



Reporting A Claim as a TFPA Policyholder

This job aid illustrates how to report a claim in Claims Center.

1. Navigate to www.texasfairplan.org and select 'Report a Claim.'



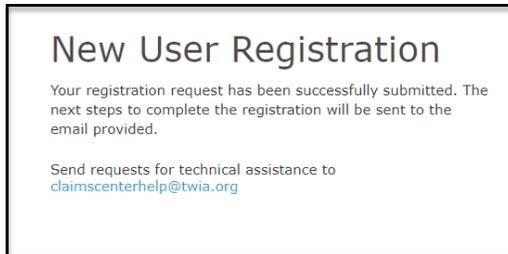
2. If this is your first time to access Claims Center, select 'Register.' This example illustrates setting up a first time login-in.



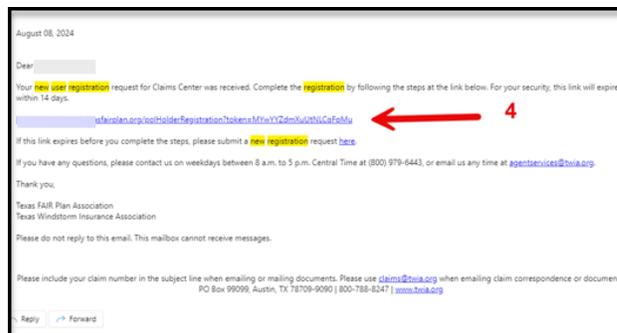
3. Complete all of the fields with a red asterisk * next to them. When ready to continue, select 'Submit.'



4. Per this screen, further instructions will follow by email.



5. Sample email with links and instructions. Be sure to select the active link to continue.



6. Verify the information returned and fill in the blanks. Please note the password specifications are listed on the screen itself. When ready, select 'Continue.'

7. Enter your username and password and then select 'Login.'



8. Next select 'Add another policy+' since a policy number is not shown.

The screenshot shows the 'Claims Center' interface. At the top, there are logos for TWIA and TFPA, and the text 'Claims Center'. In the top right corner, there is a button labeled 'Add another policy+' with a plus sign icon, which is highlighted by a red arrow. Below the header, the main section is titled 'Manage Claims'. It contains instructions on how to manage claims, a 'Click Here to File a New Claim' button, and search filters for 'Search by Reported Date' and 'Search by Loss Date'. There is also a checkbox for 'Include Closed Claims' and a message stating 'There are no claims currently active'.

9. Enter your policy information as indicated. Select 'Add Policy.'

The screenshot shows the 'Add a Policy' form. The title is 'Add a Policy'. Below the title, there is a paragraph of instructions: 'Claims Center can be used to manage claims on your TWIA and TFPA policies. Please enter the related information for one of your policies in the fields below, then click "Add Policy". The information must match the policy exactly.' The form contains several input fields: 'Policy Number *', 'Last Name or Organization Name *' (with 'Karl' entered), 'Street Address *', and 'Zip Code *' (with '77373' entered). There is a checkbox that is checked, with the text: 'By checking this box you are affirming that you are the named policyholder for the policy entered above. Unauthorized use of Claims Center could subject you to legal action. Click here to view the full Claims Center Terms and Conditions.' At the bottom, there are two buttons: 'Return to Main Page' and 'Add Policy', with a red arrow pointing to the 'Add Policy' button.

10. Verify the information returned and check the box as indicated to confirm you are the named policyholder.

The screenshot shows the 'Add a Policy' form after successful submission. A green banner at the top says 'Policy Added Successfully' and 'You can now manage claims for policy number: [redacted]'. Below the banner, the form fields are visible: 'Policy Number *', 'Last Name or Organization Name *', 'Street Address *', and 'Zip Code *'. At the bottom, there is a checkbox that is unchecked, with the text: 'By checking this box you are affirming that you are the named policyholder for the policy entered above. Unauthorized use of Claims Center could subject you to legal action. Click here to view the full Claims Center Terms and Conditions.' A red arrow points to this checkbox.



11. Next, select 'Click Here to File a New Claim.'

The screenshot shows the 'Claims Center' interface. At the top, there are logos for TWIA and TFPA. Below the navigation bar, the 'Manage Claims' section is visible. A red box highlights a button labeled 'Click Here to File a New Claim'. Below this button, there is a search bar and options to search by 'Reported Date' or 'Loss Date'. A checkbox for 'Include Closed Claims' is checked. At the bottom, it states 'There are no claims currently active'.

