



## **CONTESTED AUDIT PROCEDURES**

If an insured disputes the findings of the final premium audit, the following procedures shall apply:

1. The insured shall file a written response on their company letterhead signed by an officer of the company, to the carrier prior to the due date on the audit invoice. The response should contain the facts in dispute as well as any supporting documents that are pertinent to the dispute. An audit is not considered contested until all supporting documentation is received.
2. Upon receipt of the dispute and all supporting information, the carrier will place a hold on the account pending investigation of the matter and render a written decision within 30 days.
3. If based on the carrier's investigation, no revisions are warranted, all monies owed by the insured are due and payable within 10 days (business days) of notification, or on the scheduled due date of the original invoice, whichever is later.
4. Written or verbal notification of a dispute received from the agent of record does not constitute a contested audit for purposes of the above procedures.