Policy Audit Corrections - How to Guide

SLTX SURPLUS LINES℠
STAMPING OFFICE OF TEXAS

Surplus Lines Stamping Office of Texas
1601 E Pflugerville Parkway, Suite 3301
Pflugerville, TX 78660

For assistance in making Policy Audit corrections, please contact the Operations Team:

Telephone: 800-681-5848 option 1 Email: TechSupport@sltx.org

*Always refer to your validation number from the results page, agency/broker name, and license no.

From the enclosed Policy Audit Results page, any items that require correction are highlighted in yellow and should be reversed and re-entered.

NOTE: if there are endorsements, please reverse the endorsement first and then the policy/binder. Be sure to re-enter the endorsements after the corrected policy/binder has posted.

- **SMART application Reversal**
  1. Select FILE Data Entry, then “New Transaction”
  2. Select “Reverse” category, type of transaction (New or Renew), then NEXT
  3. Enter Policy Number and Effective Date, then SEARCH, then NEXT
  4. After confirming data, Click POST
- **SMART application Re-Entry**
  1. Select FILE Data Entry, then “New Transaction”
  2. Select “Filing” category, type of transaction (New, Renew, etc), then NEXT
  3. Select sub-type (Binder, Policy, etc), then NEXT
  4. Re-Enter as you would a normal transaction, using the correct data
  5. Search for and select the originally filed policy number in the “Correct Original Filing” field to assist SLTX in eliminating or reducing late filings
  6. Click POST

For a detailed step-by-step guide for processing any transaction, see the “Filing-Data Entry” section from the SMART Training Videos and User Guides page.