', and 'Manufactured Home'. The 'Next' button is visible at the bottom right.

10. On the Qualification screen, be sure to answer each question with an * by it. When done, select "Next." ***Please note TWIA's declinations, flood and eligibility requirements are not changing.



This screenshot provides a detailed view of the 'Qualification' screen. At the top, it says 'Account: [redacted] Residential Quote ([redacted])'. The 'Qualification' section has a 'Policy Type' dropdown set to 'Manufactured Home'. Below this are two sections: 'TWIA General Eligibility' and 'TWIA Property Eligibility'.
Under 'TWIA General Eligibility':
- Question: 'Has the applicant been declined wind and hail coverage by at least one insurance company in the private market? *' with 'Yes' selected.
- Question: 'Insurance Company Name *' with 'ABC' entered.
- Question: 'Reason *' with 'Excluded' selected.
- Question: 'Is any part of this property located in one of the designated National Flood Insurance Program (NFIP) flood zones (V, VE, or V1-V30)? *' with 'No' selected.
Under 'TWIA Property Eligibility':
- Question: 'Is this manufactured home occupied solely as a dwelling? *' with 'Yes' selected.
- Question: 'Is the manufactured home properly blocked and tied down? *' with 'Yes' selected.
- Question: 'Have any additions been made to the living area of the manufactured home? *' with 'No' selected.
- Question: 'Has the property been previously insured by TWIA? *' with 'No' selected.
At the bottom are 'Cancel', 'Previous', and 'Next' buttons.



11. Please note the white check marks on any sections encountered in the submission usually indicate additional information is not required. However, there are exceptions. By selecting “Next,” you will see which section has a question in need of an answer. In this case, the only question is found in Dwelling Details. Please answer the question and then select “Next.”

Account: [REDACTED]
Manufactured Home Quote ([REDACTED])

Address of Property to be Insured ✓
Location Details ✓
Dwelling Details ✓

Is the property accessible by road? * Yes No

Cancel Previous Next

12. Be sure to fill in any fields with a red * by them. When ready, select “Next.”

Account: MATT SMITH
Manufactured Home Quote ([REDACTED])

Construction Details ✓
Condition of Dwelling * Very Good ✓
Most Recent Tie Down Date * 01/01/2022 ✓
* A copy of the Tie Down Report must be submitted with the application.
Model Name * The Oceanside
Serial Number * 0001
Length * 50
Width * 40
Model Year * 2022
Wind Zone * 2 ✓

Added Living Space - Construction Details ✓
Added Living Space - Roof Details ✓
Added Living Space - Repairs/Additions ✓

Cancel Previous Next



13. On the Quote screen, select the dwelling coverage limit and deductible. If you want to add personal property coverage, click on the box to the left of Personal Property and then enter the coverage limit and deductible wanted. **Please note the maximum limit of liability is \$96,600 for the manufactured home and the personal property contained in the home.** When ready, select “Calculate Premium.”

Account: MATT SMITH

Manufactured Home Quote ([REDACTED])

Quote

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

Total Premium including Credits and Surcharges

\$-.-

Calculate Premium

Property Coverages

Structure ←

Personal Property ←

Additional Property Coverages

Exclusions and Conditions



14. Your Quote is returned by the system. If you are not going to make any additional changes, select "Continue."

Account


Manufactured Home Quote ()

Quote

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

Total Premium including Credits and Surcharges

\$2,489.00

 Continue

Property Coverages	Premium: \$2,489.00
<input checked="" type="checkbox"/> Structure Premium: \$1,572.00	
Limit	<input type="text" value="60000"/>
	Premium: \$1,572.00
Coverage Type	<input type="text" value="Wind and Hail"/>
Deductible	<input type="text" value="1% (\$250 min)"/>
	INCLUDED
<input checked="" type="checkbox"/> Personal Property Premium: \$917.00	
Limit	<input type="text" value="35000"/>
	Premium: \$917.00
Coverage Type	<input type="text" value="Wind and Hail"/>
Deductible	<input type="text" value="1% (\$250 min)"/>
	INCLUDED
Additional Property Coverages	
Exclusions and Conditions	



15. In the Additional Named Insured section you are able to add any other individual(s) with an insurable interest in the property. In this example a spouse is added. Be sure to save the information entered. Next, select “Additional Interests” (if you need to add a mortgagee, loss payee or contract of sale). In this example, a mortgagee will be added.

