# CERTFOCUS®
Experts in Document Compliance

**CertFocus Service Levels**

Crafted by insurance experts, CertFocus understands the ongoing demands certificate management places on organizations – and helps you achieve the ultimate in protection for your operations while transferring the risk back to your insured sub-contractors, vendors, and other partners. **CertFocus** becomes a partner you can rely on, reducing your workload and strengthening key business relationships with every document processed.

**CertFocus is 100% U.S.-based, with operations, customer service and all data entry located in America.**

Through our multi-tiered service offerings, **CertFocus** can provide any level of assistance to help you meet your risk management needs – from self service to fully automated review and processing. There's no software installation. Limitless capacity. Pinpoint accuracy that finds errors, reduces non-compliance and unburdens risk managers. All at significant savings in time, costs, and personnel.

| FEATURES | Self Service Solution | Full Service Solution | Premium Solution | Vendor Partnership Program |
|---|---|---|---|---|
| COI Collection By Fax, Email or US Mail | X | X | X | X |
| Customer Creates Specific Insurance Requirements | X | X | X | X |
| COI Data Entry for Comparison Purposes | X | X | X | X |
| Deficiencies Highlighted in RED for Easy Compliance Review | X | X | X | X |
| Customer can Accept or Reject COI | X | X | X | X |
| Customer can Run Reports from Website Anytime | X | X | X | X |
| Automated Email Deficiency notifications | X | X | X | X |
| Project Profile Setup with Specific Insurance Requirements | x | X | X | X |
| COI Compliance Review by Account Manager | - | X | X | Optional |
| COI Expiration Follow-Up by Account Manager | - | X | X | Optional |
| Deficiency Notifications sent by Account Manager | - | X | X | Optional |
| Customized Landing Page | Optional | Optional | Optional | X |
| Dedicated Insurance Professional Account Manager | - | - | X | Optional |
| COI Compliance Review by Insurance Professional | - | X | X | Optional |
| Phone Call Follow-Up for Non-Compliance by Insurance Professional | - | - | X | Optional |
| Vendor Pays for Submission of Documents | Optional | Optional | Optional | X |
| Customization–System Integrations, Special Reports, White Label | Optional | Optional | Optional | Optional |
| Dedicated Server | Call for Info | Call for Info | Call for Info | Call for Info |
| PRICING | Call for Info | Call for Info | Call for Info | Call for Info |