



Assumption Reinsurance Depopulation Program 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, 2021. Your policyholders have until January 31, 2022 to opt to stay with TWIA, otherwise their policy will transfer on March 1, 2022. 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.

*****Note: If no action is taken by the policyholder, or agent on their behalf, during the Policyholder Phase, the policy will automatically leave TWIA and transfer to the participating carrier on March 1, 2022.**

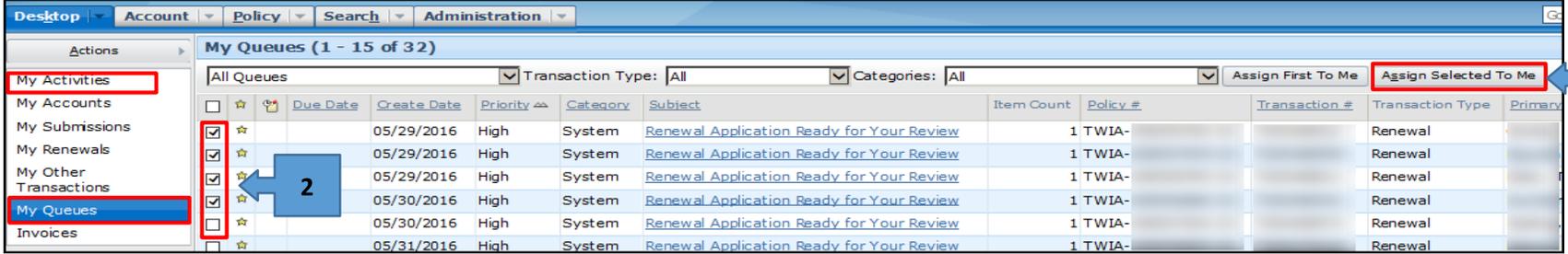
To ensure a policyholder stays with TWIA, log into Policy Center: <https://portal.twia.org/pc/PolicyCenter.do>

Please note, you will need to assign a Depopulation – Policyholder Opt-out activity to yourself prior to being able to work the activity. Please follow the steps in the below “Reassigning Activities” section to reassign the activities.

Once the activities have been reassigned, follow the steps beginning with the “During the Policyholder Phase” section to complete an activity.

Reassigning Activities

Use the steps below to move activities from 'My Queues' to 'My Activities'.



The screenshot shows the 'My Queues' section of the TWIA web application. The interface includes a navigation sidebar on the left, a main table of activities, and a top navigation bar. The 'My Queues' item in the sidebar is highlighted with a red box and a blue arrow labeled '1'. The table contains several rows of activities, with the first three rows having their checkboxes checked, indicated by a blue arrow labeled '2'. The 'Assign Selected To Me' button in the top right corner of the table is highlighted with a red box and a blue arrow labeled '3'.

	Due Date	Create Date	Priority	Category	Subject	Item Count	Policy #	Transaction #	Transaction Type	Primary
<input type="checkbox"/>		05/29/2016	High	System	Renewal Application Ready for Your Review	1	TWIA-		Renewal	
<input checked="" type="checkbox"/>		05/29/2016	High	System	Renewal Application Ready for Your Review	1	TWIA-		Renewal	
<input checked="" type="checkbox"/>		05/29/2016	High	System	Renewal Application Ready for Your Review	1	TWIA-		Renewal	
<input checked="" type="checkbox"/>		05/30/2016	High	System	Renewal Application Ready for Your Review	1	TWIA-		Renewal	
<input type="checkbox"/>		05/30/2016	High	System	Renewal Application Ready for Your Review	1	TWIA-		Renewal	
<input type="checkbox"/>		05/31/2016	High	System	Renewal Application Ready for Your Review	1	TWIA-		Renewal	

1. Click on 'My Queues'
2. Check the boxes next to Activities to assign yourself
3. Click Assign Selected to Me

These Activities will now appear in 'My Activities' for review.



