



TRACKING SUCCESS

COMMUNICATION OVERVIEW

Selecting the communication type will redirect you to sample notifications.

Registration

Up to five registration communications will be sent.

For Unregistered Vendors, the first email communications received will be registration requests. The first communication is sent to the Vendor **immediately** upon myCOI Central receiving the request for communications to be sent. If the Vendor does not respond, additional requests will be sent **7, 14, and 30 days** after the first request. If there is no response, the Client will receive notification on **day 31**.

Certificate Requests

Up to seven certificate request communications will be sent.

The first request for certificates is sent to the Agent **on the same day** the Agent's information is added to myCOI Central. If the Agent does not respond, additional requests will be sent **3, 7, and 14 days** after the first request. If there is no response, the Vendor will receive notifications on **days 10 and 20**. The Client will receive notification if there is no response **21 days** after the initial request is sent.

Non-Compliant Notices

Up to eight certificate request communications will be sent.

The first request for certificates is sent to the Agent **on the same day** the compliance issue is detected. If the Agent does not respond, additional requests will be sent **3, 7, and 14 days** after the first request. If there is no response, the Vendor will receive notifications on **days 6, 10, and 20**. The Day 6 communication notifies the Vendor of the non-compliant status, and the communications on days 10 and 20 request that the Vendor contacts its Agent. The Client will receive notification that the Vendor's status has been finalized as Non-Compliant if there is no response **21 days** after the initial request is sent.

Renewal Requests

Up to six certificate request communications will be sent to the Vendor and its Agent prior to a policy's expiration. If a renewal certificate is not received prior to expiration, up to 5 additional communications are sent, including a notice to the client.

The first request for renewal certificates is sent to the Agent **30 days** prior to the policy's expiration. If the Agent does not respond, additional requests will be sent **14 and 7 days** prior to expiration, **on the day** the policy expires, and **5 and 9 days** after expiration. If there is no response, the Vendor will receive notifications **14 and 3 days** prior to the policy's expiration as well as **10 and 20 days** after expiration. The Client will receive notification if no renewals have been received **on the day after the policy expires**.