



Insurance Update Form

How to complete the insurance update form

This guide will help you to update your supplier information in the insurance update form (for insurance information updates only)



Mitie use Coupa to onboard new suppliers as well as to maintain and amend existing supplier details. This "How to Document" assumes the supplier is already onboarded and they have contacted Mitie requesting an update to their company details Mitie hold or that Mitie have identified information requires an update and have sent a form to instigate the update process.

Please note that Mitie has a supplier website containing a comprehensive set of help guides, you can access these here: www.mitiesuppliers.com

How to request an update to your company information held by Mitie		
(If you have been sent a notification to update your details, go to step2)		
Any supplier wishing to update their company information wil a supplier update form to be issued via Coupa.	l need to send an email to the supplier maintenance team (<u>supplier.maintenance@mitie.com</u>) requesting	
Only suppliers who are fully onboarded can update their	information.	
You will receive an email to update your profile for Mitie		
which will prompt you to login		
to the Coupa Supplier	Update your profile for Mitie Group Plc Inbox ×	
Portal (CSP)	Mitie Group Plc <do_not_reply@mitie-test.coupahost.com> 13:17 (7 minutes ago) to me -</do_not_reply@mitie-test.coupahost.com>	
	Update your profile for Mitie Group Plc	
Click on the "Update Profile" button to be re-	Powered by % coupa	
directed to the CSP to login.	Helio Supplier,	
	You have requester to update your bank details. Please use this bank details update form to submit your new bank details.	
	Use the "Update Profile" button to respond or decline.	
Please note: your profile in	Thanks Mitie Group Plo	
update Mitie and is separate from this form.	Update Profile	
	How to request an update to your company inform (If you have been sent a notification to update your step2) Any supplier wishing to update their company information will a supplier update form to be issued via Coupa. Only suppliers who are fully onboarded can update their You will receive an email to update your profile for Mitie which will prompt you to login to the Coupa Supplier Portal (CSP) Click on the "Update Profile" button to be re- directed to the CSP to login. Please note: your profile in your CSP account does not update Mitie and is separate from this form.	

3.	Login to the Coupa Supplier Portal The login details will be the details you used when you originally logged in to the CSP.	* coups supplier portal • trail microsoftgama com • Dessort • Encel microsoftgama com • Dessort • Login Kerget your passwort? Login New to Coups? CREATE AN ACCOUNT!
4.	Under the Business Profile	
	Select Information Requests	🗱 coupa supplier portal SIMON - NOTIFICATIONS 🚳 HELP -
	Ensure Profile is Mitie Group	nvoices Orders Business Profile Payments Setup Service Sheets ASN Sourcing Forecasts Catalogues More
	PLC	Business Profile Legal Entities Information Requests Performance Evaluation
	This will show the available forms.	IVIITIE Group PIC - IEST Supplier 3 Profile Mitie Group PIc - Test Supplier 3
		Form Responses
		Form Status Created Date Submitted At
		2.5 Insurance Update Form New 05/03/2025 None
		2.5 Insurance Update Form Applied 18/02/2025 Acknowledge Coupa Portal Invite Message Applied 01/11/2024 27/02/2025
		Per page 15 45 90
F		
э.	Select 2.5 Insurance update	
	form	
		A Invoices Orders Business Profile Payments Setup Service Sheets ASN Sourcing Forecasts Catalogues More
	Form Statuses:	Business Profile Legal Entities Information Requests Performance Evaluation
	New – Awaiting supplier action. Draft – Supplier started not submitted	Mitie Group Plc - Test Supplier 3
	or has been rejected by Mitie for action. Pending approval – Been submitted.	Form Responses
	Applied – Been reviewed and approved.	View All View All Search
		Form Status Created Date Submitted At
		2.5 Insurance Update Form New 05/03/2025 None
		2.5 Insurance Update Form Applied 18/02/2025 27/02/2025 Accounted to County Database Amiliad 0.111/02/14 27/02/2025
		Per page 15 45 90

6.	The Form will open and will	Enter your updated Insurance Information. Note anything outside of the Mitie recommended guidelines will be subject to review
	display the following fields available for update:	by Mitie Group Insurance. These are:
	Employers Liability Insurance	• Employers Liability - £10m
	Public/Production Liability	• Public/Product Liability - £10m
	 Professional Liability 	• Professional Liability - £5m
	Insurance	
		Important!
		The supply or services you provide to Mitie might require additional Cyber and/or Contractor All Risk insurance beyond what is
		listed here. These insurances are managed through a separate process, and Mitie will reach out to you for the necessary details.
		Alternatively, you can proactively share this information by emailing it to supplier.maintenance@mitie.com