Account

Manufactured Home Quote ()

Additional Named Insureds


Named Insured Type Person Organization

First Name *

Last Name *

Relationship to Primary Named Insured

NAME RELATIONSHIP TO PRIMARY NAMED INSURED

Additional Interests 

Upload Documents



16. To enter a mortgage company's information, select organization. Be sure to enter the requested information in every field with an * by it and then select "Save." When ready to continue, select "Upload Documents" (earlier in the submission we indicated there is a Tie Down Report for the manufactured home).

17. A Tie Down Report must be uploaded to the submission at this time. A manufactured home is not eligible for coverage with TWIA without one. In the Upload Documents section, you will select the document type from the menu to start the process. Enter a description and then click on the Disk icon to save the document. Select, "Next."

NAME	DESCRIPTION	DOCUMENT TYPE	DATE UPLOADED	SAVE
test.pdf	Tie Down Report	Tie Down Report	05/26/2022	



18. Standardize the address, enter the primary phone number and then select "Next."

Account: [REDACTED]
Manufactured Home Quote ([REDACTED])

Coverage Summary

Requested Coverage Start Date: May 26, 2022

Primary Insured: [REDACTED]

Property Address: [REDACTED]

Mailing Address: [REDACTED]

▲ The address you entered has not been updated to follow USPS standards. You must select Standardize Address to continue.

Address Line 1 * [REDACTED]
Address Line 2 [REDACTED]
Address Line 3 [REDACTED]
City * League City
State * Texas
ZIP Code 77573
Country * United States

Standardize Address

Email * [REDACTED]

Home Phone * [REDACTED]
 Primary number

Work Phone [REDACTED]

Cell Phone [REDACTED]

Coverages

Total Premium including Credits And Surcharges: \$2,489.00

Premium

Property Coverages			
Structure	Limit	\$60,000	\$2,489.00
	Coverage Type	Wind and Hail	\$1,572.00
	Deductible	1% (\$250 min)	INCLUDED
Personal Property	Limit	\$35,000	\$917.00
	Coverage Type	Wind and Hail	
	Deductible	1% (\$250 min)	INCLUDED

Premium

Additional Property Coverages

Premium

Exclusions And Conditions

Premium

Credits And Surcharges

Cancel Previous **Next**



19. On the next screen, select the desired payment method. A description of the available payment methods may be found here: [Payment Methods Available in the Agent Portal](#) and [Payment Methods in the Policyholder Portal](#) if Insured Direct Pay is chosen. EFT is illustrated in this example.

Account: MATT SMITH
Manufactured Home Quote ()

Payment Details

Total Premium including Credits and Surcharges
\$2,489.00

Payment Method *
Please Select
eCheck
Insured Direct Pay
Mortgage Escrow
Premium Finance - Other

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 Submit

18. When ready, select "Submit."

Account: MATT SMITH
Manufactured Home Quote ()

Payment Details

Total Premium including Credits and Surcharges
\$2,489.00

Payment Method *
EFT

Payment Plans

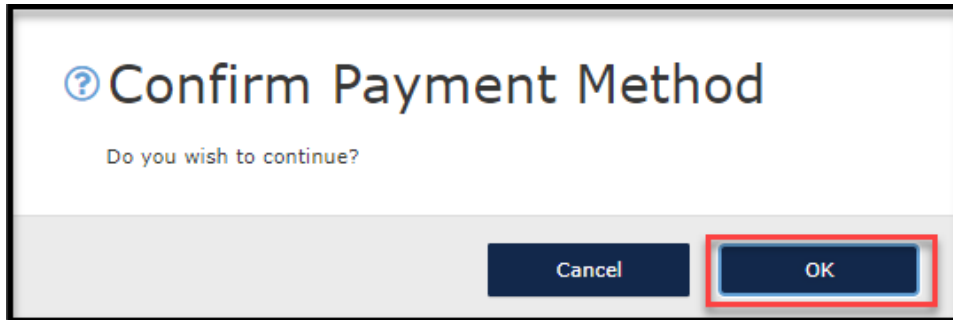
	NAME	DOWN PAYMENT	INSTALLMENT	TOTAL
<input checked="" type="radio"/>	TWIA Full Pay	\$2,489.00	\$0.00	\$2,489.00