During the Policyholder Phase (December 3, 2021 – January 31, 2022)

1. Navigate to the “My Activities” section of the “Desktop” tab.
2. Find activity(ies) labeled “2021-2022 Depopulation – Policyholder Opt-out”.
 - You can organize the activities in alphabetical order by clicking on the **Subject** column header.

Some activities were canceled. [Click here to see the canceled activities.](#)

All open Created By: All Priority: All Page 1 of 4 | Prev | Next

	Due Date	Create Date	Priority	Subject	Policy #	Transaction #	Transaction Type	Primary Insured	Policy Type
<input type="checkbox"/>	11/30/2021	11/29/2021	Normal	2021- 2022 Depopulation - Policyholder Opt-out	Policy Number			Policyholder Name	Residential
<input type="checkbox"/>	11/30/2021	11/29/2021	Normal	2021- 2022 Depopulation - Policyholder Opt-out	Policy Number			Policyholder Name	Residential

- You may also search for activities by clicking the down arrow on the **Search** tab, selecting “Activities”, and entering a key word into the **Subject** criteria (for example, “depopulation”).

Specify at least one of the following:

Assigned to

Policy #

or

Account #

Optional criteria:

Activity Status

Priority

Overdue Now

Subject

Search Results (1 - 3 of 3)

	Due Date	Priority	Status	Subject	Policy #	Transaction #	Account	Policy Type	Assigned By	Assigned To
<input type="checkbox"/>	11/30/2021	Normal	Complete	2021- 2022 Depopulation - Policyholder Opt-out	Policy Number		Policyholder Name	Residential	Texas Windstorm Insurance Association	User (User email)
<input type="checkbox"/>	11/30/2021	Normal	Complete	2021- 2022 Depopulation - Policyholder Opt-out	Policy Number		Policyholder Name	Residential	Texas Windstorm Insurance Association	User (User email)
<input type="checkbox"/>	11/13/2021	Normal	Complete	2022 Depopulation - Policyholder Opt-out	Policy Number		Policyholder Name	Residential	Texas Windstorm Insurance Association	User (User email)

3. Click on the activity for the policy you wish to update.



4. You will be brought to the policy file after clicking on the activity. The Activity Detail box will open automatically.

Summary

Surcharge Paid Status : [Click to view](#)

Policy

Policy Type Residential
Number Policy Number
Issued Yes

Primary Named Insured

Name Policyholder Name
Mailing Address Address

Last Completed Transaction

Date Submitted 08/20/2021
Date Completed 08/20/2021
Type Renewal

Policy Period

Effective Date 08/20/2021
Expiration Date 08/20/2022
Total Cost \$1,810.00

Agency Location of Service

Agency Name Agency Name
TDI License # TDI License #
Agency Location Agency Location

Activities (1 - 1 of 1)

Date Created	Due Date	Related To	Policy #	Transaction #	Subject	Item #	Activity Status	Assigned To
11/29/2021	11/30/2021	Policy	Policy Number		2021- 2022 Depopulation - Policyholder Opt-out		Open	User (User email)

Activity Detail

Update Cancel

Documents must be submitted via the "Documents" link in the Tools Menu. To provide a document, click on the "Upload Document" button.

Activity Info

Policy # Policy Number
Subject 2021- 2022 Depopulation - Policyholder Opt-out
Description This policy will automatically transfer to a new carrier on March 1, 2022 because the agent of record approved the Depopulation offer. No action is required if the policyholder would like for their policy to transfer.

If the policyholder wishes to stay with TWIA, you must opt-out of the 2021-2022 Depopulation Program by checking the "Policyholder Opt-out?" box below by the due date.

To learn more you may visit our website: www.twia.org/frequently-asked-questions/#depopulation
SafePoint Insurance Company

Selected Carrier
Policyholder Opt-out?
Status Open
Due Date 11/30/2021
Escalation Date 12/01/2021
Assigned to User (User email)



- If the policyholder wishes to stay with TWIA, check the box next to the field labeled "Policyholder Opt-out?".
- Click the "Update" button. Once the button is clicked, the opt out will be submitted into TWIA's system and no additional action needs to be taken for the policyholder to stay with TWIA.

