

# Depopulation Guide- Policyholder Phase



This job aid demonstrates how to complete the Policyholder Phase of the Assumption Reinsurance Depopulation Program, which offers insureds 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 depopulation offers, and only agents that approved offers will participate in the Policyholder phase.

Notices of offers were sent to your policyholders on December 1, 2019. Your policyholders have until May 31, 2020 to transfer their policy or stay with TWIA. Here are the following methods the policyholder can use to stay with TWIA:

- 1.) returning the form the policyholder received with TWIA's notice (in the postage-paid envelope provided)
- 2.) a phone call from the policyholder to TWIA, or
- 3.) a phone call from the policyholder to their agency.

To ensure a policyholder stays with TWIA, log into the website, <http://depop.twia.org/wp-login.php>. Follow these steps when you see the screen below:

Important Notice: Agents may only select companies with whom they have a contract.

**Agency Name 0021**

Policy Number:  Insured Name:  Location Address:  Policy Type:  **FILTER** **CLEAR**

Only policies with a carrier selected are visible.

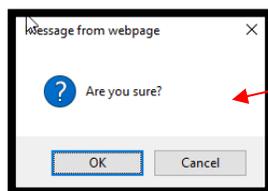
Policy Number	Primary Insured Name	Location Address	Policy Type	Agency	Carrier
0000001-01	Example PH 1	Address 1	Residential	Agency Name 0021	SafePoint Insurance Company <a href="#">Click to Stay with TWIA</a>
0000002-01	Example PH 2	Address 2	Residential	Agency Name 0021	SafePoint Insurance Company <a href="#">Click to Stay with TWIA</a>
0000003-01	Example PH 3	Address 3	Residential	Agency Name 0021	SafePoint Insurance Company <a href="#">Click to Transfer Policy</a>
0000004-01	Example PH 4	Address 4	Residential	Agency Name 0021	SafePoint Insurance Company <a href="#">Click to Transfer Policy</a>

**EXPORT TO CSV**

Step 1: In these boxes you can filter or search using policy criteria.

Step 2: Click the hyper-link to Stay with TWIA.

Note: If the carrier name has a strike-through, the insured has already chosen to stay with TWIA.



Step 3: Once you click on the Stay with TWIA or Transfer Policy hyperlink, you will need to confirm the change by clicking OK.

The policyholder can transfer their policy or stay with TWIA throughout the policyholder phase, but if the policyholder has not chosen to stay with TWIA by May 31, 2020, their policy will transfer to the new carrier.

If you have additional questions, please contact Agent Services at [Agentservices@twia.org](mailto:Agentservices@twia.org) or 800-208-5948.