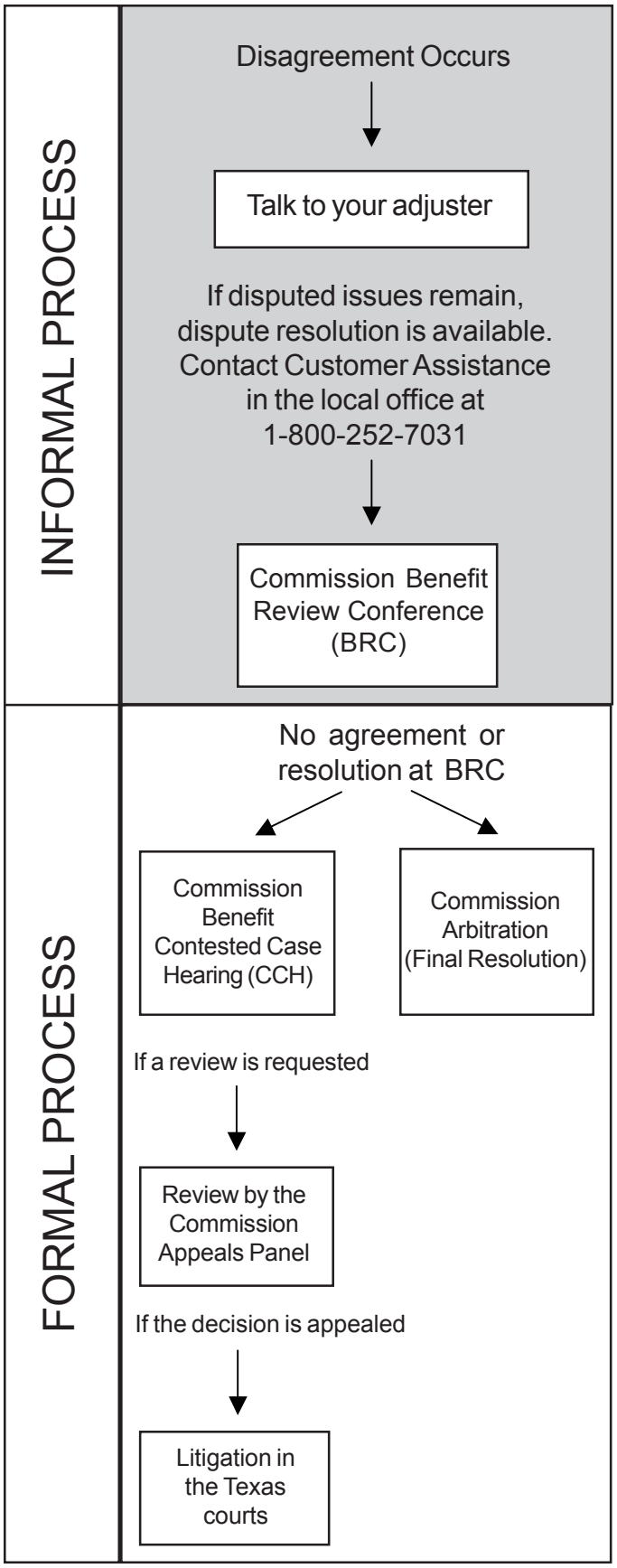
INFORMAL PROCESS
Disagreement Occurs
Talk to your adjuster
If disputed issues remain, dispute resolution is available. Contact Customer Assistance in the local office at 1-800-252-7031
Commission Benefit Review Conference (BRC)
FORMAL PROCESS
No agreement or resolution at BRC
Commission Benefit Contested Case Hearing (CCH)
Commission Arbitration (Final Resolution)
If a review is requested
Review by the Commission Appeals Panel
If the decision is appealed
Litigation in the Texas courts