

New TWIA Renewal Process Agent Webinar

Presented by TWIA Underwriting



Purpose of Today's Webinar

Legislative Changes

- Implementing a New Renewal Process

Agent Impacts

- Form Changes
- Renewal Offers Automatically Generated

Policyholder Impacts

- Renewal Offers Mailed to Policyholder
- Ability to Pay TWIA Directly

Policy Conditions/ ITV Reminder



LEGISLATIVE CHANGES



Why Is This Change Happening?

TWIA is implementing a new renewal process for ALL renewals with effective dates of March 1, 2020 or later.



AGENT IMPACTS



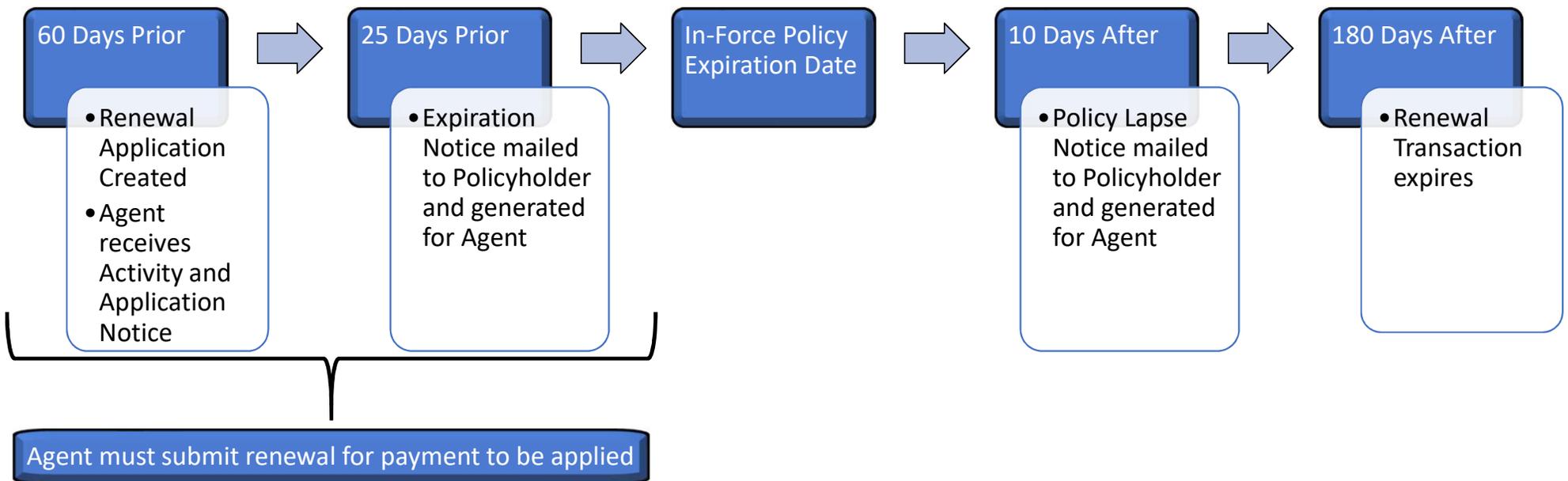
What Stays the Same?

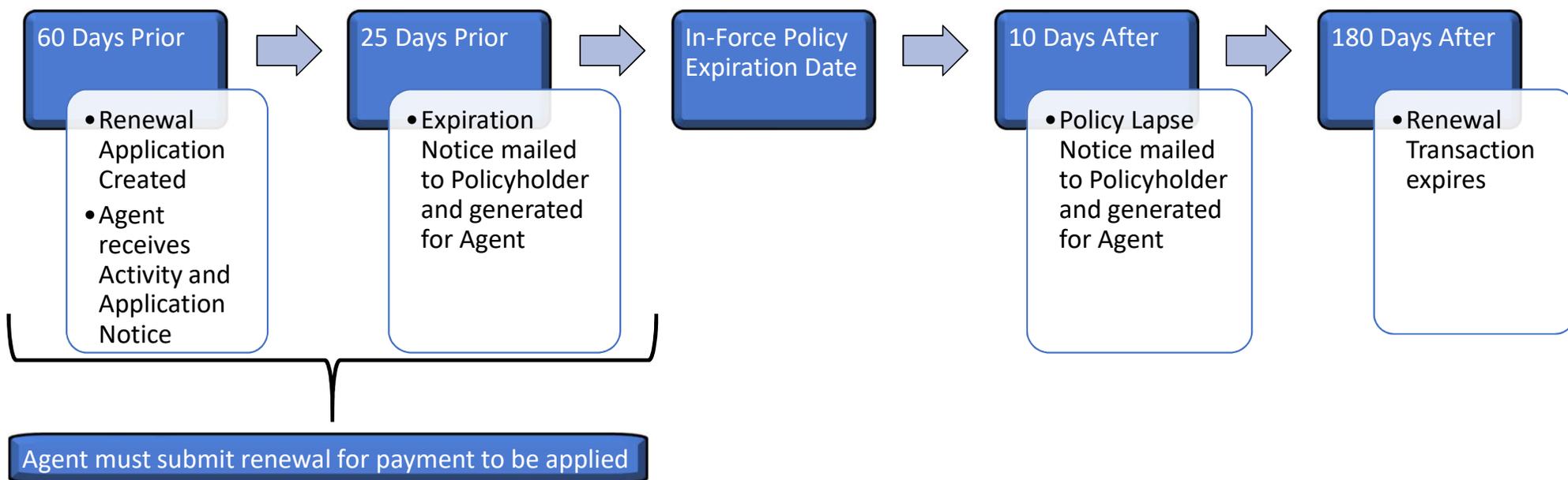
- **All** current payment methods and how they are processed remain the same
 - eCheck, EFT, Check, Money Order, and Premium Finance options
- How effective dates are determined
 - Binding procedures
 - TWIA policy must be paid in full to be bound
 - Once a renewal offer expires, without full payment, a new application is required
- Eligibility
 - Certificate (WPI-8 or 8-C) and repair requirements will be reviewed by UW on a case by case basis
- Ability to make Policy Changes and how they are processed
- RCT Express/MSB requirements
- Assuming payment is received before expiration date, the new term's policy package, including declarations pages, will be mailed to the Policyholder and generated for the Agent.



