

New Platform FAQs | Premium Audit

Q1. How do I request a copy of the audit report to review?

A1. Policyholders may request a copy of the audit worksheets to review by sending their policy number and policy name to the Premium Audit Department at 855.375.0500 or premiumauditdisputes@copperpoint.com. Agents/Brokers cannot be sent a copy of the audit worksheets unless written authorization is provided via email from an authorized policyholder representative, due to the privacy of the information in the audit report.

Q2. How do I dispute an audit?

A1. If you have any questions regarding the totals or payroll allocation, please contact the Premium Audit Department at 855.375.0500 or premiumauditdisputes@copperpoint.com. Any questions pertaining to the billing calculations should be directed to our Billing Department at billing@copperpoint.com.

Q3. How do I prepare for my Final Audit?

A2. Please see "[How to Prepare for Your Final Audit](#)" pdf.

Q4. If my audit got processed as Non-Productive, how do I reopen an audit for completion?

A3. Please contact the Premium Audit Department at 855.375.0500 or premiumauditdisputes@copperpoint.com and provide your policy number, name, contact info (direct phone number and email), and date you are available to complete the audit. An audit cannot be reopened unless all audit documentation is readily available and/or provided.

FAQs are intended for informational purposes only and do not modify or invalidate any of the provisions, exclusions, terms or condition of any policy.