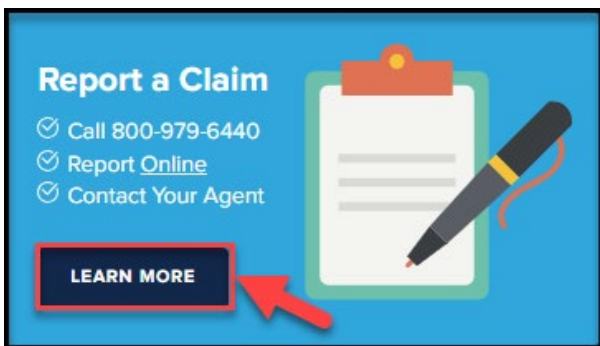




## Accessing Claims Information as a TFPA Policyholder

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

1. Navigate to [www.texasfairplan.org](http://www.texasfairplan.org), click on Property Owners and then select 'Learn More.'



2. Select 'LOGIN.'



3. Enter your 'Username' and 'Password' where indicated and then select 'Login'



4. To manage your claim, click directly on the claim number as shown.

**Manage Claims**

Click on a claim number below to view the claim's status, update information, and communicate with the claims team. To find a specific claim, you may search by claim number, policy number, or mailing address.

[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" on the final screen. If you leave the session before submitting your report, data will not be saved. The claim number is confirmation that your claim has been successfully reported.

Search   Search by Reported Date  Search by Loss Date  MM/DD/YYYY to MM/DD/YYYY

Include Closed Claims

POLICY TYPE	ACCOUNT	MAILING ADDRESS	CLAIM NUMBER	DATE OF LOSS	REPORTED DATE	PAID	POLICY NUMBER
		Houston, TX 77036-8739	118039	July 8, 2024	August 8, 2024	\$0.00	TFPD

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

**Claim : 118**

Summary Messages Documents Payments Coverages Resources Survey

### Claim Summary

Basic Information

Policy Number	TFPD	Cause of Loss	Wind
Loss Location	(Houston, TX) 77036	Date of Loss	July 8, 2024
		Description of Loss	wind damage to roof

Team Handling Your Claim

You can send a message to the team handling this claim in the Messages tab.

PERSON / COMPANY NAME	PHONE
Jerry Boughey	Field Staff Claims Adjuster
SURANCE AGENCY INC.	Agent

6. 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.

**Claim : 118**

Summary Messages Documents Payments Coverages Resources Survey

### Messages

Click on "Send Message" to send a message to the person handling this claim. Your message history is shown below, and you can also use the search field to filter your message history using key terms. Please note that you can also view and upload files for this claim through the Documents tab.

[Send Message](#)

There are no messages currently associated with this claim.

7. 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 : 118**

Summary Messages Documents Payments Coverages Resources Survey

### 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.

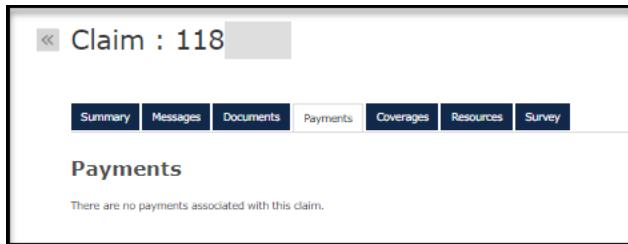
Do not upload files containing illegal content or copyrighted information without the permission of the copyright owner. File names must not exceed 60 characters. Files must not exceed 20MB. Most common file types are supported, such as .doc, .pdf, .jpg. For a complete list of supported file types and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

[Upload Documents](#)

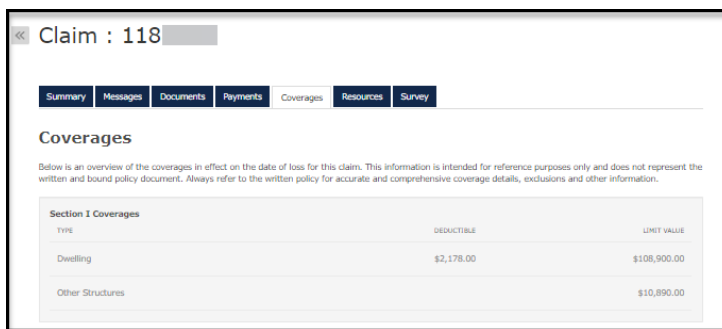
There are no documents associated with this claim.



