

## New Vendor Packet

### Thank you for your interest in doing business with Greystar!

As a National Company, Greystar requires that all of our vendors enroll with Compliance Depot prior to doing business with our communities. Greystar uses Compliance Depot's vendor accountability system to ensure our vendors abide by our organization's reputable business practices and ethical standards before beginning a working relationship with our Communities. By using Compliance Depot, Greystar is ensuring that our clients, communities, and *vendors* have an overall better experience by minimizing unwanted risk.

This packet provides all the information you will need to become a compliant vendor. When you become a Greystar Compliant Vendor you are approved to solicit your services to **all Communities owned and/or managed by Greystar Real Estate Partners across the country.**

#### The categories, below, are not open to new vendors.

- |   |  |
|---|--|
| • Appliance sales and rental              | • Flooring, paint supplies                 |
| • Brochures, signage, and marketing tools | • Maintenance supplies                     |
| • Collections services                    | • Office supplies                          |
| • Computer supplies                       | • Payroll services                         |
| • Copier sales and leasing                | • Resident and employee screening services |
| • Data destruction                        | • Security services                        |
| • Filtered water                          | • Utility billing                          |
| • Fitness equipment                       | • Waste services                           |

Below are the steps you'll need to take to begin the enrollment process:

- 1) **Call Compliance Depot at 888-493-6938.** You will be asked for company information and an annual enrollment fee.

**Note:** Your business will be categorized as an on-site or an off-site vendor based on whether your business category typically visits the property or not. On-site vendors are required to provide proof of insurance. Off-site vendors are not required to provide proof of insurance, but must still enroll and complete other requirements.

- 2) **Fax, e-mail or upload documents** per the included checklist to Compliance Depot at 877-665-8910 or [documents@ComplianceDepot.com](mailto:documents@ComplianceDepot.com). You may upload your documents directly into the Compliance Depot system using the username and password you have been provided.

**Note:** Do not send documents to Greystar corporate or site offices.

- 3) Once enrollment is complete, you may check your status via the Compliance Depot website at [www.ComplianceDepot.com](http://www.ComplianceDepot.com) using the same user name and password that you have been provided by Compliance Depot.

- 4) **Begin work** for Greystar (please see additional notes on the following page).

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### ADDITIONAL INFORMATION

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- Compliant vendors are those who have reached an “Approved” status in Compliance Depot.
- Until all compliance requirements are met, the property staff may not hire you as a vendor.
- Beginning work before reaching an “Approved” status may result in delayed payment.
- Being a compliant vendor allows you to solicit your services to Greystar-managed Communities. It does not guarantee being hired for work, or that you’ll be added to Greystar’s preferred vendors list. You should contact our on-site property staff to be hired as a vendor. Compliant vendors, those with an “Approved” status, may request a list of currently managed Greystar Communities from [vendors@greystar.com](mailto:vendors@greystar.com).
- Please note that it is your responsibility to keep your documents updated with Compliance Depot and to renew your enrollment each year.
- Many of Greystar’s Communities utilize OpsTechnology for vendor invoice processing. **It is recommended that all vendors wishing to do business with Greystar communities become an online invoicing vendor in OpsTechnology.** For information on how to register with OpsTechnology, please visit <https://merchant.opstechnology.com/registration>.

### QUESTIONS

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- Please refer to the FAQ’s section on page 7-8 of this packet. Also, please see the Compliance Depot “What’s New. What’s Coming.” flyer on the last page of this packet.
- Contact Compliance Depot’s Customer Service Department at 888-493-6938 for general compliance and insurance questions. You may also submit your question via e-mail to [customerservice@compliance depot.com](mailto:customerservice@compliance depot.com).
- E-mail [vendors@greystar.com](mailto:vendors@greystar.com) regarding Greystar policies and property contact information.
- All invoice payment status questions should be directed to the on-site manager. In order to ensure prompt payment, please be sure to do the following:
  - Make sure that the payment remittance address listed on your invoices matches the address provided to Compliance Depot during enrollment. Be sure to log-in to your Compliance Depot account immediately to update any remittance address changes.
  - Use the full property name on each invoice when submitting them to our Communities for payment.

