

Nations VOIDS

▶ Void

- This policy never existed, we didn't collect signatures, nor premiums
 - Unsigned Policies
 - Duplicate policies
 - Insured changed mind
- Requires returning all premiums (100%)

▶ How to Process a Void

- Request must be done by email to Customerservice@nations-ins.com, attached to void form
- Can only be done within 24hrs / same Day

▶ Sample of Email / "Nations"

Please VOID policy it was submitted in error, we never collected signatures nor funds.

Please issue refund to our produce account in the amount of \$_____, please mail check to 9445 Charles Smith Rancho Cucamonga, CA 91730

Find signed void request void form attached.

Any questions, please contact us at 909-291-4040.

▶ Follow up / Funds

- You are 100% responsible that process is followed correctly
- If rewrite is required and funds need to be use for the rewrite you need authorization from **Refunds dep ext 1570 or 1188.**
- If refund will be issued to client, email must be sent to refunds with full explanation of situation, and receipt must be sent to CLX for void or adjustment
- If commission was paid to you for this policy, it will be retro-commission

Void Policy: Test123456

Customerservice@nations-ins.com

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Adriana's
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