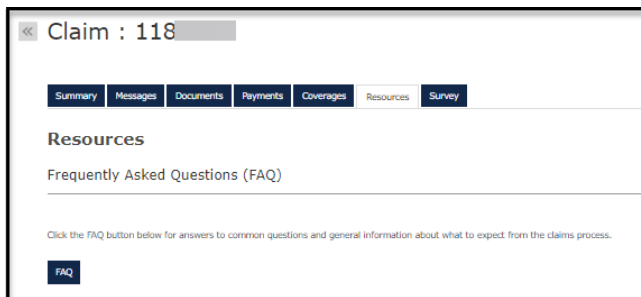
8. On the Payments screen, you can see if any payments have been made.



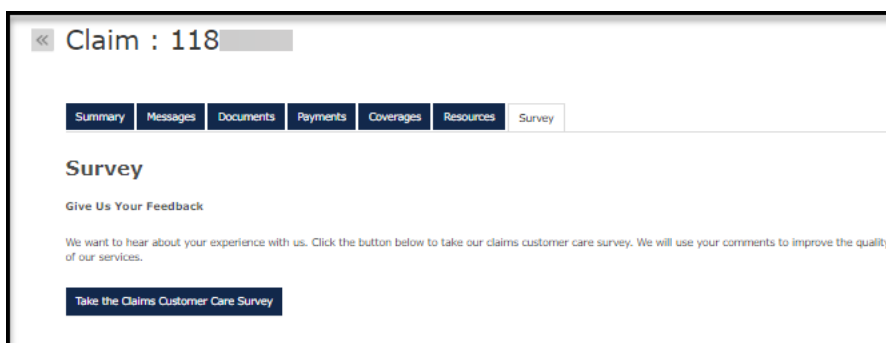
9. On the Coverages screen, you can see what coverage you had on the date of loss.



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

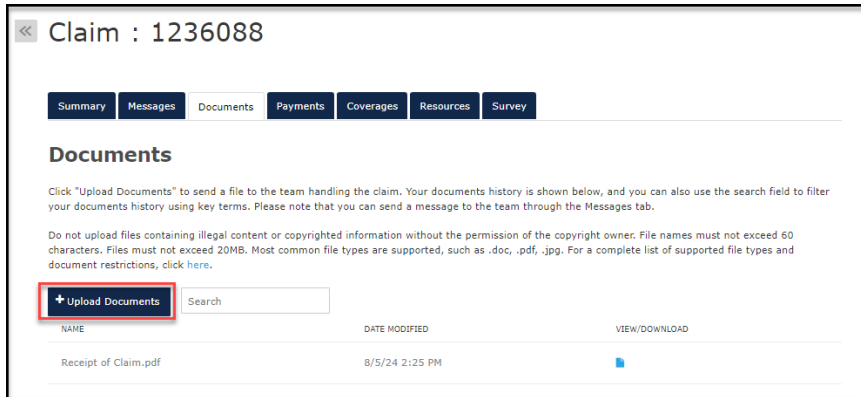


11. On the final screen, you will see Survey. This is where you may rate the Claims department on their service.

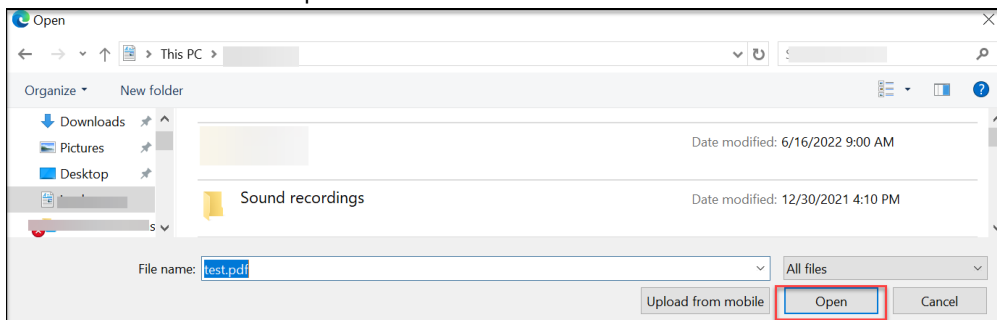




To upload documents, navigate to Documents screen, select '+Upload Documents.'



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.

