TWIA Claims Center for Policyholders
Registering and Logging In

WHAT IS CLAIMS CENTER?

The TWIA Claims Center for policyholders (Policy.TWIA.org) lets you:

- File a claim online
- Check on the status of your claim
- Upload supporting photos and documents
- Review documents related to your claim
- Communicate directly with TWIA about your claim
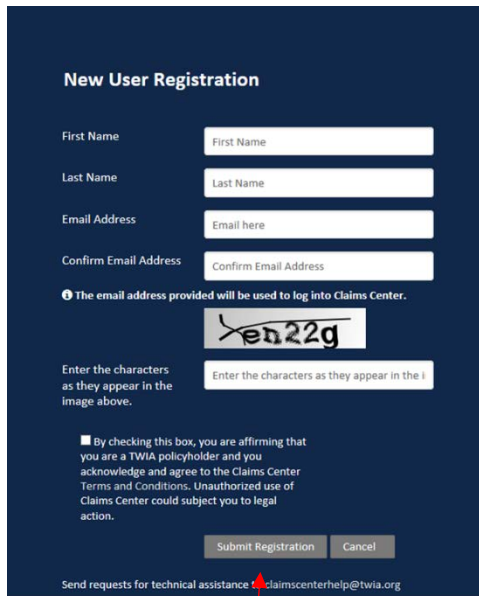- View policyholder resources

HOW TO REGISTER AS A NEW USER

1. Visit Policy.TWIA.org

You may also access the TWIA Claims Center by visiting TWIA.org/ClaimsCenter and clicking on *Get Started*.

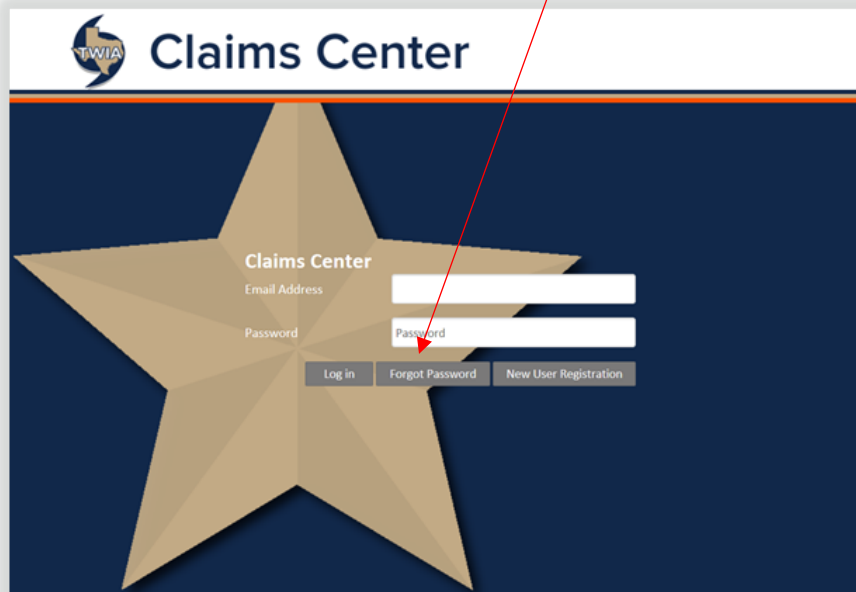
2. Click *New User Registration*

3. Register
Fill out the New User Registration form and select *Submit Registration*

4. Log In to Claims Center
You will receive an email with a temporary password. Return to Policy.TWIA.org and enter your email address and temporary password to log in.

