Depopulation Guide-Policyholder Phase



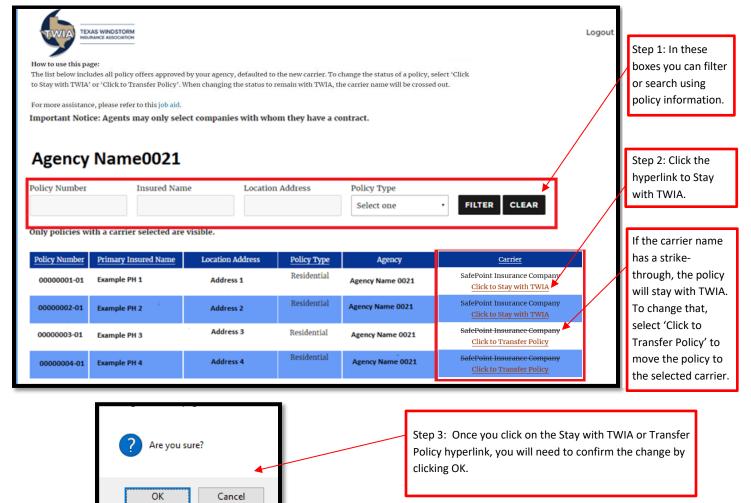
This job aid demonstrates how to complete the Policyholder Phase of the Assumption Reinsurance Depopulation Program, which offers policyholders coverage in the standard market. For more information on the programs, please visit our website at: https://www.twia.org/depopulation/.

Not all agencies were sent offers, and only agents that approved offers should participate in the Policyholder Phase.

Notices of offers were sent to your policyholders on December 1, 2017. Your policyholders have until May 31, 2018 to choose to stay with TWIA. If the policy is not specifically identified as staying with TWIA by then, it will transfer to the new carrier.

Here are the following methods the policyholder can use if they wish to stay with TWIA: 1) Return the form the policyholder received with TWIA's notice (in the postage-paid envelope provided), or 2) Call their agent.

Agents can log into the website to indicate their policyholder's wishes at: <u>http://depop.twia.org/wp-login.php</u>. Follow these steps when you see the screen below:



The policyholder can transfer their policy or stay with TWIA throughout the Policyholder Phase (until May 31, 2018). If the policyholder has not chosen to stay with TWIA by May 31, 2018, their policy will transfer to the new carrier.

If you have additional questions, please contact Agent Services at <u>Agentservices@twia.org</u> or 1-800-208-5948.