

PRONTO VOIDS

▶ **Void: Are not permitted “You must call 949-705-5393” Same day first, and email**

- This policy never existed, we didn't collect signatures, nor premiums
 - Policy was submitted in error, documents never provided to insured, funds not collected.
 - Duplicate policies
- Requires returning all premiums (100%)

▶ **How to Process a Void**

- Request must be done by phone same day or email to Underwriting@prontodocuments.com
- Can only be done within same Day/ 24hrs

▶ **Sample of Email / “Pronto Email”**

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

Please issue refund to our producer trust account in the amount of \$ _____

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

underwriting@prontodocuments.com

Void Policy: Test123456

Good afternoon,

Please VOID policy #: Test123456. This policy was issued in error, no documentation provided to insured or funds collected.

Please issue refund to our produce trust account in the amount of \$ _____,

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

Adriana's
INSURANCE

Claudia Selio, Director of Customer
Operations, 0G95541
Adriana's Insurance Services, CA
License #0D36821
(909)373-4837
Claudia@adrianasinsurance.com



PRONTO VOIDS

► Follow up / Funds

- When policy has been voided, we need to confirm that online under billing the adjustment is reflected, this is confirmation the policy has been voided and adjustment should reflect total premium same as policy bound.

Policy Information

Policy Info | **Billing** | Status | Driv / Veh | Cov / Prem | Notes/Susp |

Policy #: 01407274-00 Insured: Carlos Sanchez

Financial Snapshot	
Due as of (03/08/2023):	\$ 0.00
Installment Fee:	\$ 15.00**
Remaining Balance:	\$ 0.00
True Balance Due:	\$ 0.00
**Premium Installment amounts do not include the installment fee	

Next Payment Due: N/A
Last Payment Received: \$ 328.65 (12/19/2022)
Remaining Payments: 2 (Regular Pay Plan) (5-PAY) [Add automatic payment](#)

Items/Charges Due	Total Premiums	Total Fees	Total Due
	\$ 0.00	\$ 0.00	\$ 0.00

Insured Payments & Invoices:		Total Invoices	Total Payments		
Date	Payments	Invoices	Description	Entered By	Req Adj
12/19/2022 03:02 PM Postmark 12/19/2022	-328.65		Producer EFT	Adriana's Insurance Services Inc. (LA-8th St)	Req Adj
01/10/2023 10:40 AM Postmark 01/10/2023	328.65		Adjustment	Mina Rivera	Req Adj
Totals	\$ 0.00	\$ 0.00			

