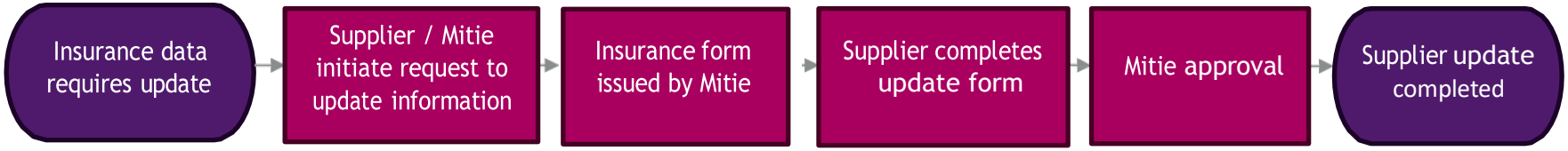
Insurance Update Form

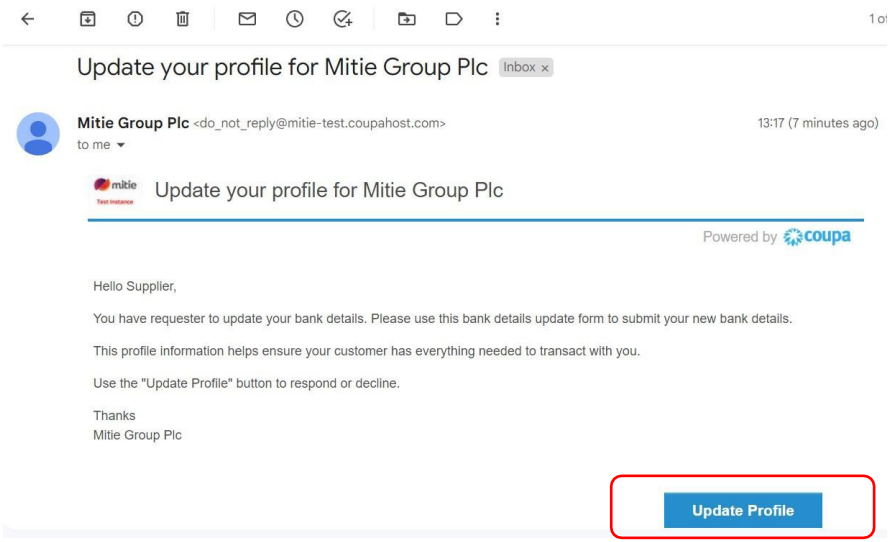
How to complete the insurance update form

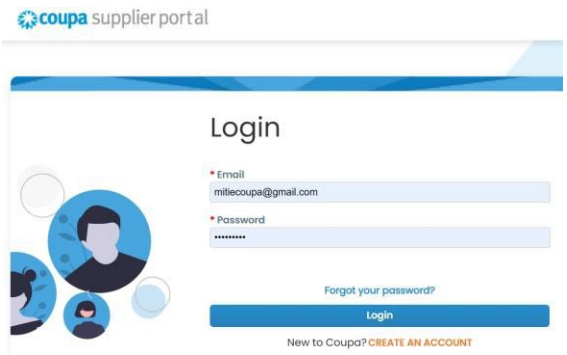
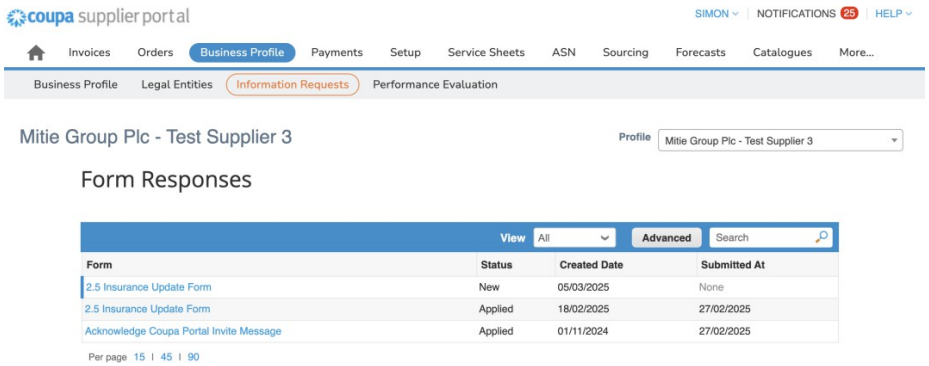
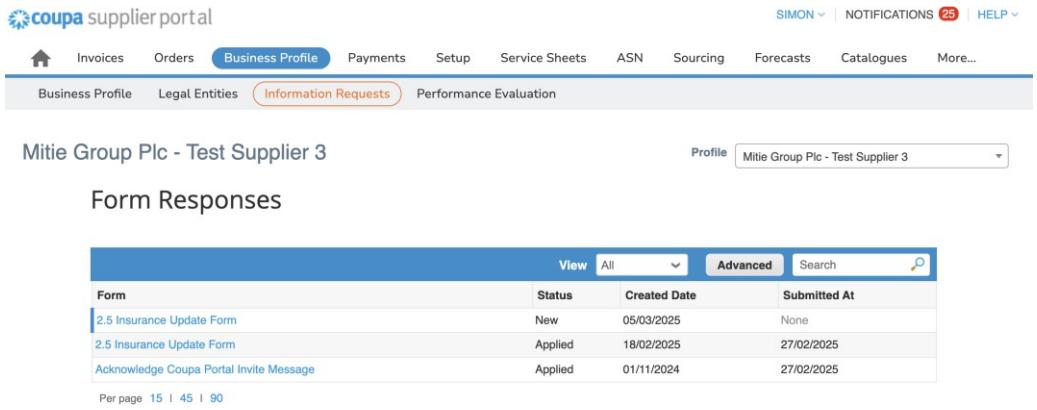
This guide will help you to update your supplier information in the insurance update form (for insurance information updates only)