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**VENDOR CHECKLIST AND COVER SHEET**

To become compliant with Greystar policies and insurance requirements, you must provide all documentation per the below checklist. Please use this page as your fax or scan cover sheet.

**Fax all documentation to 877-665-8910 or e-mail to [documents@compliancedepot.com](mailto:documents@compliancedepot.com)**

**INSURANCE REQUIREMENTS (On-Site Vendors Only)**

GENERAL LIABILITY	REQUIRED LIMIT	COVERAGE	Attached
	\$1,000,000	Each Occurrence	
	\$1,000,000	General Aggregate	
	\$1,000,000	Product - Comp/Op Aggregate	
	\$1,000,000	Personal and Adv Injury	
AUTO LIABILITY	REQUIRED LIMIT	COVERAGE	
	\$1,000,000	Any Auto - Combined single limit	
EXCESS GL COVERAGE	REQUIRED LIMIT	COVERAGE	
* If 3 GL limits above marked > \$2M, excess not required	\$1,000,000	Each Occurrence	
* If 3 GL limits above marked > \$2M, excess not required	\$1,000,000	Aggregate	
WORKERS COMP	REQUIRED LIMIT	COVERAGE	
	\$500,000	EL Each Accident	
	\$500,000	EL Each Disease - Each Employee	
	\$500,000	EL Disease Policy Limit	
Workers' compensation insurance is required by Greystar for all vendors with one or more employees, regardless of state requirements. If you do not have any employees you may contact Compliance Depot for our Workers' Compensation Exemption Form. Please note that should you hire one or more employees in the future you will be required to provide proof of workers' compensation insurance.			
A General Liability Additional Insured Endorsement must be attached and reflect the following: Greystar Real Estate Partners, LLC and the ownership entities of their owned or managed properties are included as an additional insured on the general liability policy.			
Certificate Holder box must list: Greystar Real Estate Partners, LLC, C/O Compliance Depot, LLC, P.O. Box 115006, Carrollton, TX 75011			

**ADDITIONAL ITEMS (All Vendors)**

W-9 Form - Signed and Dated	
Vendor Services Agreement - Signed and Dated	
Applicable licenses must be submitted. For example, an electrician must submit an electrical license.	

**PLEASE PRINT CLEARLY**

Vendor Name \_\_\_\_\_ Compliance Depot ID \_\_\_\_\_ Date \_\_\_\_\_



## New Vendor Packet

### SAMPLE INSURANCE CERTIFICATE

ACORD®		CERTIFICATE OF LIABILITY INSURANCE				DATE (MM/DD/YYYY)	
THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.							
IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).							
PRODUCER			CONTACT NAME:		DATE (MM/DD/YYYY)		
			PHONE (A/C, No, Ext):		FAX (A/C, No):		
			E-MAIL ADDRESS:				
			INSURER(S) AFFORDING COVERAGE		NAIC #		
INSURED			INSURER A: (Insurer must have a rating of B+ or higher)				
			INSURER B:				
			INSURER C:				
			INSURER D:				
			INSURER E:				
			INSURER F:				
COVERAGES		CERTIFICATE NUMBER:		REVISION NUMBER:			
THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.							
INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR VWD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
	<input checked="" type="checkbox"/> GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR  GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC		X				EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ MED EXP (Any one person) \$ PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 1,000,000 PRODUCTS - COMP/OP AGG \$ 1,000,000 \$
	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> NON-OWNED AUTOS			May be "Hired Autos" AND "Non-Owned Autos" instead of "Any Auto" ONLY for companies who do not own vehicles. Must be \$1M combined single limit, OR \$500K BI (per person)/\$500K BI (per accident)/\$500K Property Damage.			COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ 500,000 BODILY INJURY (Per accident) \$ 500,000 PROPERTY DAMAGE (Per accident) \$ 500,000 \$
	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> EXCESS LIAB OCCUR CLAIMS-MADE DED RETENTION \$			Excess not required if Each Occurrence, General Aggregate and Products - Comp/Op limits on GL coverage above are each \$2M or more.			EACH OCCURRENCE \$ 1,000,000 AGGREGATE \$ 1,000,000 \$ WC STATU-TORY LIMITS OTHER
	<input type="checkbox"/> WORKERS COMPENSATION AND EMPLOYERS' LIABILITY <input type="checkbox"/> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below			Exemption available for Sole Proprietors with zero employees.			E.L. EACH ACCIDENT \$ 500,000 E.L. DISEASE - EA EMPLOYEE \$ 500,000 E.L. DISEASE - POLICY LIMIT \$ 500,000
DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)							
<p>ATTACH A COPY OF THE GENERAL LIABILITY ADDITIONAL INSURED ENDORSEMENT REFLECTING THE FOLLOWING:            Greystar Real Estate Partners, LLC and the ownership entities of their owned or managed properties are included as an additional insured on the general liability policy.</p> <p>..... THIS SAMPLE CERTIFICATE IS INTENDED TO RELAY THE CERTIFICATE HOLDER'S REQUIREMENTS. AS REQUESTED ABOVE, PLEASE ATTACH ANY RELEVANT ENDORSEMENT AS EVIDENCE OF THE ADDITIONAL INSURED PARTIES AS BEING PROPERLY AMENDED TO THE POLICY OR POLICIES.</p>							
CERTIFICATE HOLDER				CANCELLATION			
Greystar Real Estate Partners, LLC C/O Compliance Depot, LLC P.O. Box 115006 Carrollton, TX 75011 Fax: (877) 665-8910 Email: documents@compliancedepot.com				SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.  AUTHORIZED REPRESENTATIVE			
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SAMPLE ADDITIONAL INSURED ENDORSEMENT

