

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"

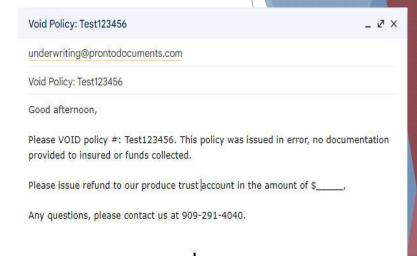
Please VOID policy it was submitted in error, we never collected signatures nor funds.

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





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► 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.