Activity Activity

Activity Detail

Update Cancel

Documents must be submitted via the "Documents" link in the Tools Menu. To provide a document, click on the "Upload Document" button.

Activity Info

Policy # [Policy Number]

Subject 2021- 2022 Depopulation - Policyholder Opt-out

Description This policy will automatically transfer to a new carrier on March 1, 2022 because the agent of record approved the Depopulation offer. No action is required if the policyholder would like for their policy to transfer.

If the policyholder wishes to stay with TWIA, you must opt-out of the 2021-2022 Depopulation Program by checking the "Policyholder Opt-out?" box below by the due date.

To learn more you may visit our website: [www.twia.org /frequently-asked-questions/#depopulation](http://www.twia.org/frequently-asked-questions/#depopulation)

Selected Carrier SafePoint Insurance Company

Policyholder Opt-out? ← Check this box

Status Open

Due Date 11/30/2021

Escalation Date 12/01/2021

Assigned to User (User email)

- The activity will automatically be updated with an "Activity History" section showing the date, time, and user that made an update to the activity.

Activity Detail

Update Cancel

Documents must be submitted via the "Documents" link in the Tools Menu. To provide a document, click on the "Upload Document" button.

Activity Info

Policy # [Policy Number]

Subject 2021- 2022 Depopulation - Policyholder Opt-out

Description This policy will automatically transfer to a new carrier on March 1, 2022 because the agent of record approved the Depopulation offer. No action is required if the policyholder would like for their policy to transfer.

If the policyholder wishes to stay with TWIA, you must opt-out of the 2021-2022 Depopulation Program by checking the "Policyholder Opt-out?" box below by the due date.

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Selected Carrier SafePoint Insurance Company

Policyholder Opt-out?

Status Open

Due Date 11/30/2021

Escalation Date 12/01/2021

Assigned to User (User email)

Activity History

Timestamp ↕	Modified By	Comments	Action
11/29/2021 03:59 PM	User (User email)	Activity updated	



Should the policyholder change their mind during the Policyholder Phase and wish to leave TWIA after initially electing to opt-out, follow the below steps:

- Repeat Steps 1-4.
 1. Navigate to the “My Activities” section of the “Desktop” tab.
 2. Find activity(ies) labeled “2021-2022 Depopulation – Policyholder Opt-out”.
 - You can organize the activities in alphabetical order by clicking on the **Subject** column header.

My Activities (1 - 15 of 54)

Some activities were canceled. Click here to see the canceled activities.

All open Assign Created By: All Priority: All

	Due Date	Create Date	Priority	Subject	Policy #	Transaction #	Transaction Type	Primary Insured	Policy Type
<input type="checkbox"/>	11/30/2021	11/29/2021	Normal	2021- 2022 Depopulation - Policyholder Opt-out	Policy Number			Policyholder Name	Residential
<input type="checkbox"/>	11/30/2021	11/29/2021	Normal	2021- 2022 Depopulation - Policyholder Opt-out	Policy Number			Policyholder Name	Residential

- You may also search for activities by clicking the down arrow on the **Search** tab, selecting “Activities”, and entering a key word into the **Subject** criteria (for example, “depopulation”).

Search Activities

Specify at least one of the following:

Assigned to Select User...

Policy #

or

Account #

Optional criteria:

Activity Status <none selected>

Priority <none selected>

Overdue Now <none selected>

Subject

Search Results (1 - 3 of 3)

	Due Date	Priority	Status	Subject	Policy #	Transaction #	Account	Policy Type	Assigned By	Assigned To
<input type="checkbox"/>	11/30/2021	Normal	Complete	2021- 2022 Depopulation - Policyholder Opt-out	Policy Number		Policyholder Name	Residential	Texas Windstorm Insurance Association	User (User email)
<input type="checkbox"/>	11/30/2021	Normal	Complete	2021- 2022 Depopulation - Policyholder Opt-out	Policy Number		Policyholder Name	Residential	Texas Windstorm Insurance Association	User (User email)
<input type="checkbox"/>	11/13/2021	Normal	Complete	2022 Depopulation - Policyholder Opt-out	Policy Number		Policyholder Name	Residential	Texas Windstorm Insurance Association	User (User email)

3. Click on the activity for the policy you wish to update.



4. You will be brought to the policy file after clicking on the activity. The Activity Detail box will open automatically

Activity Activity

Activity Detail

Update Cancel

Documents must be submitted via the "Documents" link in the Tools Menu. To provide a document, click on the "Upload Document" button.

