



MEMORANDUM

DATE: April 28, 2022
TO: Property & Casualty Filings Intake, Texas Department of Insurance
FROM: Cindy Watkins, Manager, Legal & Compliance
RE: TWIA Instructions & Guidelines Manual

In accordance with Title 28 Texas Administrative Code §5.9342(a)(2), below please find a description of the changes to the TWIA Instructions & Guidelines Manual (“manual”), which has been revised to reflect the April 18, 2022, deployment of TWIA’s upgraded policy administration system.

Please note, the page numbers in the below table refer to the number listed in the page counter of the PDF reader for the “I&G Existing January 2022 Version_Redline” document.

Guideline Section	Description of Change
Entire Document	The effective date has been changed to “April 18, 2022” to reflect the deployment date of TWIA’s upgraded policy administration.
Table of Contents (p. 2-7)	The table of contents has been updated to reflect the changes made throughout the entire document.
Overview (p. 7-8)	<ul style="list-style-type: none">• This section has been revised to clarify that TWIA’s business is now available online to agents through the Agent Portal.• The second paragraph was removed and “...on accessing and using TWIA’s systems ...” was added to the last paragraph to point agents to TWIA’s dedicated Agent Training and Resources webpage for in depth instructions on how to access and use TWIA’s systems.



Guideline Section	Description of Change
Effecting Coverage: Standard Binder Procedure (p. 10)	This section was updated to reflect the adoption of Title 28 Texas Administrative Code §5.4906.
Effecting Coverage: Hurricane Binding Exception (p. 10-11)	<ul style="list-style-type: none"> • The second bullet in the “The exception applies to:” section was revised for clarity. • The reference to “Wellington Premium Finance” was removed as the payment procedure for policies financed through Wellington Premium Finance now follows the same process as the payment procedure for policies financed through other premium financing companies and is no longer a separate payment option. • The third bullet in the “The exception does not apply to:” section was updated to reflect the adoption of Title 28 Texas Administrative Code §5.4906.
Effecting Coverage: Establishing TWIA Coverage Effective Dates Tables (p.12-14)	<p>The tables were revised to:</p> <ul style="list-style-type: none"> • Remove references to “Wellington Premium Finance” as the payment procedure for policies financed through Wellington Premium Finance now follows the same process as the payment procedure for policies financed through other premium financing companies and is no longer a separate payment option. • Reflect the adoption of Title 28 Texas Administrative Code §5.4906.
Submission Criteria: New Business Applications (p. 15)	This section has been revised to clarify that applications for TWIA coverage must be submitted electronically by agents through the new Agent Portal.



Guideline Section	Description of Change
Submission Criteria: Renewals (p. 15)	The section has been revised to reflect and clarify current business processes associated with the implementation of TWIA’s upgraded policy administration system.
Payment: Policyholder Payment Options – Online Payment (p. 17-18)	This section has been revised to reflect the payment options now available to policyholders after the implementation of TWIA’s upgraded policy administration system.
Payment: Agent Payment Options – Online Payment (p. 19)	This has been revised to clarify that agents can now pay policy premium on behalf of policyholders through the new Agent Portal.
Payment: Agent Payment Options – Additional Payment Options (p. 19-20)	References to “Wellington Premium Finance” have been removed as the payment procedure for policies financed through Wellington Premium Finance now follows the same process as the payment procedure for policies financed through other premium financing companies and is no longer a separate payment option.
Payment: Installments (p. 20-21)	This section has been revised to reflect the installment plan payment options now available after the implementation of TWIA’s upgraded policy administration system.
Payment: Payment Plans at a Glance (p. 21)	This section has been created to reflect the payment options now available after the implementation of TWIA’s upgraded policy administration system.
Replacement Cost Valuation (p. 23)	The section has been revised to reflect and clarify current business processes associated with the



Guideline Section	Description of Change
	implementation of TWIA’s upgraded policy administration system.
Policy Changes (p. 24)	This section has been revised to reflect and clarify current business processes associated with the implementation of TWIA’s upgraded policy administration system.
Policy Changes: Policy Change Criteria – When requesting an increase in amount of insurance... (p. 25)	This section has been revised to reflect and clarify current business processes.
Policy Changes: When adding a new item... (p. 25)	This section has been removed as it corresponds to a manual process associated with TWIA’s legacy system. TWIA’s upgraded policy administration system now automatically prompts the user to enter these required fields.
Policy Changes: When requesting a decrease in coverage or deleting an item... (p. 25)	This section has been removed as it corresponds to a manual process associated with TWIA’s legacy system. TWIA’s upgraded policy administration system now automatically prompts the user to enter these required fields.
Cancellations (p. 26)	This section has been revised to reflect and clarify current business processes associated with the implementation of TWIA’s upgraded policy administration system.
Cancellations: Agent Originated Cancellations (p. 26)	<ul style="list-style-type: none"> This section has been revised to reflect and clarify current business processes associated with the implementation of TWIA’s upgraded policy administration system.



Guideline Section	Description of Change
	<ul style="list-style-type: none"> A minor clarification has also been made to the description of the existing process regarding cancellations for coverage rewritten in the private market.
Residential Insurance: Policies with Multiple Risk Items and/or Property Locations (p. 31)	This section has been added to reflect that multiple risk items and/or locations can no longer be covered under the same residential or builder’s risk policy in TWIA’s upgraded policy administration system.
Residential Insurance: Dwelling and Farm & Ranch Deductible (p. 31-32)	“Applies on a per item basis” has been removed throughout this section to reflect that multiple risk items and/or locations can no longer be covered under the same residential or builder’s risk policy in TWIA’s upgraded policy administration system.
Residential Insurance: Indirect Loss Endorsement and Percentages (p. 32)	This section has been revised to reflect and clarify current business processes.
Residential Insurance: Adjusted Building Cost Endorsement Form 220 (p. 33)	This section has been revised to reflect and clarify current business processes.
Residential Insurance: Replacement Cost Endorsement TWIA-365 (p. 33)	This section has been revised to reflect and clarify current business processes by adding language directly from the referenced endorsement.
Residential Insurance: Actual Cash Value Roof Endorsement TWIA-400 (p. 34)	This section has been revised to reflect and clarify current business processes.

Please note, the above-described changes are the only updates that have been made to the manual. Attached please find a redlined version of the existing manual showing the proposed changes, as well as a clean copy of the proposed revised manual.