TWIA Current Renewal Process

(Assuming premium payment not received by TWIA)





CURRENT

60 Days Prior

- Renewal Application Created
- Agent receives Activity and Application Notice

25 Days Prior

- Expiration Notice mailed to Policyholder and generated for Agent

In-Force Policy Expiration Date

10 Days After

- Policy Lapse Notice mailed to Policyholder and generated for Agent

180 Days After

- Renewal Transaction expires

Agent must submit renewal for payment to be applied

NEW

- Renewal Offer **OR**
- Non-Renewal Notice mailed to Policyholder and generated for Agent

- Expiration Notice mailed to Policyholder and generated for Agent

- Policy Lapse Notice mailed to Policyholder and generated for Agent

30 Days After

- Renewal Offer expires

Agent does not submit a renewal application because the Renewal Offer is generated automatically

New Renewal Process

(Effective Date 3/1/2020 and later)

60 days prior to policy renewal date

Renewal offer is:

- Mailed to the Policyholder and Mortgage Company
- Generated for Agent in Policy Center with email notification

25 days prior to policy expiration date

Expiration notice (i.e. renewal reminder) is:

- Mailed to the Policyholder
- Generated for Agent in Policy Center with email notification

10 days after policy expiration

Policy Lapse Notice is:

- Mailed to the Policyholder
- Generated for Agent in Policy Center with email notification

30 days after policy expiration

- Any pending policy renewal offers expire

What Will the New Renewal Offer Package Contain?

For all renewals:

- The Renewal Offer Letter, including the Renewal Payment Coupon
- Packet Guide
- Notice of Contract Changes
- The Renewal Offer Summary

Effective March 1, 2020



Packet Guide



Please read!

Packet Guide

Important information about your TWIA insurance is in this packet.

This is the new TWIA policy renewal packet. Recently, we mailed you a postcard announcing two important changes to how TWIA provides wind and hail insurance. This renewal packet represents both changes:

Change 1. There is a new policy renewal packet (this packet) which is a part of the new renewal process. For the first time, TWIA policyholders are receiving a policy renewal offer (inside this packet) directly from TWIA. As long as the property remains in insurable condition, policyholders may renew their policy directly with TWIA.

Change 2. There are new TWIA policy contracts as of January 2020. The new policy includes updated coverages, terms, and conditions. Directly behind this page is a "Notice of New TWIA Policy Contract January 2020," which is an explanation of the changes included in the new TWIA policy.

What do I do with this packet?

It is up to you, the policyholder, to decide what to do with this renewal packet. Please note that any mortgage company listed on the policy will also be mailed this packet. Your insurance agent will receive this renewal offer electronically.

Options that you may decide to take regarding this packet include:

- Continuing to work directly with your insurance agent to modify, renew, and pay for your policy
- Mailing payment directly to TWIA to renew your policy

You may want to contact your agent or TWIA to discuss this change and your options.

What documents are included in this packet?

- A Renewal Offer Letter that outlines the renewal offer
- A Payment Coupon that you should include if you mail in the policy renewal payment
- A Packet Guide (this page)
- A Notice of New TWIA Policy Contract January 2020 that explains changes in the new policy
- A Renewal Offer Summary

Where did these changes come from and where can I learn more?

These changes are a result of laws passed by the Texas Legislature in 2019. Visit www.twia.org/changes for more information on these, and other, legislative changes.

Who can help me with this packet and my renewal?

Your insurance agent or TWIA can help you. Please contact your agent directly or contact TWIA at (800) 788-8247 or at agentservices@twia.org.



Renewal Offer

Policy Renewal Offer

Offer Date: 11/27/2019 Agent Name: USAA Insurance Agency Inc
Offer Reference Number: 0007 Account Number: 000 Agent Phone: (800) [REDACTED]
Property Location: [REDACTED] Rockport, TX 78382

Dear [REDACTED],

We are pleased to present you with an offer to renew your Texas Windstorm Insurance Association (TWIA) policy. Please confirm your coverage details on the enclosed Renewal Offer Summary. If any changes to your coverage are required, you may contact your agent.

