

**Reminder Notice**

**Due Date:** 09/20/2025

Date Created: 09/16/2025

Policy Period: 08/16/2024 to

A lot of carriers will have an audit department insureds can contact for assistance as an additional resource

How may we help? 1-800-842-4271 or [auditcs@travelers.com](mailto:auditcs@travelers.com)

Dear Customer,

This is a reminder that your premium audit is coming due for the Workers Compensation policy shown above. If you have already completed your online audit, you may disregard this request. Travelers is sending this reminder letter to inform you of the specific noncompliance charges that may apply to your account. If you are actively working to complete your audit, please continue to do so and provide any outstanding information. Visit [Travelers.com/audit](https://Travelers.com/audit) or contact Customer Service for assistance with completing your audit.

**Avoid an Audit Noncompliance Charge**

For Workers Compensation policies effective on or after 1/1/2017, the National Council of Compensation Insurance (NCCI) has adopted policy language that requires an insurer to charge noncompliance charges (ANC) when audit information and verification documents are not provided. In states that have adopted this language, audit noncompliance charges may be applied to Workers Compensation policies. To avoid these charges, please provide requested information by the above due date. As outlined in the Audit Noncompliance Charge Endorsement in your policy, if documents needed for the audit are not provided, an audit noncompliance charge in the amount of **\$3,000** may be applied to your premium.

**Complete Your Premium Audit Online**

We invite you to complete your audit using our online tool, Electronic Policyholder Report (ePHR<sup>®</sup>). The ePHR<sup>®</sup> process allows you to provide your audit information securely whenever your schedule allows. Once registered, you can delegate access to another employee, accountant or bookkeeper to provide the necessary information. You can also track the status of your audit, view prior term audits, and obtain your Premium Audit Adjustment Notice.

**What You Can Expect**

The online audit consists of two parts, the Audit Questionnaire followed by Supporting Documents. You will be asked to provide information about your business operations, employees, owners, officers and use of contracted labor. Based upon your responses and type of policy, you will be asked to provide specific documents such as payroll or sales reports, and tax forms. Documents can be securely uploaded from your computer in a variety of formats such as PDF, CSV, Excel, PNG and JPEG. Gathering documents ahead of time can expedite your online experience and if you need help along the way, please contact our Customer Service team for assistance.

**Don't Have Documents Electronically or Scanner?**

Here are some options:

- **Use your smart device.** Use a scanner app and convert your paper document to PDF format or take pictures of your documents, email them to your computer and upload to the secure site.
- **Mail your documents.** Send documents to: Travelers Premium Audit, PO Box 2927, Hartford, CT 06104-2927.
- **Print a paper form.** If you are unable to complete the audit online or prefer paper, print the audit form from [Travelers.com/audit](https://Travelers.com/audit).

## Getting Started

If you need to logon as a new user you can do that by going to [www.travelers.com/register/biz](http://www.travelers.com/register/biz).

## What You Will Need

In general, the following information is needed, however specific documents may be requested after you register and log into the customer website. Visit [Travelers.com/audit](http://Travelers.com/audit) for Required Documents Checklists (note: this may be a different site from where you are directed to register).

- **Payroll information.** Match as closely to your Workers Compensation policy period as possible. For payroll reports include owners, officers and employees and their job duties for proper classification. You can round to the first of the month (it is acceptable to deviate from the policy period by 30 days).
- **Tax Forms.** Federal Form 941 and/or State Unemployment Wage Reports (SUTA). If your quarterly tax reports don't line up with your policy term, simply provide your last four filed quarterly reports. If you have policy coverage in California, DE-9 forms are required.
- **Contracted Labor.** If you utilized non-employee services during the policy term please provide payment information for all contracted and sub-contracted labor used during your audit period and supply a copy of their Certificate of Insurance (if insured).

**NOTE:** If the tax documents above do not apply to your business, you must provide one of the following:

- For a Sole Proprietor, the Profit or Loss (Form 1040) Schedule C tax form, pages 1 and 2
- For a Partnership, U.S. Partnership Return of Income (Form 1065) Page 1 and 1125-A
- For a Corporation, U.S. Corporation Income Tax Return (Form 1120) Page 1 and 1125-A

Your information is strictly confidential and will be used only for the purpose of completing your audit.

## How May We Help?

If you need help or are unclear about the information needed for your audit, a Premium Audit Customer Service representative is available to assist you Monday - Friday 8am - 7pm EST at 1-800-842-4271. You can also visit us at [www.travelers.com/audit](http://www.travelers.com/audit).

Thank you. We appreciate your time and cooperation to complete your premium audit.

Sincerely,

The Travelers Premium Audit Team