

TWIA CLAIM REPORTING OPTIONS

Methods	Recommended	Who can use	Availability	Access to TWIA Claims
Agent Portal/Claims Center	Yes, fastest	Agent	24-hour access	Fastest, most secure access to our claims team
Policyholder Portal/Claims Center	Yes	Policyholder	24-hour access	Fastest, most secure access to our claims team
Claims Reporting (800) 788-8247	Yes	Agent and Policyholder	24-hour access	Claims team will return your call
Report to Agent*	Yes	Policyholder	Dependent on agent availability	Dependent on agent availability
TWIA Claims Email	No, will cause unnecessary delays		Mailbox not monitored for claim reporting	Slowest response time
Mail	Option no longer available		Not applicable	Not applicable
Fax	Option no longer available		Not applicable	Not applicable

* After a storm, agents have the option to forward TWIA claims calls to our 24-hour claims number.