Activity Info

Policy # **Policy Number**

Subject 2021- 2022 Depopulation - Policyholder Opt-out

Description This policy will automatically transfer to a new carrier on March 1, 2022 because the agent of record approved the Depopulation offer. No action is required if the policyholder would like for their policy to transfer.

If the policyholder wishes to stay with TWIA, you must opt-out of the 2021-2022 Depopulation Program by checking the "Policyholder Opt-out?" box below by the due date.

To learn more you may visit our website: www.twia.org/frequently-asked-questions/#depopulation

Selected Carrier SafePoint Insurance Company

Policyholder Opt-out?

Status Open

Due Date 11/30/2021

Escalation Date 12/01/2021

Assigned to **User (User email)**

Additional Steps:

- Uncheck the box next to the field labeled "Policyholder Opt-out?"
- Click the "Update" button. Once the button is clicked, the policy will be opted back into the program and no additional action needs to be taken for the policyholder to leave TWIA.

Activity Detail

Update Cancel

Documents must be submitted via the "Documents" link in the Tools Menu. To provide a document, click on the "Upload Document" button.

Activity Info

Policy # **Policy Number**

Subject 2021- 2022 Depopulation - Policyholder Opt-out

Description This policy will automatically transfer to a new carrier on March 1, 2022 because the agent of record approved the Depopulation offer. No action is required if the policyholder would like for their policy to transfer.

If the policyholder wishes to stay with TWIA, you must opt-out of the 2021-2022 Depopulation Program by checking the "Policyholder Opt-out?" box below by the due date.

To learn more you may visit our website: www.twia.org/frequently-asked-questions/#depopulation

Selected Carrier SafePoint Insurance Company

Policyholder Opt-out?

Status Open

Due Date 11/30/2021

Escalation Date 12/01/2021

Assigned to **User (User email)**

Uncheck this box

Activity History

Timestamp ^	Modified By	Comments	Action
11/29/2021 03:59 PM	User (User email)	Activity updated	



The activity will automatically be updated with an "Activity History" section showing the date, time, and user that made an update to the activity.

Activity Detail

Documents must be submitted via the "Documents" link in the Tools Menu. To provide a document, click on the "Upload Document" button.

Activity Info

Policy # [Redacted]
Subject 2021- 2022 Depopulation - Policyholder Opt-out
Description This policy will automatically transfer to a new carrier on March 1, 2022 because the agent of record approved the Depopulation offer. No action is required if the policyholder would like for their policy to transfer.

If the policyholder wishes to stay with TWIA, you must opt-out of the 2021-2022 Depopulation Program by checking the "Policyholder Opt-out?" box below by the due date.

To learn more you may visit our website: www.twia.org /frequently-asked-questions/#depopulation

Selected Carrier SafePoint Insurance Company
Policyholder Opt-out?
Status Open
Due Date 11/30/2021
Escalation Date 12/01/2021
Assigned to User (User email)

Activity History

Timestamp	Modified By	Comments	Action
11/29/2021 03:59 PM	User (User email)	Activity updated	
11/29/2021 04:21 PM	User (User email)	Activity updated	



After the Policyholder Phase ends on January 31, 2022

The Depopulation activities will close and policyholders, or agents working on their behalf, will no longer be able to choose to stay with TWIA or leave TWIA. The activities will no longer appear in agent’s open activities.

You may navigate to a specific policy file and review the closed Depopulation activity(ies) by filtering the activity(ies) in the “Activities” section of the **Summary** tab. As the activities are now closed, you will need to filter by either “All” activities or “Complete” activities to review a closed Depopulation activity.

