

Liberty Mutual eAudit: FAQ

Questions about the new process?

Which browser should I use?

The eAudit portal is optimized for use in Chrome and IE 11.

Is this process faster to complete, so that my policy gets reinstated sooner?

Yes, this process will allow us to receive your documentation more quickly than postal mail and is more reliable than fax.

What if I have a lot of documents? (i.e. certs, taxes and 1099s)?

You may upload up to 50 documents at a time for submission. Each document can be up to 10mb in size.

What file formats are acceptable for providing audit documents?

We can accept the following file types for document submission:

bmp, .dic, .exc, .gif, .htm, .html, .jpeg, .jpg, .pdf, .tif, .tiff, .doc, .docx, .log, .msg, .ppt, .pptx, .rtf, .scp, .txt, .xls, .xlsx

What if I have too many employees to enter their payroll manually?

You must enter at least one employee manually into the site, but if you have too many to enter them all manually, please attach this information (including or excluding the employee you entered into the site) as a document with your other document submissions at the end of the eAudit process.

I don't file 1099's. What can I provide?

A vendor detail report or bank statements with copies of checks in sequential order.

I haven't filed taxes for the past 2-3 years. What can I provide?

Copies of bank statements with copies of checks in sequential order.

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I don't file a 1096. What can I provide?

A vendor detail report or bank statements with copies of checks in sequential order.

I have an employee who doesn't fall under the class codes provided. What is needed?

A detailed description of the employees duties.

I filed a tax extension. What will you accept?

A copy of the extension and your most recent filing.

Why do you require a federal return when my policy doesn't run Jan-December?

We are required to obtain a verifiable financial source in order to complete the audit. The tax return shows the summary of transactions for your business and allows us to reconcile the audit period.

I have operations in other states and my tax returns won't show payroll activity in the state of assignment. What can I provide?

Quarterly SUTA forms (state unemployment) or a payroll summary report that shows the gross wages split out by state.

Can I dispute the audit through this website?

No, you are not able to dispute an audit through the website.