

TFPA RENEWALS

TFPA PROGRAM
RENEWALS PROJECT

POLICIES NEEDING REQUALIFICATION

90 DAYS PRIOR TO EXPIRATION

The policyholder and agent will receive a notification indicating the policy needs to be requalified for renewal, i.e., evidence of two declinations.

If the Agent requalifies the policyholder's renewal before it expires, the system will trigger the policy for migration into Agent Gateway Portal. The policy will then be issued through the new system.

The policyholder will receive a notification of non-renewal if the expiring policy is not requalified.

RENEWALS AVAILABLE IN NEW SYSTEM

60 TO 35 DAYS PRIOR TO EXPIRATION

Policies eligible for renewal are available for agents to view and track the renewal status. Any changes to the renewal offer must be submitted to Underwriting during this period by uploading a document in the agent portal, contacting TFPA at tfpapolicy@twia.org or by calling 1-800-979-6443.

35 DAYS PRIOR TO EXPIRATION

A renewal offer containing premium information and payment instructions is sent to the policyholder. (Mortgagee escrow instead receives the renewal policy package.)

AT EXPIRATION

The renewal offer is valid for 10 days following the expiration date of the current policy, at which time the offer will expire. A lapse notice will be sent to the policyholder, and a new application will be required if coverage is still needed.

If timely payment is received, the policy is issued as of the renewal effective date. A renewal package is mailed to the policyholder, and an online copy is provided to the agent.

