



Reviewing a Claim in Claims Center



Claims Center provides a central location for claim files and supporting documents for claims filed with Texas Windstorm Insurance Association (TWIA) and for communicating with the TWIA Claims Team. This job aid provides a brief summary of features available for you to use to review claims that you have submitted to Claims Center.

You will need a computer with an Internet connection that is equipped with a browser, a user name, a password and the address for Claims Center (<https://portal.twia.org/twia/do/login>). You may use any internet browser but like Policy Center, Claims Center works best with Internet Explorer 11. If you have previously registered for Policy Center, you can use the same user name and password to login to Claims Center. For more detailed information on how to use Claims Center refer to the TWIA Claims Center Agent Reference Guide, which is linked to the help link in Claims Center.

Preparation

- Obtain your user name and password.
- Since this is primarily a viewing function, consider what information is of interest to you.

Process

You may view these features in any order,

- To view claim details such as the description of the loss, loss location and parties involved, select the **Summary** tab. This is where information about the TWIA team handling the claim is located.
- To send a message to and view a message from TWIA, select the **Messages** tab.
- To upload and view related images and documents to the claim file, select **Documents**.
- To review the status and details of issued payments, select **Payments**.
- To view the coverages for the policy, select **Coverages**.
- To read the FAQ's, select **Resources**.

Workflow Diagram

