

BY MACKOUL RISK SOLUTIONS

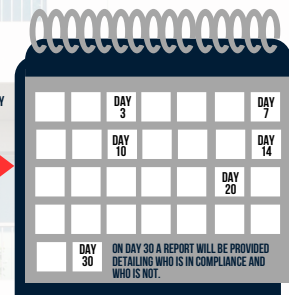
**1** Initial Monitoring Phase

- The board and/or property manager will notify residents that they have hired Mackoul Risk Solutions to supply and monitor proof of insurance.
- Mackoul will upload each resident via spreadsheet onto our tracking platform. An email address needs to be provided for them to be registered in the program. Each owner will then receive a request to submit proof of insurance.
- If a unit owner fails to respond to the first request, an additional five requests for proof of insurance will be sent.
- Owners who have supplied proof of insurance but don't meet the association's requirements will receive notice that they are not in compliance and the reasoning. They will be requested to resubmit their amended policy.
- Mackoul will provide the board or property manager with a report 30 days after the beginning of the program.

**What is needed in order to initiate the review?**

- A copy of the Condominium/ Coop/ Association's insurance coverage and limits requirements or recommendations.
- An Excel spreadsheet listing the first and last names of each resident, their unit number and most importantly their email address.

Request For Proof Of Insurance Email Schedule



DAY 0	DAY 3	DAY 7
	DAY 10	DAY 14
		DAY 20
DAY 30	ON DAY 30 A REPORT WILL BE PROVIDED DETAILING WHO IS IN COMPLIANCE AND WHO IS NOT.	

**2** Monthly Maintenance

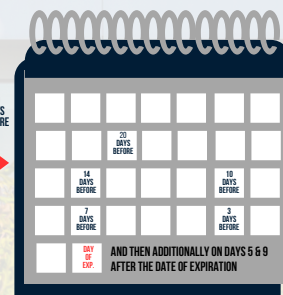
Over the course of a one-year period starting from the date the contract is signed and the process begins, at no additional cost, we will continue to monitor each residents renewal:

- Each resident will receive notification 30 days before their renewal for proof of coverage that meets the association's requirements.
- If proof is not supplied, eight additional requests will be sent.
- The board or property manager will get subsequent reports detailing who is and who is non-compliant for the duration of the contract.

**!** What helps to increase the response rate?

Advanced notice to all residents!

Monthly Maintenance Email Schedule



30 DAYS BEFORE	20 DAYS BEFORE	10 DAYS BEFORE
14 DAYS BEFORE	7 DAYS BEFORE	3 DAYS BEFORE
DAY OF EXP.	AND THEN ADDITIONALLY ON DAYS 5 6 9 AFTER THE DATE OF EXPIRATION	

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