



# WHAT HAPPENS WITH A MAILED-IN POLICY

## SLTX RECEIVES POLICY IN THE MAIL



Policies and the completed Policy List Form are delivered to the SLTX office via USPS, FedEx, and UPS. When a policy is mailed, please understand the amount of time it will take to get to our office.

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## POLICIES ARE ASSIGNED TO POLICY ANALYSTS



Our staff sorts and digitizes policies for processing. Please do not send policies with staples or paper clips because it interferes with the scanner. Policies are then incorporated into the Operations Team workflow and processed in the order they are received. Policy analysts will extract policy data and then input it into our internal system. Processing time for a policy may differ depending on the type of coverage.

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## ERRORED/INCOMPLETE POLICIES ARE RETURNED



Policies requiring corrections, tags, and/or errors will be pended and returned to the sender. The tag or error will include a description of the deficiency of the submission. Once corrected and resubmitted with a NEW Policy List Form, the transaction will be re-entered into SMART and tag will be removed.

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## BATCH EDITS WILL BE EMAILED/ MAILED



Once a policy/ batch is complete, batch edit report will be mailed or emailed depending on preference. If there are any further questions or concerns after a batch has been completed, please contact SLTX's Tech Support Team at [techsupport@sltx.org](mailto:techsupport@sltx.org)

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Visit our website [www.sltx.org](http://www.sltx.org) to find the Policy Checklist Requirements. We encourage all paper filers to switch to electronic filings, particularly if you are printing electronic files solely to put it in the mail.