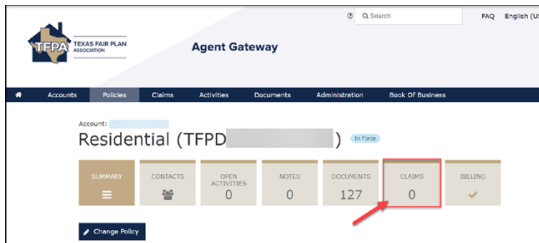




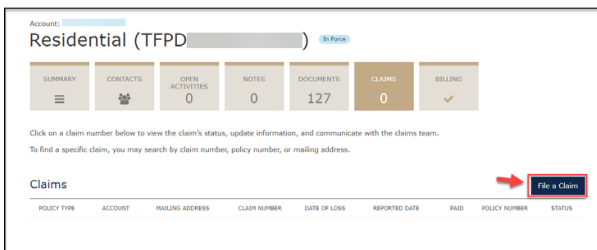
# Reporting a Claim as a TFPA Agent

This job aid illustrates how to report a claim in Agent Gateway.

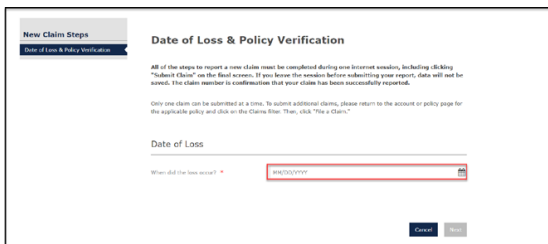
1. Navigate to the policy you want to file the claim on and select “Claims.”



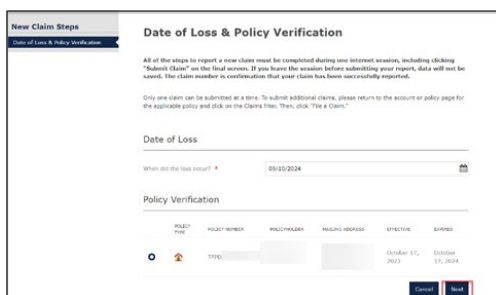
2. Select, “File a Claim.”



3. Enter the date of loss where indicated.



4. Verify the information returned. When ready to move on, select “Next.”





5. Enter the requested information (some information will prefill) in all of the fields with a red asterisk \* next to them. When ready to continue, select "Next."

6. Enter the details on the Loss Details screen. When ready to continue, select "Next."

7. Enter the additional loss details. When ready to advance to the next screen, select "Next."



8. Complete the additional information if anything additional applies. Select, "Next" to continue. If you need assistance uploading any supporting documents to Claims, the walk-through is found on the final page of this job aid.

**New Claim Steps**

- Claim of Loss & Policy Verification
- Plan Contact Information
- Claim Details
- Additional Claim Details
- Additional Information**
- Summary

### 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.

**4 Uploaded Documents**

After completing this report, you can access the claim under the Claims tab to submit additional documents.

Do not upload files containing illegal content or copyrighted information without the permission of the copyright owner. The service may not accept file extensions that make file content difficult to inspect (i.e., .doc, .pdf, etc.) For a complete list of supported file types, click here.

#### Anyone Else Involved?

You can provide information on any other person who may be involved with the claim.

Adding other people does not grant TFPAs permission to contact them directly. Policyholders will be contacted for permission to discuss details of TFPAs policy and claims with anyone added. You can remove a person for the claim by contacting us at (800) 275-6643.

**Add Another Person**

**Cancel Previous Next**

9. On the Summary screen, verify the information returned. When ready, select 'Submit Claim.'

**New Claim Steps**

- Claim of Loss & Policy Verification
- Plan Contact Information
- Claim Details
- Additional Claim Details
- Additional Information
- Summary**

### Summary

You 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 TFPAs. Once you click "Submit Claim," you will receive a claim number to monitor that. This file contains your report and report details.

**There are two steps to walk your claim report:**

- Click "Previous" to navigate to previous screens and you modify the information you wish to add.
- Click a section you wish to edit on the navigation menu to the left.

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

Policy Number: [Redacted]  
What happened? [Redacted]  
Where? [Redacted]  
Cause of damage or loss [Redacted]  
Where? [Redacted]

#### Associated People

NAME	PERSON ROLE	ADD TO THIS CLAIM	EMAIL
[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]

Send Message to TFPAs

**Send Message to TFPAs**

TFPA uses insurance fraud detectors. By submitting this claim, you are certifying that all information is true and correct to the best of your knowledge. Insurance processing takes an average of 30 days to complete.

**Cancel Previous Submit Claim**

10. The claim has been submitted.

## Claim submitted!

Your claim number is: 13462319

Moving forward, you can manage this claim when you log in to Agent Gateway. From the Claims tab, you can access claim status, submit documents, and communicate with TFPAs representatives assigned to this claim.

To submit additional claims, please return to the account or policy page for the applicable policy and click on the Claims Blue. Then, click "File a Claim."

**Back to Account Page**



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

### Additional Information

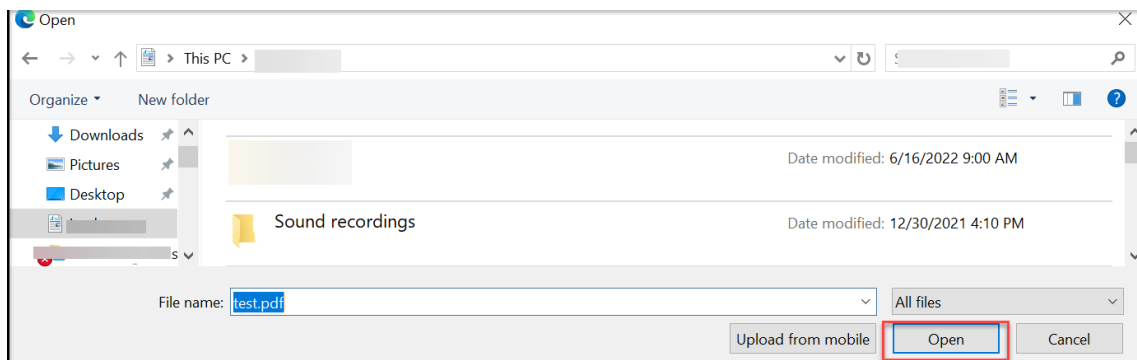
#### Claim Documents

---

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**