



The Why:

To ensure you remain in compliance with our contractual agreements, we kindly request updated Certificates of Insurance (COIs) as referenced in the initial request email. This is a standard procedure that helps us confirm that the necessary insurance coverages are in place as stipulated in our agreements. Providing your COI demonstrates your continued commitment to these terms and helps us maintain a seamless partnership.

Steps for providing your compliant COI:

Step 1: Review the Requested Policies Email

Review the initial request email that outlines the specific insurance requirements needed. This email serves as a helpful reference for the types and amounts of coverage needed, as well as any applicable endorsements and designations.

Step 2: Obtain Your Updated COI

Contact your insurance provider and/or internal partner and request an updated Certificate of Insurance (COI), if necessary. Ensure that all applicable policies listed on the COI are active (not expired) and reflect the required coverage types and limits as listed.

Step 3: Verify PDF Format

Confirm that the COI is provided in PDF format. This is our preferred format for record-keeping and ensures that the document is easily viewable and printable. *Due to security-related restrictions, we are unable to access supplier portals to access documents.*

Step 4: Return Your COI

Reply to the original request email, attaching the updated COI in PDF format.

FAQs:

Why are you requesting my Certificate of Insurance (COI)?

We request your COI to ensure compliance with our contractual agreements. This allows us to verify that the necessary insurance coverages are in place as stipulated in our agreements.

What specific insurance coverages and limits do you require?

The specific insurance coverages, limits, and endorsements (if applicable) required are outlined in the initial request email, summarizing the requirements found in the contract. Please refer to that email for specific information regarding the types and amounts of coverage needed.



Third Party COI Request User Guide and FAQs

What if I don't have the required insurance coverage?

If you do not currently have the required insurance coverage, please contact your insurance provider immediately to obtain the necessary policies and/or limits. For any gaps in coverage, please engage with your Capital One Third Party Manager.

How often do I need to provide an updated COI?

Cadence for requesting documentation depends on your insurance policy structure. We request renewals on a policy expiration basis. If all of your policies expire on the same date, we will request all of them at that time. If you have differing expiration dates across several policies, you will receive a request at each applicable expiration date.

Best Practice: *work with your insurance provider to align all expiration dates to minimize the number of requests we send per year.*

What is the deadline for providing the updated COI?

The deadline for providing the updated COI will be specified in the initial request email. Typically, this is one week (7 calendar days) from the initial request.

Who should I contact if I have further questions about the COI request?

For any further questions regarding the COI request, please reply to the original request email (supplierinsurance@capitalone.com)