7	The Insurance section will	Free Lange 1 in hilling have been
	be displayed for you to	Employers Liability Insurance
	change your details.	
	Note: Some of the previous	For guidance on required insurance levels click here
	information you have supplied	
	to Mitie will be defaulted in	https://mitiesuppliers.com/supplier-guides/
	the Insurance Form. For	
	example, if you answer yes to	* Do you have Employers Liability Insurance?
	Do you have Employer	Select
	Liability Insurance, the end	
	date and document you	
	originally supplied will be	Public/Product Liability Insurance
	visible.	
		* Do you have Public/Product Liability Insurance?
	You will need to update or add	Select 🗸
	Your current insurance details	
	with current certificates (PDF) If	
	vour certificate covers all	Professional Liability Insurance
	insurance categories place	
	add the DDE to each costian	* Do you have Professional Liability Insurance?
	add the PDF to each section.	Select
	All the questions are the same	
	for the 3 insurance	
	requirements	

8	If you have not previously	
	supplied any insurance details	* Do you have Employers Liability Insurance?
	to Mitie, you must complete	No × v
	the form for all 3 insurances.	
	(Liability, Public/Product	
	Liability and Professional	* Why do you not have Employers Liability insurance?
	Liability).	
	If you have answered No to	
	any of the insurances, you will	
	be asked why. This will be	
	subject to assessment by Mitie	
	Group Insurance	
9	If you have answered No to	
	any of the Mitie required	Do you have £10,000,000.00 employers liability insurance?
	insurance limits, you will be	No × ~
	asked to state the value of the	
	limit. You must add a	* Please state the value of employers liability insurance
	numerical currency value.	£5,000,000.00
	(example - £5,000,000.000).	This field must be populated with a numerical entry. Example: £5,000,000.00
	Not having the Mitie guidelines	
	limit will result in assessment	
	from Mitie Group Insurance.	

10.	Update the effective and	
	expiry dates	
	Add or update proof of insurance PDF certificates or a "To whom it may concern" letter from your broker. The expiry date must correspond with the attached document of the insurance for will be rejected.	Effective Date 11/06/2021 * Expiry Date 31/05/2022 31/05/2022 * Attachments Add File INS_EMLI_ATTACH.2251774.2021_Certificate_EL
11	You must state if any claims have been made against the policy. If the answer is Yes, this may be subject to further assessment from Mitie Group Insurance.	* Have there been any claims made against this policy? Select
	This process should be repeated for all the insurance sections.	
	If you have selected more than one option to update your company information, please go to the relevant section to continue.	

12.	Check the form carefully and click "Submit for Approval" You can save at any time and come back to the form. If you click "Decline" , Mitie will be informed, and you may be blocked as a supplier.	Decline Save Submit for Approval
13	The form is now with Mitie in Pending Approval status. Mitie will review the details and either Approve or Reject	Supplier Information Neil&Sumanth Ltd You have requested an update to your details. Please complete the required details below.
14.	 If your details are not accepted by Mitie, you will receive 2 emails. Email I is informing you your submission was not approved. Click to open the form and review the comment. Email 2 is the comments stating why the information submitted was not approved. You can go back and forth with Mitie with comments by clicking the "Respond" button 	Profile Info submitted to Mitie Group PIc was Not Approved Hi Aaron, The company profile information that you submitted to your customer, Mitie Group PIc was not accepted. This usually means that some information was not correct and they cannot activate your new information as is. You can click below to view additional details or update your info. Update Info Update Info
15.		The form will be open for edit so you can edit any details and re-submit

16	If your details are approved,	
	you will receive an email	Powered by COUPA
	confirming the information you	
	have submitted has been	er mikie Ter konse
	approved.	Profile Info submitted to Mitie Group Plc was Approved
		Hi Aaron,
		The company profile information that you submitted to your customer, Mitie Group Plc was recently approved.
		This usually means that the information was correct and they will activate your new information so you can start transacting soon (or continue transacting with the new information).
		No further action is required but you can click below to view additional details.
17	 The Supplier Update form will be in Applied status. Nothing further is required, and the update is complete. 	wite Insurance Update Form Applier Information Neil8Sumanth Ltd

For all Coupa supplier help and guides Click <u>here</u> to access the Mitie Suppliers website.