



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

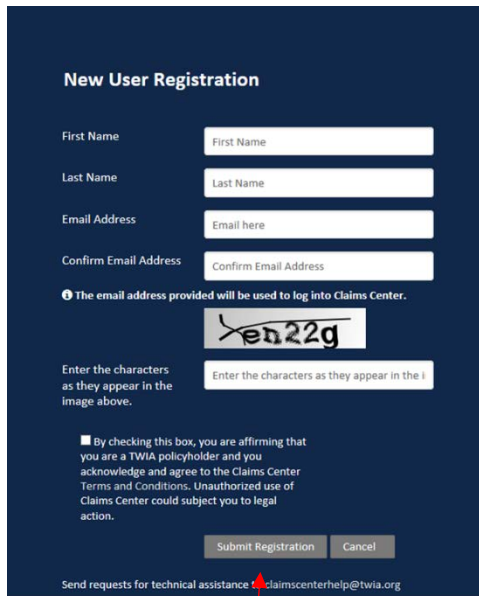
HOW TO REGISTER AS A NEW USER

1. Visit Policy.TWIA.org

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

A screenshot of the TWIA Claims Center web interface. The header shows the TWIA logo and the text 'Claims Center'. The main area features a large gold star on a dark blue background. Overlaid on the star is a login form with fields for 'Email Address' and 'Password'. Below these fields are three buttons: 'Log in', 'Forgot Password', and 'New User Registration'. A red arrow points from the 'New User Registration' button down to the second step of the instructions.

2. Click **New User Registration**



New User Registration


First Name

Last Name

Email Address

Confirm Email Address

i The email address provided will be used to log into Claims Center.



Enter the characters as they appear in the image above.

☐ By checking this box, you are affirming that you are a TWIA policyholder and you acknowledge and agree to the Claims Center Terms and Conditions. Unauthorized use of Claims Center could subject you to legal action.

Send requests for technical assistance to claimscenterhelp@twia.org

3. Register

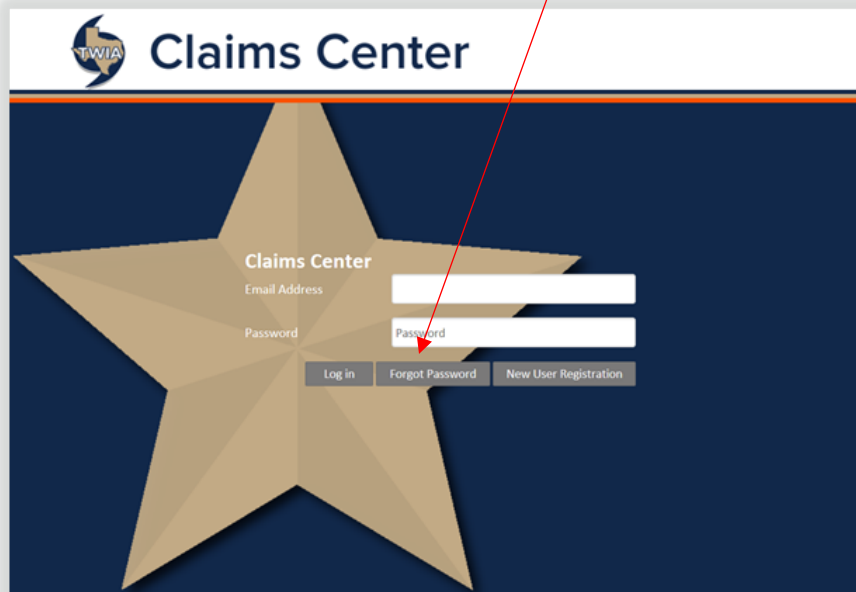
Fill out the New User Registration form and select **Submit Registration**


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.



 **Claims Center**

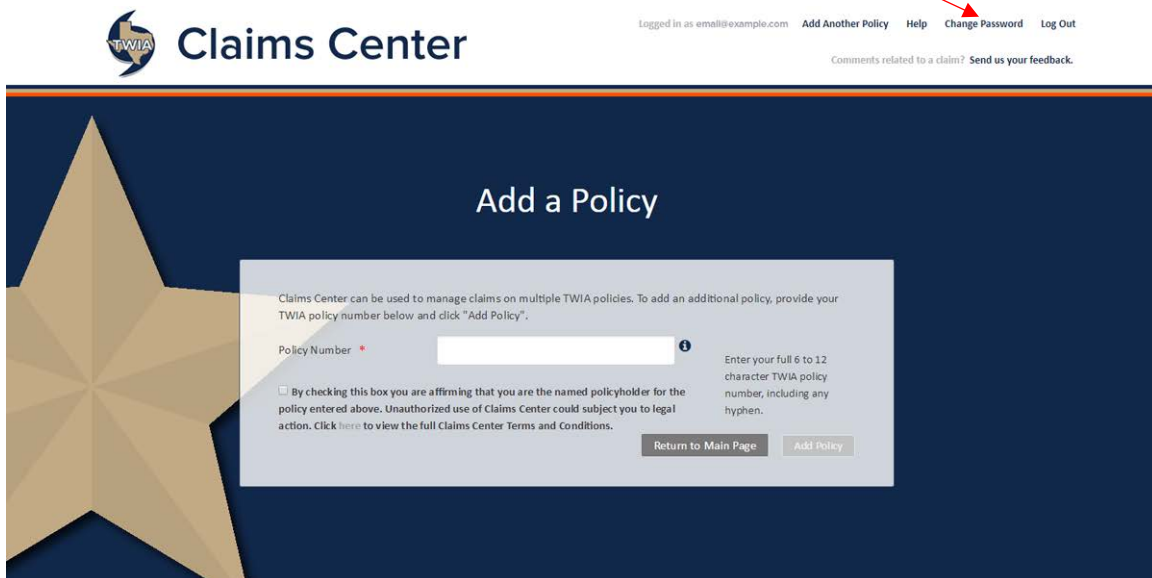
Claims Center

Email Address

Password

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.