Filter the activities and click on the activity for the policy you wish to review.

The screenshot shows the TWIA policy summary page. The left sidebar contains navigation options: Desktop, Account, Policy, Search, Team, Administration. The main content area is titled 'Summary' and includes sections for Policy Info, Last Completed Transaction, Policy Period, Agency Location of Service, and Activities. The 'Activities' section is filtered to 'All' and shows two entries. Below this is a table for 'Completed Policy Transactions' and a section for 'Transactions in Progress' which is currently empty.

Policy Info:
 Policy Type: Residential
 Number: [Redacted]
 Issued: Yes

Last Completed Transaction:
 Date Submitted: 08/20/2021
 Date Completed: 08/20/2021
 Type: Renewal

Policy Period:
 Effective Date: 08/20/2021
 Expiration Date: 08/20/2022
 Total Cost: \$1,810.00

Agency Location of Service:
 Agency Name: [Redacted]
 TDI License #: [Redacted]
 Agency Location: [Redacted]

Primary Named Insured:
 Name: [Redacted]
 Mailing Address: [Redacted]

Activities (1 - 2 of 2):
 Filter: All

Date Created	Due Date	Related To	Policy #	Transaction #	Subject	Item #	Activity Status	Assigned To
06/12/2021		Transaction	[Redacted]	[Redacted]	Renewal Ready for Your Review		Complete	User (User email)
11/29/2021	11/30/2021	Policy	[Redacted]		2021- 2022 Depopulation - Policyholder Opt-out		Complete	User (User email)

Completed Policy Transactions (1 - 2 of 2):

Policy Effective Date	Transaction Effective Date	Date Completed	Transaction Type	Status	Transaction #	Transaction Cost	Total Premium	Commission
<input type="checkbox"/> 08/20/2021	08/20/2021	08/20/2021	Renewal	In Force	[Redacted]	\$1,810.00	\$1,810.00	\$289.60
<input type="checkbox"/> 08/11/2020	08/11/2020	08/11/2020	Submission	Expired	[Redacted]	\$1,803.00	\$1,803.00	\$288.48

Transactions in Progress (empty):

Policy Effective Date	Transaction Effective Date	Status	Transaction Type	Transaction #	Transaction Cost
Last 5 Notes					



Once you click on an activity, the below Activity Detail box will open automatically.

Activity Detail

[Close Worksheet](#)

Documents must be submitted via the "Documents" link in the Tools Menu. To provide a document, click on the "Upload Document" button.

Activity Info

Policy # [Redacted]
Subject 2021- 2022 Depopulation - Policyholder Opt-out
Description This policy will automatically transfer to a new carrier on March 1, 2022 because the agent of record approved the Depopulation offer. No action is required if the policyholder would like for their policy to transfer.

If the policyholder wishes to stay with TWIA, you must opt-out of the 2021-2022 Depopulation Program by checking the "Policyholder Opt-out?" box below by the due date.

To learn more you may visit our website: [www.twia.org /frequently-asked-questions/#depopulation](http://www.twia.org/frequently-asked-questions/#depopulation)
Selected Carrier SafePoint Insurance Company
Policyholder Opt-out? Yes
Status Complete
Due Date 11/30/2021
Escalation Date 12/01/2021
Assigned to [Redacted]

Activity History

Timestamp ^	Modified By	Comments	Action
11/29/2021 03:59 PM	User (User email)	Activity updated	
11/29/2021 04:21 PM	User (User email)	Activity updated	
11/29/2021 04:22 PM	User (User email)	Activity updated	
12/01/2021 12:25 AM	Texas Windstorm Insurance Association		Closed

The activity will no longer have the editable check box next to the field labeled "Policyholder Opt-out". Instead, the final opt-out status will appear.

- "Yes" indicates that the policyholder was opted out of the Depopulation Program and will remain with TWIA.
- "No" indicates that the policyholder did not elect to opt out of the Depopulation Program and their policy has been set transfer on March 1, 2022 to the participating carrier who made the offer.