

No. **2020-6563**

**Official Order
of the
Texas Commissioner of Insurance**

Date: 11/17/2020

Subject considered:

Approval of Texas Windstorm Insurance Association
Application Form Revisions

Petition Number: P-1020-10
SERFF State Tracking Numbers: S684006, S684007, and S684060

General remarks and official action taken:

The subject of this order is the Texas Windstorm Insurance Association (TWIA) submission of commercial and residential application form revisions for approval.

The following findings of fact and conclusions of law are adopted:

Findings of Fact

1. On October 1, 2020, and October 2, 2020, TWIA submitted revisions to its commercial and residential application forms for approval.
2. TWIA submitted the revisions through the NAIC System for Electronic Rate and Form Filing (SERFF). TDI assigned the following SERFF State Tracking Numbers to the submissions: S684006, S684007, and S684060.
3. The revisions add credit card and installment payment options for policyholders in TWIA's New Business and Renewal Application, which is used for commercial and residential policies in TWIA's policy administration system.
4. The revisions are to the payment screen in the application—the credit card payment option appears as a Payment Method called "Policyholder Online Payment" and the

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installment payment option appears as a Payment Option called "2 Pay." The Appendix of this order has a screenshot of TWIA's application payment screen with the revisions.

5. TWIA submitted the revisions as part of its effort to implement Senate Bill 615, 86th Legislature, Regular Session (2019), which requires TWIA, by January 1, 2021, to accept premium payments by credit card and to provide policyholders with the option to pay in installments.
6. TWIA stated that the revisions implement the initial phase of TWIA's plan for installment payment options. The initial phase will give policyholders the option of paying premium in two installments. It does not allow more installments because TWIA's current systems do not allow TWIA to accept more than two installment payments. The second phase of TWIA's plan will allow additional installment payment options for policyholders. TWIA expects to implement the second phase when it completes an upgrade of its systems, which is currently underway and scheduled to be finished in December 2021.
7. TDI posted notice of the submissions on the TDI website on October 7, 2020. Notice of the submissions was also published in the October 16, 2020, issue of the *Texas Register* at 45 *TexReg* 7480. The time to request a public hearing ended November 5, 2020. The comment period ended November 16, 2020. TDI received no hearing requests or comments.

Conclusions of Law

1. TWIA submitted the revisions for approval under 28 TAC § 5.4911.
2. After the public has had an opportunity to comment and request a public hearing, the Commissioner may approve the revisions under 28 TAC § 5.4911. The Commissioner must approve the revisions by order before TWIA can use them.
3. The revisions are consistent with TWIA's obligation to provide windstorm and hail insurance in the catastrophe area under Insurance Code Chapter 2210.

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The Commissioner approves the revisions submitted by TWIA. The approved revisions are reflected in the Appendix.

Commissioner of Insurance

By: Marianne M. Baker

Marianne M. Baker
Director, Property and Casualty Lines Office
Property and Casualty Division
Commissioner's Order No. 12-0018

Reviewed by:

Brian Leventhal

Brian Leventhal, Staff Attorney

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Appendix

Appendix

TWIA Application Payment Screen

Payment	
<input type="button" value="≤ Back"/> <input type="button" value="Release Lock"/> <input type="button" value="Edit Transaction"/> <input type="button" value="Save Draft"/> <input type="button" value="★ Submit to TWIA"/> <input type="button" value="Versions"/> <input type="button" value="Withdraw"/> <input type="button" value="Print"/>	
Amount Due and Payment Summary	
Actual Premium	\$334.00
Surcharges	-
Amount Due to TWIA	\$334.00
Payments	
Payment Method	★ Check/Money Order/Policyholder Online Payment ▼
Payment Options	★ 2 Pay ▼
Payment Amount	\$167.00
Please note that cancellation of the policy will result in a pro-rata refund, subject to a policy minimum retained premium in an amount equal to 90 days or \$100, whichever is greater. The minimum retained premium is fully earned on the effective date of the policy.	
DO NOT press 'Submit to TWIA' more than once. Please contact Agent Services at 800-788-8247, option 7, Monday through Friday between 8 AM and 5 PM if you need assistance completing this transaction.	
<input type="button" value="≤ Back"/> <input type="button" value="Release Lock"/> <input type="button" value="Edit Transaction"/> <input type="button" value="Save Draft"/> <input type="button" value="★ Submit to TWIA"/> <input type="button" value="Versions"/> <input type="button" value="Withdraw"/> <input type="button" value="Print"/>	