

TWIA Payment Options Agent Webinar

Presented by TWIA Underwriting
November 2020

Locate the Q&A box and let us know what city and agency you are joining us from!

We will get started shortly.



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Purpose of Today's Webinar

New TWIA PO Box for Payments

- New address for payments as of October 21st, 2020

Expanded Approved Mailing Methods

- Adding additional traceable options as of October 21st, 2020

New Policyholder Installment Plan Option

- New two payment option as of November 19th, 2020

New Policyholder Online Payments

- New policyholder online payment option as of November 19th, 2020

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**NEW TWIA
PO BOX For
Payments**
(Preferred Mailing Method)

New PO Box for TWIA Payments



Effective October 21, 2020

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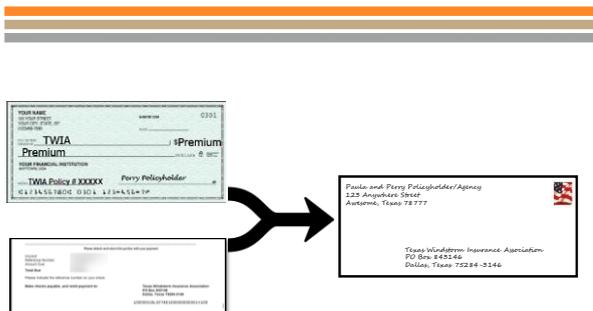
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Who, What, When, Where, Why, and How on the new PO Box for payments

- Bank of America is our vendor
- New PO Box
- Started 10/21/2020
- Dallas, TX
- Fast processing times
 - From approximately four days to the next business day
- Faster policy issuance!



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Always include the Coupon and the Payment with the TWIA policy number in the memo line when mailing a premium to TWIA.

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Additional Important PO Box Change Information

1. From within a policy or transaction, select Documents.
 2. Click on Upload Document.
 3. From within a policy or transaction, select Documents.
 4. If another document needs to be uploaded, click on the Add Document button.
 5. When complete, click on the Upload button.

Important Notice

All documents beyond the payment coupon should be uploaded into Policy Center for processing.

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EXPANDED APPROVED MAILING METHODS

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Approved Mailing Methods

1. USPS Registered Mail
2. USPS Certified Mail
3. USPS Priority Mail Express
4. Regular mail that is hand-cancelled by USPS
5. AND... **NEW!** Other services that provide acceptable, traceable proof of mail date

Using these methods, mail to:
 TWIA
 5700 South MoPac Expressway, Building A
 Austin, TX 78749

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Are there any effective date changes? No

Mailed to PO Box/Physical address via regular mail
 Effective date is date received by TWIA, or later if requested

Mailed to physical address via traceable, approved mailing method
 Effective date is the date payment is postmarked, or later if requested

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NEW POLICYHOLDER INSTALLMENT PLAN OPTION

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New 50/50 Policyholder Installment Plan

- Starting November 19th, policyholders can pay for their policy in two installments.
- A minimum of 50% is due at policy issuance the remaining balance within four months/120 days from Effective Date
- Option only available with Check/Money Order selection OR eCheck. All other payment methods (EFT and Wellington Premium Finance) still require a full premium payment for policy issuance.

50/50

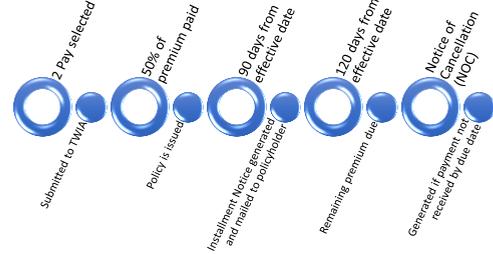
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**New 50/50
Installment Plan Notice**

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**New 50/50 Policyholder
Installment Plan Timeline**



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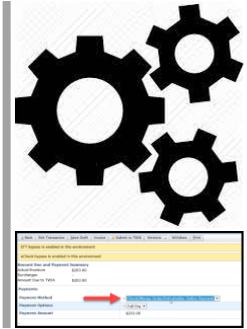
**NEW
POLICYHOLDER
ONLINE
PAYMENT
OPTIONS**



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**Policy Center
Changes**

- The drop-down menu option for payments will be updated.
- Check/Money Order will change to Check/Money Order/Policyholder Online Payment.



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**When will I select Check/Money Order/
Policyholder Online Payment?**

- When paying a premium with a Check/Money Order from the Agent/Policyholder/Mortgage Company, OR
- When the Policyholder wishes to pay the premium online
 - Credit Card
 - Debit Card
 - ATM Card
 - eCheck
 - Bank Routing and Account Number will be required.

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**What vendor* fees are associated with the
new Policyholder Online Payment Option?**

Policy Type	eCheck	Credit Card	Debit Card	ATM Card
Residential	0%	2.4%	2.4%	1.99%
Commercial	0%	2.99%	2.99%	2.99%

*TWIA does not receive any of these fees.



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Policyholder Online Payment Website



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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 agent administered eCheck payments must be made through your office.



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Mailing Method Updates

New PO Box Payment Mailing Address

- Effective Date applied using date received by TWIA

Approved Mailing Methods

- Effective Date applied using date postmarked
- USPS Registered Mail
- USPS Certified Mail
- USPS Priority Mail Express
- Regular mail that is hand-cancelled by USPS
- Other services that provide acceptable, traceable proof of mail date

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Which Payment Method options allow for the new 2 Pay Installment Plan?

2 Pay Installment Option	Full Pay
<ul style="list-style-type: none"> • eCheck (Agent Administered) • Check/Money Order/Policyholder Online Payment 	<ul style="list-style-type: none"> • eCheck (Agent Administered) • Check/Money Order/Policyholder Online Payment • EFT • Wellington Premium Finance

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TWIA Payment Method Options as of November 19th, 2020

1. eCheck (Agent Administered)
2. EFT
3. Wellington Premium Finance
4. Check/Money Order/**Policyholder Online Payment**
 - Check/MO from Agent/Policyholder/Mortgage Company
 - Policyholder Online Payment Option via eCheck/Credit/Debit/ATM

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Important Links

-  TWIA Training Center: <https://www.twia.org/agents/training/>
-  Check and Money Order Payment Process Changes Starting October 21: <https://www.twia.org/news-and-announcements/check-and-money-order-payment-process-changes-starting-october-21/>
-  Coming in November: Policyholder Online Payments: <https://www.twia.org/news-and-announcements/coming-in-november-policyholder-online-payments/>
-  FAQs: https://www.twia.org/wp-content/uploads/FAQs_About_TWIA_Payment_Process_Changes_Startin_October_21.pdf
-  TWIA Instructions and Guidelines Manual: <https://www.twia.org/wp-content/uploads/2020.05-TWIA-Instructions-and-Guidelines-Manual.pdf>
-  TWIA payments site: <https://www.twia.org/payments>
-  TWIA Payment Options Presentation

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Thank You!

- TWIA Training Center
www.twia.org/agents/training/
- Webinars through November 17th
- Survey coming from Zoom
- Questions? Email agentservices@twia.org

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