

**1. Who decides what the insurance requirements are?**

*Each of your customers establishes their own insurance requirements; Greystar's requirements may be the same or different than your other customers. ComplianceDepot collects the insurance information reflecting the type and amount of coverage each customer wants their vendors to carry. ComplianceDepot does not determine the insurance requirements and may not alter them in any manner.*

**2. My company does business with Greystar, but does not come on site. Do I still need to register with ComplianceDepot?**

*Yes, however, ComplianceDepot will review your vendor category and designate you as an "off-site vendor," and will NOT require you to provide insurance information or certificates. You will still be required to register, to sign a Vendor Agreement, provide a W-9, and licensing information (if applicable). The annual fee is reduced for off-site vendors because ComplianceDepot will not need to track insurance documents.*

**3. Why do I have to pay an enrollment fee to ComplianceDepot?**

*The ComplianceDepot enrollment fee covers the processing & handling of your documents, the storage of your documents, and the notification service for when a document is about to expire or your status has changed. The fee is paid annually on your renewal date.*

**4. How long does it take ComplianceDepot to process documents?**

*It takes 24 to 48 hours for documents to be processed once they have been received by ComplianceDepot.*

**5. How can I assist in getting my company "Approved"?**

- *Share the sample insurance certificate with your insurance agent so that they may see what is required. This will assist your agent in preparing the certificate correctly the first time.*
- *Review each of the requirements on-line or discuss them with a ComplianceDepot customer service representative. In addition to your insurance certificate, Greystar requires a signed Vendor Agreement, W-9, and professional license (where applicable).*
- *Completing and returning the documents promptly will prevent delays. You can return documents via fax to 214-291-8910 or via e-mail to [documents@compliance depot.net](mailto:documents@compliance depot.net)*
- *Please make sure the name of your company is clearly identified on all documents that are submitted. There are many companies that have similar names so including your 6 digit ComplianceDepot ID number on your documents will also assist in preventing delays. Your 6 digit ComplianceDepot ID number will be included on all correspondence that you receive from ComplianceDepot. It will be located directly beneath your company name in the address portion of the correspondence.*

**6. I would like to work at more than one Greystar community; how do I get approved at multiple communities?**

*Once you are a Greystar-approved vendor, you are approved to solicit business at all of Greystar's 500+ communities nationwide. Some local offices have additional requirements to become a preferred vendor.*

**7. I have submitted all of my documents but I am still not approved.**

- Confirm you have submitted your annual enrollment fee to ComplianceDepot. The system will not release documents for processing if the fee has not been received.
- Confirm that you have a fax receipt indicating your fax was successful. You may also e-mail documents to [documents@compliancedepot.net](mailto:documents@compliancedepot.net).
- Confirm that there were no errors on your documents by reviewing your sample documents in the Greystar Vendor Packet. This can be found on the Greystar website ([www.greystar.com](http://www.greystar.com)) "Contact Us" page.
- Confirm that your insurance limits meet those limits required by Greystar. The requirements are outlined on the sample insurance certificate provided in the Greystar Vendor Packet.

**8. Who should I contact if I have questions?**

- The most current status regarding your account is available via the website at [www.compliancedepot.net](http://www.compliancedepot.net).
- You may contact the Customer Service Department at 888-493-6938.
- You may also submit your question via e-mail to [customerservice@compliancedepot.net](mailto:customerservice@compliancedepot.net).
- You may contact Greystar with questions at [vendors@greystar.com](mailto:vendors@greystar.com).

**9. I was "Approved" but now I am "Incomplete". Why?**

- Your insurance policy may have expired.
- An audit of your account by the ComplianceDepot Quality Assurance Department or your client may have reflected an item that needs additional clarification.
- A subsequent document may have been submitted by your insurance agent that overrides the previous document.

**10. What does it mean when my "verbiage" is incorrect?**

Greystar requires that they be added to your insurance policy as an additional insured. The language/verbiage that Greystar wants to have your insurance agent list on the certificate is very specific. If the language/verbiage is not added, missing some of the wording, or contains typographical errors then ComplianceDepot is not permitted to accept the document. A correction will need to be made by your agent in order to meet the requirements your customer has requested.

**11. The additional insured wording listed on my insurance certificate matches the sample insurance certificate exactly but I am still "Incomplete" for my verbiage.**

If the additional insured endorsement, which is an insurance form that shows proof that your agent added your client to your policy, is also not correct you will remain "Incomplete". The endorsement will override what is listed on your insurance certificate.