The current amount due and due date are shown in the table below. Please note that the renewal policy will not be issued until TWIA receives payment. Your current policy will expire on March 10, 2020 at 12:01 a.m. CT.

Proposed Coverage Effective Date	Proposed Coverage Expiration Date	Total Premium	Payment Due Date	Amount Due
March 10, 2020 12:01 a.m.	March 10, 2021 12:01 a.m.	\$1,368.00	03/10/2020	\$1,368.00

Payment should be sent using the enclosed payment coupon. If TWIA receives payment by the due date, the renewal policy will be issued with the coverage effective date listed above.

If you do not want to continue your TWIA coverage, you may disregard this renewal offer and your coverage will expire on the date indicated above.

If you have any questions regarding your renewal offer of insurance or to pay electronically, please contact your agent. To speak with a TWIA representative please call (800) 788-8247.

Thank you,
Texas Windstorm Insurance Association

What Stays the Same?

- **All** current payment methods and how they are processed remain the same
 - eCheck, EFT, Check, Money Order, and Premium Finance options
- How effective dates are determined
 - Binding procedures
 - TWIA policy must be paid in full to be bound
 - Once a renewal offer expires, without full payment, a new application is required
- Eligibility
 - Certificate (WPI-8 or 8-C) and repair requirements will be reviewed by UW on a case by case basis
- Ability to make Policy Changes and how they are processed
- RCT Express/MSB requirements
- Assuming payment is received before expiration date, the new term's policy package, including declarations pages, will be mailed to the Policyholder and generated for the Agent.



Does the Policyholder *Have* to Pay TWIA Directly?

- No. They can continue to remit payment through your office if they would like to do so.
- EFT, Checks, money orders, eCheck, and premium finance companies are still payment options.
 - EFT and eCheck payments must be made through your office.



What Are the Major Agent Impacts?

- Will no longer submit renewal applications, as they will generate automatically
- Policyholder will receive Renewal Offer in the mail
- Renewal Offer will contain a payment coupon for the policyholder/mortgage company to pay TWIA directly
- Can still make changes up to the expiration date

Policy Changes for Renewals

Prior to 60 days from the expiration date

- If submitted and issued, Policy Center will incorporate that change into the Automatic Renewal Offer

After 60 days from the expiration date

- Agent can still make a change, but will not be a part of the Automatic Renewal Offer

Policy Center

Due Date	Create Date	Priority	Subject	Policy #	Transaction #	Transaction Type	Primary Insured	Policy Type
01/10/2020	01/10/2020	High	Renewal Ready for Your Review	TWIA-0	TO	Renewal		Residential
01/10/2020	01/10/2020	High	Renewal Ready for Your Review	TWIA-0	TO	Renewal		Residential
01/10/2020	01/10/2020	High	Renewal Ready for Your Review	TWIA-0	TO	Renewal		Residential
01/10/2020	01/10/2020	High	Renewal Ready for Your Review	TWIA-0	TO	Renewal		Residential

Renewal (Calculated) | Windstorm and Hail | Eff. 03/10/2020 | Account # A | Policy # TWIA-0

Payment

≤ Back Edit Transaction Save Draft Invoice ★ Submit to TWIA Print

Amount Due and Payment Summary

Actual Premium \$5,367.00
Surcharges -
Amount Due to TWIA \$5,367.00

Payments

Total Payment Amount \$5,367.00
Payment Method ★ Check/Money Order

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.

DO NOT press 'Submit to TWIA' more than once. Please contact Agent Services at 800-788-8247, option 7, Monday through Friday between 8 AM and 5 PM if you need assistance completing this transaction.

≤ Back Edit Transaction Save Draft Invoice ★ Submit to TWIA

POLICYHOLDER IMPACTS



How Does This Impact the Policyholder?

- Receive a Renewal Offer early in the renewal process
- Can review coverages with offer
- Ability to pay TWIA directly
- Informational postcard

POLICY CONDITIONS/ITV CHANGES REMINDER



POLICY CONDITIONS/ITV CHANGES REMINDER

- Renewals in the first quarter 2020 attend webinars
- Recorded version of webinar at www.twia.org/agents/training/
- Communicated via Agent Bulletins
- TDI Form Approvals
- Application Holds removed



POLICY CONDITIONS/ITV CHANGES REMINDER

- Dwelling and Commercial Policy and other documents receiving wording updates
- Replacement Cost Value will be determined at the time of application versus at the time of a loss on all renewals and new business with effective dates of **January 1, 2020 or later.**
- Two new Endorsements - 802 and 804
- Agent Bulletin 11/27/19

www.twia.org/agents/communications



Thank You!

- TWIA Training Center

www.twia.org/agents/training/

- TWIA Legislative Changes

www.twia.org/changes

- Another round of these webinars in January

- Survey coming from Go To Webinar

Questions? Email agentservices@twia.org