

**To:**

**From:**

**Canceled Policy Number:**

**RE:**  
Audit Determination and Refund Dispute

**Date:**

To whom it may concern,

This is our written notice detailing the specific areas of dispute and the premium refund we estimate that we are entitled to.

On February 14, 2024, we paid \$1,045.00 for a policy covering the period from February 17, 2024, to February 17, 2025. However, this policy was canceled on April 22, 2024, at 12:01 AM.

We were subsequently requested to provide information for an audit to determine our premium refund. While we submitted the requested information, there was a misunderstanding about the specific details required. We received another request for information from the auditor and we, again, submitted the requested information via certified mail. However, we then received a letter from DCRB indicating that the cancellation was being allowed due to non-compliance. As we believed we were compliant, we contacted DCRB on July 26, 2024, at approximately 12:30 PM. During this call, our representative spoke with [redacted] at DCRB and explained the situation. [redacted] acknowledged that we had a new policy and were compliant with Workers Compensation Insurance requirements. She also confirmed that your company had indicated we were not providing the requested information. Ms. Rainey recognized that a communication breakdown had occurred and that it was not our fault. She advised us to contact the policyholder, [redacted] (your company).

We reached out to your company on July 26, 2024, at approximately 12:45 PM, and spoke with Sarah. Sarah adequately explained the specific information the auditor required that we had

not provided. She then emailed us new paperwork, which we completed and returned to via fax.

On July 29, 2024, we received an invoice from [redacted]. We contacted [redacted] again and spoke with Sheritta at approximately 11:00 AM. Sheritta informed us that the invoice was likely sent before we faxed the completed paperwork and advised us to disregard it and wait for the adjuster to review everything.

It is clear that this situation was not a matter of non-compliance on our part. Rather, it was a result of a misunderstanding and a lack of clear explanation from your company. You are responsible for ensuring a clear understanding of requirements and for providing accurate information to policyholders.

As a company that delivers oil, we rely on your expertise in insurance. Your failure to provide this expertise has led to unnecessary complications and frustration. This is an error on your part, and we expect a prompt resolution.

We are disputing the \$116.00 premium refund check we received today. We paid the full premium of \$1045.00 on February 14, 2024, for coverage from February 17, 2024, to February 17, 2025. We canceled the policy on April 22, 2024, utilizing the policy for approximately two months.

Since there were no losses or claims, your company incurred no expenses related to our policy. Based on a daily rate of  $\$1045.00 / 366$  days (accounting for the leap year) which is  $\$2.86$  per day, we used the policy for 64 days, resulting in a total cost of  $\$2.86/\text{day} \times 64 \text{ days} = \$183.04$ . Therefore, we believe we are entitled to a refund of  $\$1045.00$  (premium) -  $\$183.04$  (policy usage) =  $\$861.96$ .

We have not, and do not plan to deposit the check we received today. Therefore, we are requesting a revised premium refund of  $\$861.96$ , reflecting the actual time the policy was in effect and the lack of any incurred expenses. We expect a prompt resolution to this matter, as the communication breakdown and subsequent miscalculation of our premium refund have caused significant inconvenience and frustration. We urge you to review our detailed explanation and adjust the refund accordingly to avoid further delays and disputes. Thank you!

Sincerely,

Business Management