



Assumption Reinsurance Depopulation Program Guide – Agent Selection Phase

This job aid demonstrates how to complete the Agent Selection 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. Only agents with policyholders that received offers will participate in the Agent Selection Phase.

Offer information was made available to agents on April 1, 2022. Agents will have until May 31, 2022 to approve offers. Your agency can approve offers through TWIA Policy Center. Approved offers will be sent to your policyholders in early December 2022.

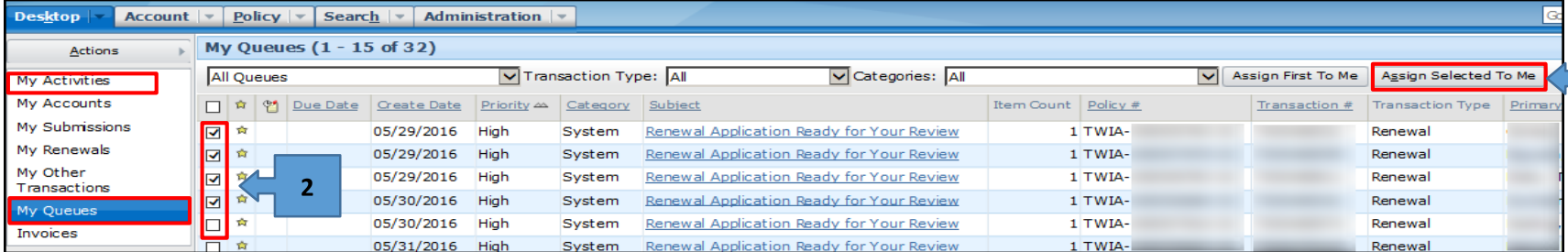
*****Note: Any offers your agency does not approve through TWIA Policy Center, or on which you have taken no action at all by May 31, 2022, will not be sent to your policyholders.**

To approve an offer, log into Policy Center: <https://portal.twia.org/pc/PolicyCenter.do>

Follow these steps when you see the screens below:

Reassigning Activities

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



The screenshot shows the 'My Queues' interface with the following data:

	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 Agent Selection Phase (April 1, 2022 – May 31, 2022)

1. Navigate to the “My Activities” section of the “Desktop” tab.
2. Find activity(ies) labeled “2022-2023 Depopulation – Select Carrier”.
 - You can organize the activities in alphabetical order by clicking on the **Subject** column header.

	Due Date	Create Date	Priority	Subject	Policy #	Transaction #	Transaction Type	Primary Insured	Policy Type
<input type="checkbox"/>	05/31/2022	03/31/2022	Normal	2022-2023 Depopulation - Select Carrier					Residential
<input type="checkbox"/>		08/26/2021	High	Submission or Renewal Rejected Due to Insufficient Payment			Renewal		Residential
<input type="checkbox"/>		05/21/2021	High	Coverage request rejected, reason: Other			Policy Change		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”).

	Due Date	Priority	Status	Subject	Policy #	Transaction #	Account	Policy Type	Assigned By	Assigned To
<input type="checkbox"/>	05/31/2022	Normal	Open	2022-2023 Depopulation - Select Carrier				Residential		
<input type="checkbox"/>	05/31/2022	Normal	Open	2022-2023 Depopulation - Select Carrier				Residential	Texas Windstorm Insurance Association	
<input type="checkbox"/>	05/31/2022	Normal	Open	2022-2023 Depopulation - Select Carrier				Residential	Texas Windstorm Insurance Association	
<input type="checkbox"/>	05/31/2022	Normal	Open	2022-2023 Depopulation - Select Carrier				Residential	Texas Windstorm Insurance Association	
<input type="checkbox"/>	05/31/2022	Normal	Open	2022-2023 Depopulation - Select Carrier				Residential	Texas Windstorm Insurance Association	
<input type="checkbox"/>	05/31/2022	Normal	Open	2022-2023 Depopulation - Select Carrier				Residential	Texas Windstorm Insurance Association	
<input type="checkbox"/>	05/31/2022	Normal	Open	2022-2023 Depopulation - Select Carrier				Residential	Texas Windstorm Insurance Association	

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.

