Disputing a Performance Violation

What
How to dispute a performance violation.

Who
Agents

When
Any time an agent receives a Performance Violation - Issued activity they would like to dispute.

Note: All submitted documents are subject to Underwriting review and approval. All disputes must be initiated within five (5) calendar days of the date of this notice.

Additional Resources
Review the Notes, Documents, and Activities module for more information on activities and uploading documents.

Disputing a Performance Violation
Follow these steps to dispute a Performance Violation - Issued activity:

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<th>Step</th>
<th>Action</th>
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| 1    | Access the Performance Violation - Issued activity.  
- Access the Desktop.  
- Click the Subject link of the required Performance Violation - Issued activity.  

**Result:** The Activity Details workspace is displayed in the lower portion of the Policy Summary screen.  

- Select the Performance Violation Document Attached to Policy link to view the Performance Violation Notice.  

*Note:* The PDF of the Performance Violation Notice opens in a separate window.

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# Disputing a Performance Violation, continued

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| 2    | Dispute the issued performance violation and provide supporting documentation.  
- Provide a detailed explanation in the **Dispute Notes** section.  
  - Outline why you are disputing the Performance violation.  
  - Provide a timeline of events if necessary.  
  - Select **Link Document** to attach documentation supporting the dispute.  
  - Select **Dispute** to dispute the violation. |

**Result:** The **Activity Details** section closes and an activity is sent to the Underwriting Supervisor for review. You will receive an activity notifying you of the final decision.  

*End of procedure*