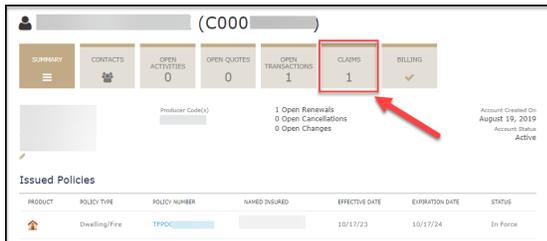




Accessing Claims Information as a TFPA Agent

This job aid walks you through accessing claims information (after reporting a claim) in the TFPA Agent Gateway.

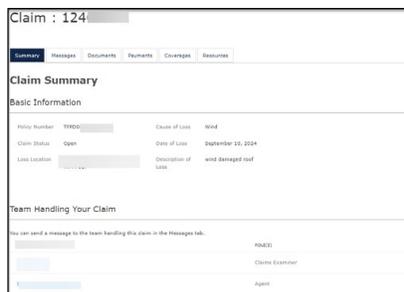
1. In Agent Gateway, navigate to the account with the claim you want to access and then select "Claims."



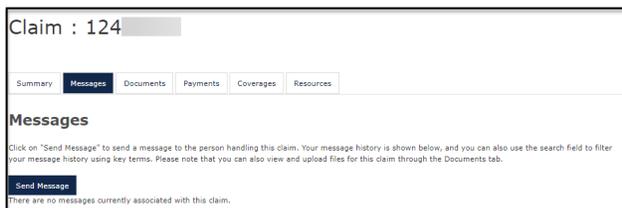
2. Click directly on the Claim Number.



3. On the Claim Summary screen, you can see the basic information and the team handling the claim.



4. On the Messages screen you can view and send messages to Claims regarding the open claim. This is the best place to send a message to the team.





5. On the Documents screen, you can view the available Claims documents. You can also upload documents/ photos (please see the final page of this document for assistance) to Claims as needed.

Claim : 124

Summary Messages Documents Payments Coverages Resources

Documents

Click "Upload Documents" to send a file to the team handling the claim. Your documents history is shown below, and you can also use the search field to filter your Documents history using key terms. Please note that you can send a message to the team through the Messages tab.

Do not upload files containing illegal content or copyrighted information without the permission of the copyright owner. File names must not exceed 60 characters. Files must not exceed 20MB. Most common file types are supported, such as .doc, .pdf, .jpg. For a complete list of supported file types and document restrictions, click here.

[+ Upload Documents](#)

There are no documents associated with this claim.

6. On the Payments screen, you can see if any payments have been made.

Claim : 124

Summary Messages Documents Payments Coverages Resources

Payments

There are no payments associated with this claim.

7. On the Coverages screen, you can see what coverage was in place on the date of loss.

Claim : 124

Summary Messages Documents Payments Coverages Resources

Coverages

Below is an overview of the coverages in effect on the date of loss for this claim. This information is intended for reference purposes only and does not represent the written and bound policy document. Always refer to the written policy for accurate and comprehensive coverage details, exclusions and other information.

Section 1 Coverages

TYPE	DEDUCTIBLE	LIMIT VALUE
Dwelling	\$537.00	\$5,700.00
Other Structures		\$5,370.00

Additional Property Coverages

TDP-820 Cap on Losses from Certified Acts of Terrorism; Disclosure Pursuant to Terrorism Risk Insurance act

8. On the Resources screen, you will see a link to find more information to help with your claim.

Claim : 124

Summary Messages Documents Payments Coverages Resources

Resources

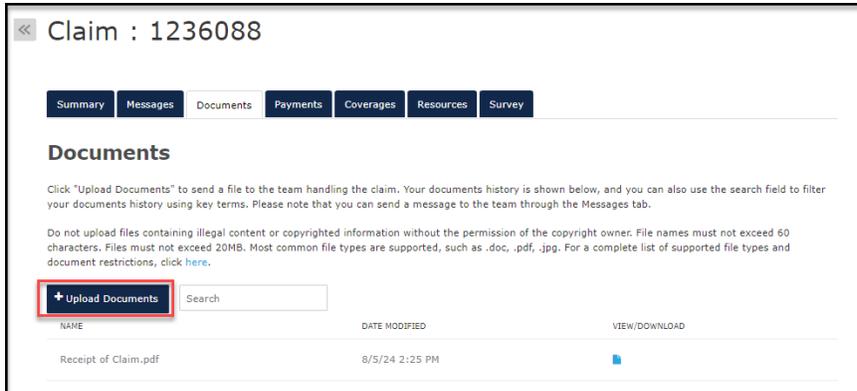
Frequently Asked Questions (FAQ)

Click the FAQ button below for answers to common questions and general information about what to expect from the claims process.

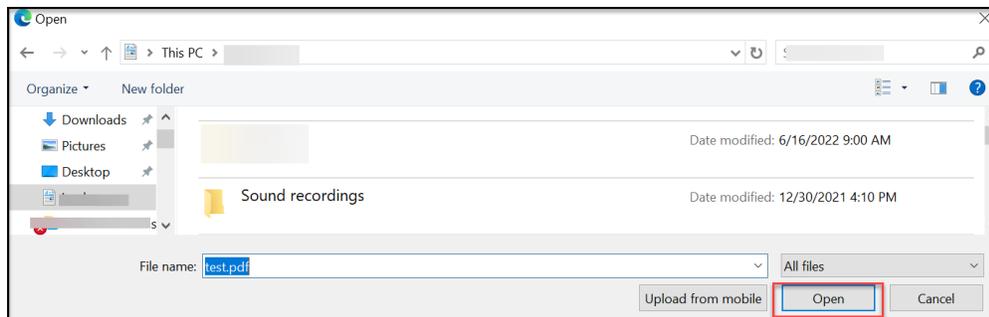
[FAQ](#)



To upload documents, navigate to Documents screen, select '+Upload Documents.'



This will open Word. Search for the document/ photo you want to upload to TWIA Claims and select 'Open.'



You will now see the document listed under Claim documents.