The screenshot shows the TWIA policy management interface. The top navigation bar includes Desktop, Account, Policy, Search, Team, and Administration. The main content area is titled "Summary" and displays various policy details. On the left, there is a sidebar menu with options like Policy Contract, Policy Info, Locations and Risk Items, Forms, Transaction Effective Date, Tools, Summary, Contacts, Participants, Internal Notes, Documents, Transactions, Policy File History, Invoices, and Privacy Opt-Out. The Summary section includes fields for Surcharge Paid Status, Policy Info (Policy Type: Residential, Number: TWIA, Issued: Yes), Last Completed Transaction (Date Submitted: 12/09/2021, Date Completed: 12/09/2021, Type: Submission), Policy Period (Effective Date: 12/09/2021, Expiration Date: 12/09/2022, Total Cost: \$100.00), and Agency Location of Service (Agency Name, TDI License #, Agency Location). Below this, there is a table for "Activities (1 - 1 of 1)" with columns for Date Created, Due Date, Related To, Policy #, Transaction #, Subject, Item #, Activity Status, and Assigned To. The table contains one row with the subject "2022-2023 Depopulation - Select Carrier" and status "Open".

The screenshot shows the "Activity Detail" box for a specific activity. It includes an "Update" button and a "Cancel" button. The main content area contains the following information:

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 2022-2023 Depopulation - Select Carrier
Description This policy has received an offer of insurance from an insurer(s) participating in the 2022-2023 Depopulation Program. The policy will not transfer to a Depopulation carrier unless you approve. To approve this offer, please select the Carrier below that will assume the policy by the due date (May 31). Please ensure that you have been appointed by, or are otherwise authorized to place business with, the participating insurer.
No action is required if you do not wish to include this policy in the program.
To learn more you may visit our website: www.twia.org/frequently-asked-questions/#depopulation

Selected Carrier <none selected>
Status Open
Due Date 05/31/2022
Escalation Date 06/01/2022
Assigned to [redacted]



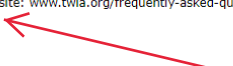
- If you wish to approve a depopulation offer, select the name of the carrier whose offer you wish to approve from the "Selected Carrier" drop-down box.
- Click the "Update" button. Once the button is clicked, the offer approval will be submitted into TWIA's system and no additional action needs to be taken for the offer to be approved and sent to the policyholder in early December.

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 # [Redacted]
Subject 2022-2023 Depopulation - Select Carrier
Description This policy has received an offer of insurance from an insurer(s) participating in the 2022-2023 Depopulation Program. The policy will not transfer to a Depopulation carrier unless you approve. To approve this offer, please select the Carrier below that will assume the policy by the due date (May 31). Please ensure that you have been appointed by, or are otherwise authorized to place business with, the participating insurer.
No action is required if you do not wish to include this policy in the program.
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Selected Carrier [SafePoint Insurance Company] 

Status Open
Due Date 05/31/2022
Escalation Date 06/01/2022
Assigned to [Redacted]

Update Selection

- 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
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 # [Redacted]
Subject 2022-2023 Depopulation - Select Carrier
Description This policy has received an offer of insurance from an insurer(s) participating in the 2022-2023 Depopulation Program. The policy will not transfer to a Depopulation carrier unless you approve. To approve this offer, please select the Carrier below that will assume the policy by the due date (May 31). Please ensure that you have been appointed by, or are otherwise authorized to place business with, the participating insurer.
No action is required if you do not wish to include this policy in the program.
To learn more you may visit our website: www.twia.org/frequently-asked-questions/#depopulation

Selected Carrier [SafePoint Insurance Company]

Status Open
Due Date 05/31/2022
Escalation Date 06/01/2022
Assigned to [Redacted]

Activity History

Timestamp ↕	Modified By	Comments	Action
04/01/2022 01:06 PM		Activity updated	



Should an agent change their mind during the Agent Selection Phase and wish to decline an offer that they initially approved, follow the below steps:

- Repeat Steps 1-4.
 - Navigate to the “My Activities” section of the “Desktop” tab.
 - Find activity(ies) labeled “2022-2023 Depopulation – Select Carrier”.
 - 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.](#)

	Due Date	Create Date	Priority	Subject	Policy #	Transaction #	Transaction Type	Primary Insured	Policy Type
<input type="checkbox"/>	05/31/2022	03/31/2022	Normal	2022-2023 Depopulation - Select Carrier					Residential
<input type="checkbox"/>		08/26/2021	High	Submission or Renewal Rejected Due to Insufficient Payment			Renewal		Residential
<input type="checkbox"/>		05/21/2021	High	Coverage request rejected, reason: Other			Policy Change		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: [Select User...](#)

Policy #

or

Account #

Optional criteria:

Activity Status:

Priority:

Overdue Now:

