

Dear Claims Department:

Please see our instructions below and follow them when sending us a Loss Notice.

There are 11,000+ agents that write TWIA policies and we cannot possibly manage all the variations of Loss Notices we are receiving.

To provide the proper service to your customer, please comply with our instructions.

Otherwise, we will return the Loss Notice forms to you for correction.

Thank you,
TWIA Claims Department

DATE: September 13, 2008

TO: Agents - CLAIMS DEPARTMENT

FROM: Reggie Warren
Vice President - Claims

RE: HURRICANE IKE

The latest models project IKE making landfall somewhere on the Texas Gulf Coast. This is a reminder of the methods of reporting losses to TWIA.

Please report claims as outlined on our website: www.twia.org <<http://www.twia.org>>

We prefer first notices of loss (FNOLs) be emailed to TWIAlossnotices@twia.org. Please use the FNOL form on our website.

You can also fax FNOLs to 512-899-4953.

In addition, if you wish, you can have your TWIA policyholders call 1-800-788-8247. They should listen to the recorded message and it will instruct them on how to report their loss over the phone directly to TWIA.

As a last resort, you can batch overnight mail to TWIA:

Attention-TWIA Claims Department
Texas Windstorm Insurance Association
5700 S. MoPac, Bldg. E, #530
Austin, TX 78749

Phone 512-899-4900

If IKE makes landfall in Texas, we will communicate any needed changes to these instructions.

**PLEASE ONLY SUBMIT FNOLS BY ONE METHOD AND ONLY ONE TIME.
DUPLICATES AND TRIPLICATES SLOW US DOWN.**