12. Enter the date of loss where indicated.

The screenshot shows the 'New Claim Steps' page, specifically the 'Date of Loss & Policy Verification' section. A red arrow points to the 'Date of Loss' input field, which is currently empty and has a calendar icon to its right. The text 'When did the loss occur?' is displayed next to the field. There are 'Cancel' and 'Next' buttons at the bottom right.

13. Verify the policy information returned. Select 'Next' to continue.

The screenshot shows the 'New Claim Steps' page, specifically the 'Date of Loss & Policy Verification' section. The 'Date of Loss' field is now filled with '07/26/2024'. Below this, the 'Policy Verification' section is visible, showing a table of policy information. The table has columns for 'POLICY TYPE', 'POLICY NUMBER', 'POLICYHOLDER', 'MAILING ADDRESS', 'EFFECTIVE', and 'EXPIRES'. The first row shows 'TFPO' as the policy type, with an effective date of 'October 22, 2023' and an expiration date of 'October 22, 2024'. There are 'Cancel' and 'Next' buttons at the bottom right.



14. Complete all fields with a red asterisk * next to them. When ready to move on, select 'Next.'

New Claim Steps

- Date of Loss & Policy Verification
- Main Contact Information**
- Loss Details

Main Contact Information for this Claim

Please verify the main contact information for this claim is correct, or make updates if the main contact will temporarily be at another address, phone number, or email. To select or add another person as the main contact for this claim, please indicate by selecting the name of the person, or select "Other Person" in the Contact pull-down menu.

This information is provided to assist you with this claim. If you make changes to your information in Claims Center, the updated information will be used for the purpose of this claim. However, you cannot make policy changes here. Please contact your agent to change your policy information.

Have questions or need assistance? Contact us 24 hours a day at (800) 979-6440.

Contact:

Relationship to Policyholder *

Mailing Address

International and U.S. territory addresses cannot be used as mailing addresses to submit a claim through the portal. Please call (800) 979-6440 to file a claim.

The address you entered has been updated to follow USPS standards.

Address Line 1 *

Address Line 2

Address Line 3

City *

ZIP Code

State *

Phone (Select Primary)

Home *
 Primary number

Work
Ext.

Mobile

Email

Contact Preferences

Adding contacts does not grant TFPA permission to contact the additional named individual(s) directly. TFPA will contact policyholders for permission to discuss details of TFPA policy and claims with any third party.

By choosing the option for the policyholder/main contact to receive documents by email or through Claims Center, you acknowledge and agree on the policyholder/main contact's behalf that the policyholder will only receive documents related to the claim via electronic delivery and will not receive hard copies of those documents through the mail. This consent applies only to this claim. If you and/or the policyholder file other claims, the policyholder may choose the same or a different means of delivery for documents related to those claims. You and/or the policyholder may change the preferred means of delivery, the designated email address, or request a hard copy of any particular document, at any time by calling us at (800) 979-6440. If you or the policyholder change the default means of delivery, the policyholder will receive any future document deliveries by the new method, but any documents previously delivered to the policyholder will not be re-sent.

[Click here to view system requirements for receiving electronic communication](#)

What is the best way to communicate with this person?

How should we send any claim documents to this person?

What is the person's preferred language?



15. Complete the following questions. Select 'Next' to continue.

New Claim Steps

- Date of Loss & Policy Verification
- Main Contact Information
- Loss Details

Loss Details

Tell us what happened in your own words by entering a description in the text box.

Add detail helps us to address the claim appropriately and promptly.

What is the severity of this loss?

By indicating a severity level, you can assist in making sure the most appropriate personnel is assigned to address your loss as quickly as possible.

Low Medium High

Are emergency services requested?

Are there any emergency issues related to this loss you need to speak with us about?

Yes No

Where did the damage or loss occur?

Primary Insured Location Other Location

9239 Westwood Village Dr. #6, Houston, TX 77036

Occupancy of the loss location at the time of loss:

Was the loss location rented or leased? Yes No

Was the loss location vacant or unoccupied? Yes No

Please provide the full names of all occupants in the box below.

What caused the damage or loss related to this claim?

Select one of the options below.

Hail Hail Damage	Wind Wind Damage	Both Wind & Hail Both Wind & Hail Damage	Lightning (No Fire) Damage from Lightning
Water Water Damage (Not Storm Related)	Theft Theft Damage (Property Loss)	Fire Fire Damage	Vandalism Vandalism & Malicious Mischief
Aircraft & Vehicles Damage from Aircraft & Vehicles	Smoke Damage from Smoke	Explosion Damage from Explosion	Riot & Civil Commotion Damage from Riot & Civil Commotion
Liability (3rd Party) 3rd Party Injury and/or Property Damage			
Cause Not Listed Cause of Damage/loss Not Listed			

16. Answer the following questions. Select 'Next' to continue.

New Claim Steps

- Date of Loss & Policy Verification
- Main Contact Information
- Loss Details
- Additional Loss Details**
- Additional Information
- Summary

Additional Loss Details

Is there any damage to the exterior of the home or other insured structures?