If you do not receive an email with your temporary password:
1. Check your Spam folder
   o Note: If using a .edu email address, you may have additional Spam filtering through your school
2. If an email with your temporary password is not in your Spam folder, make TWIADoNotReply@TWIA.org a trusted contact. Then, visit Policy.TWIA.org and select the *Forgot Password* button and follow the instructions to have a new password sent to your inbox.
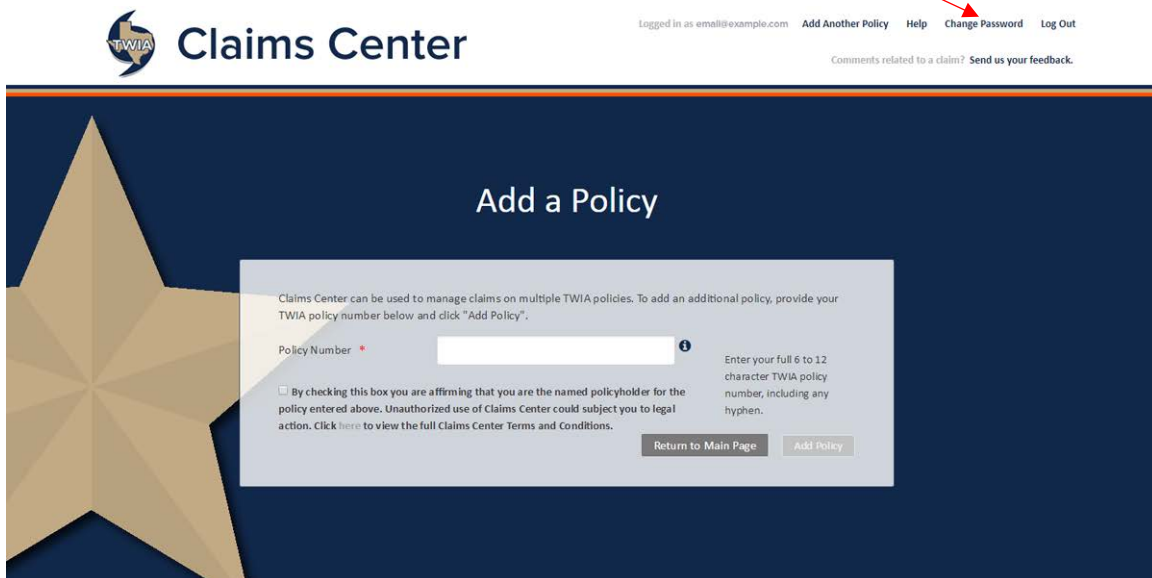
5. Change your Password
Once logged in, you can change your password by clicking the *Change Password* link in the top right hand corner of the page and following the instructions.
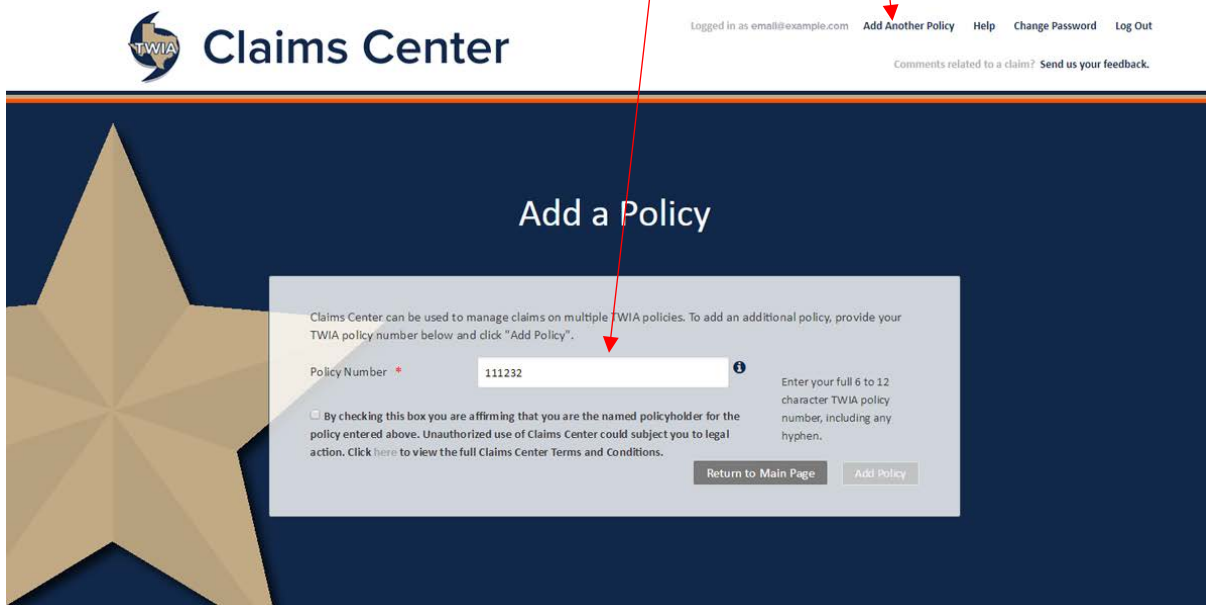

HOW TO VIEW A CLAIM ON YOUR NEW ACCOUNT
Your Claims Center account does not automatically add your TWIA policy information – you will need to manually enter it. Once your TWIA policy is added to your Claims Center account, you can see and manage your TWIA claim. To add a policy:

1. Log in to Claims Center at Policy.TWIA.org

2. Enter your Policy Number
If you do not land on the Add a Policy page after logging in, click on the *Add Another Policy* link in the top right hand corner of the page and enter your policy number in the *Policy Number* field.

**Note: For residential policies, omit the hyphen and two digits at the end of your policy number.

3. Check the *Terms and Conditions* box

After checking the *Terms and Conditions* box, you should be able to click the *Add Policy* button.

Note: The Add a Policy page is most compatible with a desktop computer, laptop, or tablet turned horizontally. Users may have trouble finding the *Terms and Conditions* box when viewing this page on a mobile device or tablet turned vertically.

4. View and Manage your Claim
At the bottom of the Manage My Claims page is a listing of any claims that were previously filed with TWIA. If you do not have any claims associated with your TWIA policy, the area in the red border below will remain blank.

Note: If you filed a claim with TWIA and are still unable to see it in Claims Center after following these steps, email ClaimsCenterHelp@TWIA.org for additional assistance.

After adding your TWIA policy information to your Claims Center account, you can:
- View information on previously created claims
- Enter new claims
- Search for past claims

ADDITIONAL ASSISTANCE

If you need assistance, email ClaimsCenterHelp@TWIA.org. Please include:
- Your name
- Your address
- Your TWIA policy or claim number

It is also helpful to include:
- If you need to file a new claim
- What internet browser you're using
- Any error messages you saw on screen