

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 <u>TWIA.org/ClaimsCenter</u> and clicking on *Get Started*.

Sclaims Center
Claims Center
Email Address
Password Password
Log in Forgot Password New User Registration

2. Click New User Registration

riist Name	First Name
Last Name	Last Name
Email Address	Email here
Confirm Email Address	Confirm Email Address
Enter the characters as they appear in the image above.	Enter the characters as they appear in the i
By checking this box you are a TWIA policyh acknowledge and agre Terms and Conditions. Claims Center could su action.	, you are affirming that older and you e to the Claims Center Unauthorized use of bject you to legal

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 <u>Policy.TWIA.org</u> 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
 - Note: If using a .edu email address, you may have additional Spam filtering through your school
- If an email with your temporary password is not in your Spam folder, make <u>TWIADoNotReply@TWIA.org</u> a trusted contact. Then, visit <u>Policy.TWIA.org</u> 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.

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	Add a Policy	t an additional policy. p	rovide vour.		
	TWA policy number below and click "Add Policy". Policy Number * By checking this box you are affirming that you are the named policyholder for policy entered above. Unauthorized use of Claims Center could subject you to leg action. Click here to view the full Claims Center Terms and Conditions. Re	Enter your fi character TV the number, incl al hyphen. turn to Main Piege	uli 6 to 12 VIA policy luding any Add Policy		

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.

Sclaims Center			Logged in as email@example.com Add Another Policy Help Change Password Log Out Comments related to a claim? Send us your feedback.			
		Add a P	olicy			
	Claims Center can be used to TWIA policy number below a Policy Number *	manage claims on multiple WIA nd click "Add Policy". 111232	policies. To add an addi	tional policy, provide your Enter your full 6 to 12 character TWIA policy		
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**Note: For residential policies, omit the hyphen and two digits at the end of your policy number.

3. Check the Terms and Conditions box

Logged in as email@example.com Add Another Policy Help Change Password Log Out **Claims Center** Comments related to a claim? Send us your feedback. Add a Policy 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". 0 Policy Number * 111232 Enter your full 6 to 12 character TWIA policy By checking this box you are affirming that you are the named policyholder for the number, including any policy entered above. Unauthorized use of Claims Center could subject you to legal hyphen. action. Click here to view the full Claims Center Terms and Conditions. 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 desktop computers, laptop computers, tablets turned horizontally, and mobile devices turned horizontally.

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.

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Manage Clai	ms				
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Click Here to File a	New Claim				
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**Note: If you filed a claim with TWIA and are still unable to see it in Claims Center after following these steps, email <u>ClaimsCenterHelp@TWIA.org</u> 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 <u>ClaimsCenterHelp@TWIA.org</u>. 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