POLICY NUMBER:

COMMERCIAL GENERAL LIABILITY  
CG 20 10 07 04

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

**ADDITIONAL INSURED – OWNERS, LESSEES OR  
CONTRACTORS – SCHEDULED PERSON OR  
ORGANIZATION**

This endorsement modifies insurance provided under the following:

COMMERCIAL GENERAL LIABILITY COVERAGE PART

**SCHEDULE**

Name Of Additional Insured Person(s) Or Organization(s):	Location(s) Of Covered Operations
GREYSTAR REAL ESTATE PARTNERS, LLC AND THE OWNERSHIP ENTITIES OF THEIR OWNED OR MANAGED PROPERTIES	Any site where work is performed by the named insured or on behalf of the named insured in the state of Maryland
<b>SAMPLE</b>	

Information required to complete this Schedule, if not shown above, will be shown in the Declarations.

**A. Section II – Who Is An Insured** is amended to include as an additional insured the person(s) or organization(s) shown in the Schedule, but only with respect to liability for "bodily injury", "property damage" or "personal and advertising injury" caused, in whole or in part, by:

1. Your acts or omissions; or
2. The acts or omissions of those acting on your behalf;

in the performance of your ongoing operations for the additional insured(s) at the location(s) designated above.

**B.** With respect to the insurance afforded to these additional insureds, the following additional exclusions apply:

This insurance does not apply to "bodily injury" or "property damage" occurring after:

1. All work, including materials, parts or equipment furnished in connection with such work, on the project (other than service, maintenance or repairs) to be performed by or on behalf of the additional insured(s) at the location of the covered operations has been completed; or
2. That portion of "your work" out of which the injury or damage arises has been put to its intended use by any person or organization other than another contractor or subcontractor engaged in performing operations for a principal as a part of the same project.

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### FAQ's

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Below are the answers to some of the most frequently-asked questions by Greystar vendors. If the answer to your question is not located below, please refer to the contact information listed below the enrollment instructions at the bottom of page one in this packet.

**Q: Why do I have to pay an enrollment fee to Compliance Depot?**

**A:** *The Compliance Depot 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. The fee is reduced for off-site vendors since no insurance documents are required.*

**Q: I am an off-site vendor. Why do I need to enroll with Compliance Depot?**

**A:** *Compliance Depot will review each vendor's category and designate them as an "off-site" vendor as appropriate. Off-site vendors are not required to provide insurance information or certificates; however, you will still be required to sign the Greystar Vendor Services Agreement, provide a W-9, and your licensing information (if applicable). Requiring this information limits liability for Greystar and our clients. Also, since many Greystar clients require vendor compliance with the Patriot Act, Compliance Depot performs the screenings involved with this process for our off-site vendors. The annual fee is reduced for off-site vendors because Compliance Depot will not need to track your insurance documents.*