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

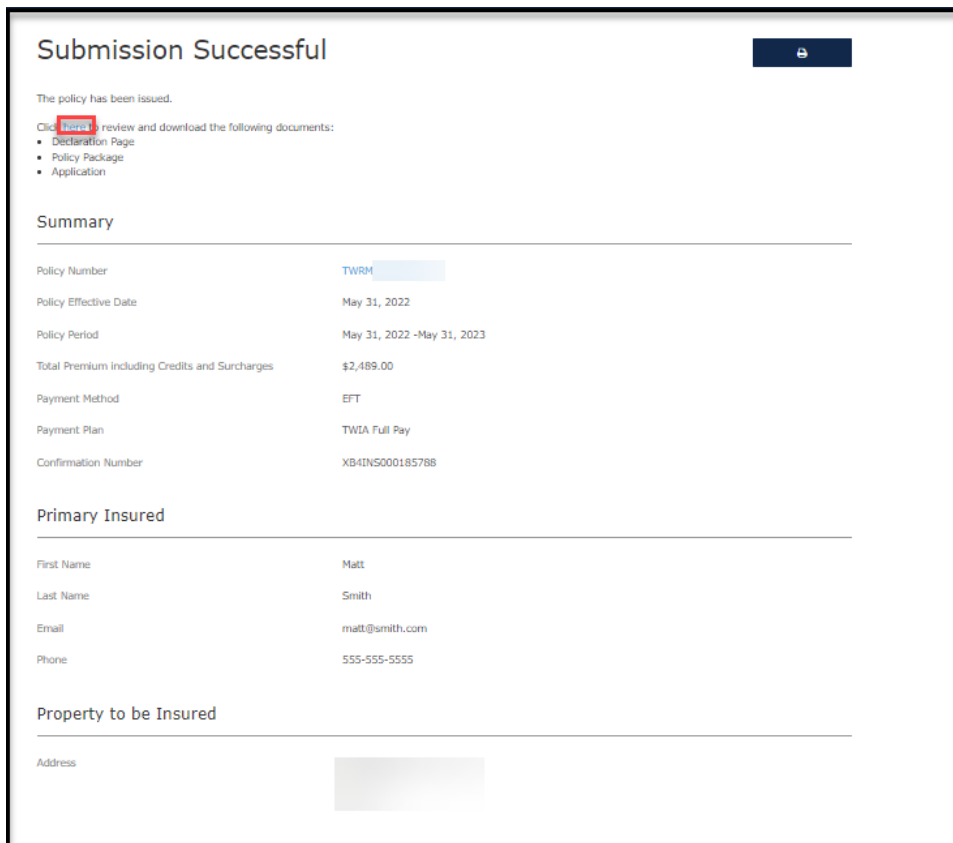
Cancel Previous Submit



19. A message will follow asking you to Confirm the Payment Method. When ready, select "OK."



20. The submission was successfully submitted. From this screen you may review and download the related documents by selecting "Here."



21. This submission auto issued. You can see the policy documents that generated on this screen.

Account: [] | Policy: Residential (TWRM [])

Quote ([]) Issued

SUMMARY OPEN ACTIVITIES NOTES DOCUMENTS

☰ 0 0 3

Documents

-- Please Select Document Type -- + Upload Documents

Please select the Document Type and click the "+ Upload Documents" button to upload documents. After you upload a document, please update the description and click the Save button. Contact TWIA if you need to delete a document.

Do not upload files containing illegal content or copyrighted information without the permission of the copyright owner. File names must not exceed 60 characters (including the file type extension). Files must not exceed 20MB.

NAME	DESCRIPTION	DOCUMENT TYPE	DATE UPLOADED	SAVE
test.pdf	Tie Down Report	Tie Down Report	05/26/2022	
TWIA Residential Application for Insurance.pdf	Residential New Business Application	TWIA Residential Application for Insurance	05/26/2022	
Residential Policy Package.pdf	Residential Policy Package	Residential Policy Package	05/26/2022	