Yes No

Is there any damage to the interior of the home?

Yes No

Is there any damage to personal property?

Yes No

Has the resulting damage made the home unlivable?

Yes No



17. On the Additional Information screen, you may upload documents if needed (please see the final page of this job aid for assistance uploading documents) and you may also identify if anyone else is involved in the claim. When ready to proceed, select 'Next.'

Additional Information

Claim Documents

You may now upload any related documentation you would like to provide, such as photos of damages or repair estimates. Click the "Upload Documents" button, and select the files you wish to submit.

[+ Upload Documents](#)

18. The Summary screen shows the basic information about the claim you are submitting. You may also send a message to TWIA on this screen. When ready, select 'Submit Claim.'

New Claim Steps

- Date of Loss & Policy Verification
- Main Contact Information
- Loss Details
- Additional Loss Details
- Additional Information
- Summary**

Summary

Your final step will be to review the summary below to ensure it is accurate to the best of your knowledge before submitting your report to TWIA. Once you click "Submit Claim," you will receive a claim number to confirm that TWIA has received your report and opened the claim.

There are two ways to edit your claim report:

1. Click "Previous" to navigate to previous screens until you reach the information you wish to edit.
2. Select a section you wish to edit in the navigation menu to the left.

After editing your claim information, click the "Next" button to save your edits and navigate back to the "Summary" screen. Remember that if you leave the session and do not submit your report, the data will not be saved.

Policy Number: TF90700034122
What happened?: Wind damage to roof
When?: 07/06/2024
Cause of Damage or Loss: Wind
Where?: 8238 Westwood Village Dr, 68, Houston, TX 77036

Associated People

Name	Phone	Role on This Claim	Email
Yacinta Valdez	555-555-5555	Main Contact, Owner	yacinta199@gmail.com
ALLSEC INSURANCE AGENCY INC. - 2781896		Agent	info@allsec.com

TFPA takes insurance fraud seriously. By submitting this claim, you are certifying that all information is true and correct to the best of your knowledge. Intentionally providing false or fraudulent claims is a violation of Texas state law.

[Cancel](#) [Previous](#) [Submit Claim](#)

19. Your claim has been submitted.

Claim submitted!

Your claim number is: 1189430

Moving forward, you can manage this claim when you log in to Claims Center. From the main page, you can access claim status, submit documents, and communicate with TFPA representatives assigned to this claim.

You can also submit additional claims on the main page.

[Back to Claims Center Main Page](#)



To upload documents to the first notice of loss, select '+Upload Documents.'

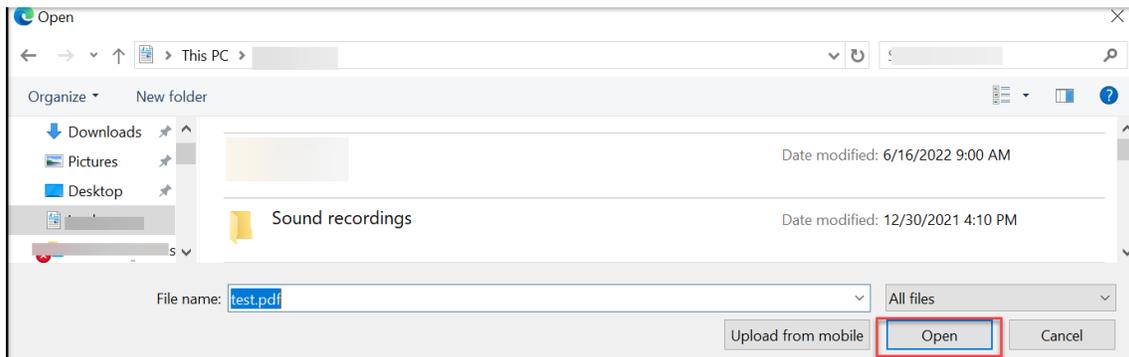
Additional Information

Claim Documents

You may now upload any related documentation you would like to provide, such as photos of damages or repair estimates. Click the "Upload Documents" button, and select the files you wish to submit.

+ Upload Documents

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



You will now see the document listed under Claim documents.

Claim Documents

You may now upload any related documentation you would like to provide, such as photos of damages or repair estimates. Click the "Upload Documents" button, and select the files you wish to submit.

Claim documents
test.pdf

+ Upload Documents