Subject:

Search Results (1 - 15 of 113)

	Due Date	Priority	Status	Subject	Policy #	Transaction #	Account	Policy Type	Assigned By	Assigned To
<input type="checkbox"/>	05/31/2022	Normal	Open	2022-2023 Depopulation - Select Carrier				Residential		
<input type="checkbox"/>	05/31/2022	Normal	Open	2022-2023 Depopulation - Select Carrier				Residential	Texas Windstorm Insurance Association	
<input type="checkbox"/>	05/31/2022	Normal	Open	2022-2023 Depopulation - Select Carrier				Residential	Texas Windstorm Insurance Association	
<input type="checkbox"/>	05/31/2022	Normal	Open	2022-2023 Depopulation - Select Carrier				Residential	Texas Windstorm Insurance Association	
<input type="checkbox"/>	05/31/2022	Normal	Open	2022-2023 Depopulation - Select Carrier				Residential	Texas Windstorm Insurance Association	
<input type="checkbox"/>	05/31/2022	Normal	Open	2022-2023 Depopulation - Select Carrier				Residential	Texas Windstorm Insurance Association	
<input type="checkbox"/>	05/31/2022	Normal	Open	2022-2023 Depopulation - Select Carrier				Residential	Texas Windstorm Insurance Association	

- 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 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 # [redacted]
 Subject 2022-2023 Depopulation - Select Carrier
 Description This policy has received an offer of insurance from an insurer(s) participating in the 2022-2023 Depopulation Program. The policy will not transfer to a Depopulation carrier unless you approve. To approve this offer, please select the Carrier below that will assume the policy by the due date (May 31). Please ensure that you have been appointed by, or are otherwise authorized to place business with, the participating insurer.
 No action is required if you do not wish to include this policy in the program.
 To learn more you may visit our website: www.twia.org/frequently-asked-questions/#depopulation
 Selected Carrier [SafePoint Insurance Company v]
 Status Open
 Due Date 05/31/2022
 Escalation Date 06/01/2022
 Assigned to [redacted]

Activity History

Timestamp	Modified By	Comments	Action
04/01/2022 01:06 PM		Activity updated	

Additional Steps:

- Change the "Selected Carrier" drop-down box to "<none selected>". This selection will result in the depopulation offer(s) associated with the policy to be declined and the policy will be removed from the current cycle of the Assumption Reinsurance Depopulation Program.
- Click the "Update" button. Once the button is clicked, the policy will be removed from the program and no additional action needs to be taken for the policy stay with TWIA.

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 # [redacted]
 Subject 2022-2023 Depopulation - Select Carrier
 Description This policy has received an offer of insurance from an insurer(s) participating in the 2022-2023 Depopulation Program. The policy will not transfer to a Depopulation carrier unless you approve. To approve this offer, please select the Carrier below that will assume the policy by the due date (May 31). Please ensure that you have been appointed by, or are otherwise authorized to place business with, the participating insurer.
 No action is required if you do not wish to include this policy in the program.
 To learn more you may visit our website: www.twia.org/frequently-asked-questions/#depopulation
 Selected Carrier [<none selected> v]
 Status Open
 Due Date 05/31/2022
 Escalation Date 06/01/2022
 Assigned to [redacted]

Activity History

Timestamp	Modified By	Comments	Action
04/01/2022 01:06 PM		Activity updated	

Update Selection



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
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 2022-2023 Depopulation - Select Carrier
Description This policy has received an offer of insurance from an insurer(s) participating in the 2022-2023 Depopulation Program. The policy will not transfer to a Depopulation carrier unless you approve. To approve this offer, please select the Carrier below that will assume the policy by the due date (May 31). Please ensure that you have been appointed by, or are otherwise authorized to place business with, the participating insurer.
No action is required if you do not wish to include this policy in the program.
To learn more you may visit our website: www.twia.org/frequently-asked-questions/#depopulation
Selected Carrier <none selected>
Status Open
Due Date 05/31/2022
Escalation Date 06/01/2022
Assigned to [redacted]

Activity History

Timestamp	Modified By	Comments	Action
04/01/2022 01:06 PM	[redacted]	Activity updated	
04/01/2022 01:10 PM	[redacted]	Activity updated	

After the Agent Selection Phase ends on May 31, 2022

The Depopulation activities will close and agents will no longer be able to approve a depopulation offer. The activities will no longer appear in agent’s open activities. Any offers that were approved will be sent to your policyholders in early December 2022.