The screenshot shows the 'Claims Center' header with a TWIA logo. The top right navigation bar includes links for 'Logged in as email@example.com', 'Add Another Policy', 'Help', 'Change Password', and 'Log Out'. A red arrow points from the 'Change Password' link to the text above. Below the header is a large blue banner with a gold star on the left and the text 'Add a Policy' in the center. A white form box contains instructions: 'Claims Center can be used to manage claims on multiple TWIA policies. To add an additional policy, provide your TWIA policy number below and click "Add Policy".' It features a 'Policy Number' field with a red asterisk, a checkbox for affirming policyholder status, and a 'Return to Main Page' button. A note on the right specifies: 'Enter your full 6 to 12 character TWIA policy number, including any hyphen.'

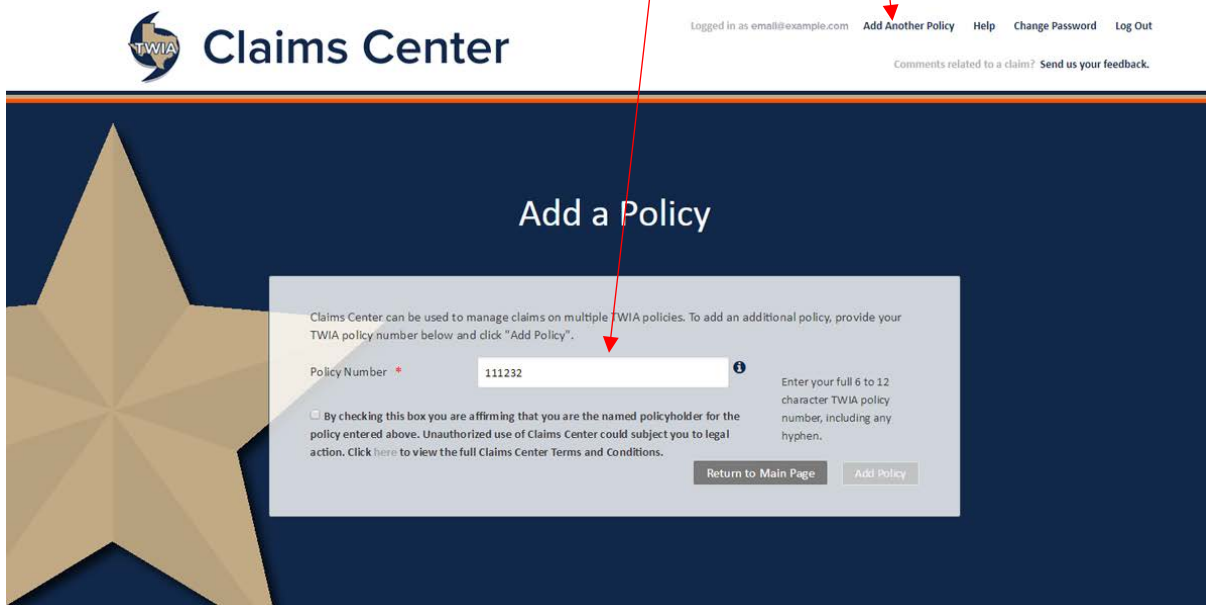
HOW TO VIEW A CLAIM ON YOUR NEW ACCOUNT

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.



This screenshot is similar to the first one but shows the 'Policy Number' field filled with '111232'. A red arrow points from the 'Add Another Policy' link in the top right navigation bar to the form area, and another red arrow points directly to the 'Policy Number' input field. The rest of the page layout, including the TWIA logo, 'Add a Policy' header, and form instructions, remains the same.

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

3. Check the **Terms and Conditions** box

Claims Center can be used to manage claims on multiple TWIA policies. To add an additional policy, provide your TWIA policy number below and click "Add Policy".

Policy Number

☒ By checking this box you are affirming that you are the named policyholder for the policy entered above. Unauthorized use of Claims Center could subject you to legal action. [Click here to view the full Claims Center Terms and Conditions.](#)

Enter your full 6 to 12 character TWIA policy number, including any hyphen.

[Return to Main Page](#) [Add Policy](#)

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.

Manage Claims

To find a specific claim, use the search field and related tools below. Click on a claim number below to view claim status, update information, and communicate with the claims team. Use the search function to find a claim by claim number, policy number or address. To view a historic list of all claims for your Agency's book of business, use the loss run reporting tool in the Agent Portal.

[Click Here to File a New Claim](#)

All of the steps to report a new claim must be completed during one internet session, including clicking "Submit Claim to TWIA" on the final screen. If you leave the session before submitting your report, data will not be saved. Receiving a claim number is confirmation that your report is complete, it has been received by TWIA, and TWIA has opened the claim.

Search ☐ Include Closed Claims [Refine by Loss Date](#)

Policy Type	Policyholder	Policy Mailing Address	Claim Number	Date of Loss	Policy Number	Status
	John A. Doe	12 Blue Bay, Corpus Christi, TX 78404	16803CX	November 25, 2015	1134967xxx	Open

****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