**Q: I am a Locator. Why do I need to enroll with Compliance Depot?**

**A:** *In nearly every state, someone who is paid to find real estate (for lease or sale) for another party is required to have a real estate license. To be sure that our communities are using licensed real estate salespeople, through their licensed brokers, and not individuals who are just making referrals; we count on Compliance Depot to maintain this information. As a Locator, you will be required to sign the Greystar Vendor Services Agreement, provide a W-9, and your licensing information. Requiring this information limits liability for Greystar and our clients. Also, since many Greystar clients require vendor compliance with the Patriot Act, Compliance Depot performs the screenings involved with this process for our Locator vendors. The annual fee is reduced because Compliance Depot will not need to track your insurance documents.*

**Q: I have already enrolled with Compliance Depot and am an approved vendor for a different client. Why do I need to enroll for Greystar as well?**

**A:** *Since each company has different requirements, you will need to complete the enrollment process for Greystar to ensure that your company meets our specific requirements. Remember, when you become a Greystar Compliant Vendor you have been approved to solicit your services to all Communities owned and/or managed by Greystar Real Estate Partners across the country. Once approved, you may request a list of currently managed Greystar Communities from [vendors@greystar.com](mailto:vendors@greystar.com).*

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**Q: I was “Approved” but now I am “Incomplete.” Why?**

**A:** *This may have occurred for any one of the following reasons:*

- *Your insurance policy may have expired.*
- *An audit of your account by the Compliance Depot Quality Assurance Department or Greystar 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.*

**Q: I was “Approved” but now I am “AcctLocked”. Why?**

**A:** *This occurs when your Compliance Depot account has not been renewed at its yearly expiration date. Please log-in to your account at [www.ComplianceDepot.com](http://www.ComplianceDepot.com), or call Compliance Depot at 888-493-6938, to pay your annual enrollment fee. You may also need to submit updated documents; your account home page will provide you with a list of any documents that require updating.*

**Q: How long does it take Compliance Depot to process documents?**

**A:** *It usually takes up to 72 hours for documents to be processed once they have been received by Compliance Depot. Please note that this process re-starts each time a new document is submitted for review.*

**Q: How can I assist in getting my company “Approved”?**

**A:** *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 Compliance Depot customer service representative. In addition to your insurance certificate, other documents are required, such as the Vendor Services Agreement, W-9, and professional license. Completing these documents and returning them promptly will prevent delays. You can return documents via fax to 877-665-8910 or via e-mail to [documents@compliancedepot.com](mailto:documents@compliancedepot.com). 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 Compliance Depot ID number on your documents will also assist in preventing delays. Your 6 digit Compliance Depot ID number will be included on all correspondence that you receive from Compliance Depot. It will be located directly beneath your company name in the address portion of the correspondence.*

**Q: I have submitted all of my documents but I am still not “Approved”.**

**A:** *Confirm that you have submitted your annual enrollment fee to Compliance Depot. Their 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.com](mailto:documents@compliancedepot.com). Or, you may upload documents directly to Compliance Depot via your account. Confirm that there were no errors on your documents by reviewing your sample documents on the Compliance Depot website. The website address is [www.compliancedepot.com](http://www.compliancedepot.com). Your account home page will provide you with a list of any missing information or documents that require corrections. Confirm that your insurance limits meet those limits required by Greystar. The requirements are outlined on the sample insurance certificate in this packet and are also provided to on the Compliance Depot website. The Compliance Depot Customer Service representatives will also be able to provide that information if necessary.*

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**Q: What does it mean when my “verbiage” is incorrect?**

**A:** *It is required that Greystar Real Estate Partners, LLC and the ownership entities of their owned or managed Communities, be added to your insurance policy as an additional insured by means of a General Liability Additional Insured Endorsement. The endorsement, which is an additional insurance form that shows proof that your agent added Greystar to your policy, must be attached to your policy and reflect the correct language. An example has been provided in this packet. If your policy contains no additional insured endorsement, the correct language/verbiage is not added to the endorsement, is missing some of the wording, or contains typographical errors, then Compliance Depot is not permitted to accept it. A correction will need to be made by your agent in order to meet the requirements Greystar has requested.*