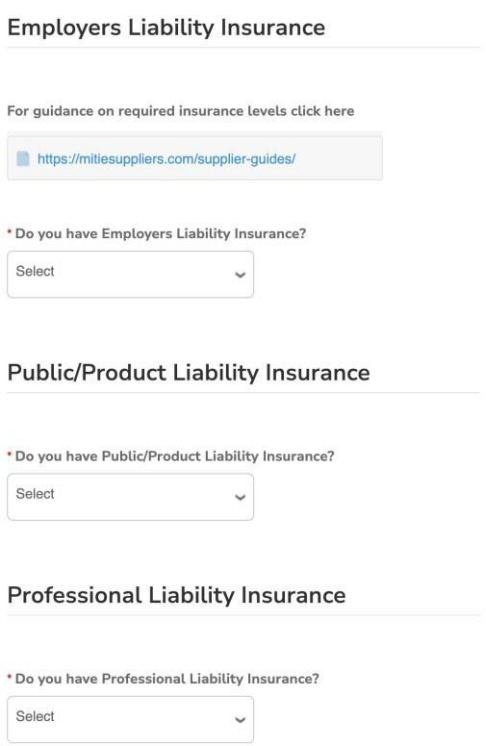
Mitie use Coupa to onboard new suppliers as well as to maintain and amend existing supplier details. This "How to Document" assumes the supplier is already onboarded, and they have contacted Mitie requesting an update to their company details Mitie hold or that Mitie have identified information requires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

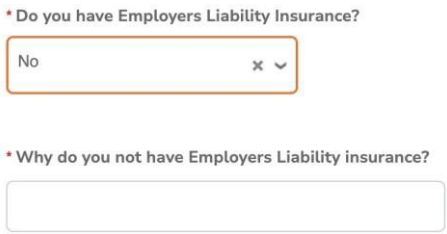
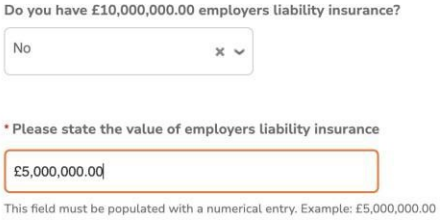
Please note that Mitie has a supplier website containing a comprehensive set of help guides, you can access these here: www.mitiesuppliers.com

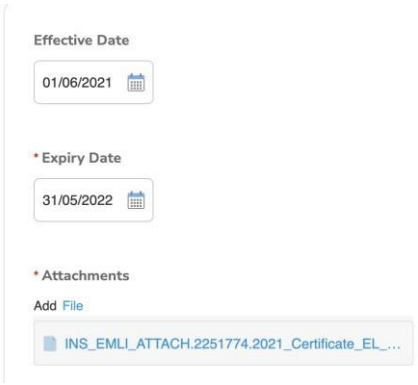
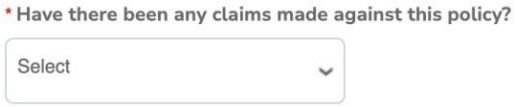
1.	**How to request an update to your company information held by Mitie** **(If you have been sent a notification to update your details, go to step2)** Any supplier wishing to update their company information will need to send an email to the supplier maintenance team askprocurement@mitie.com requesting a supplier update form to be issued via Coupa. *Only suppliers who are fully onboarded can update their information.*	
2.	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.**	

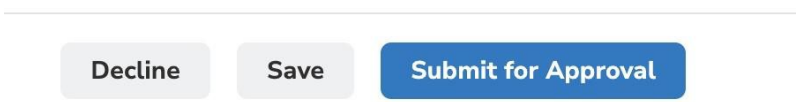
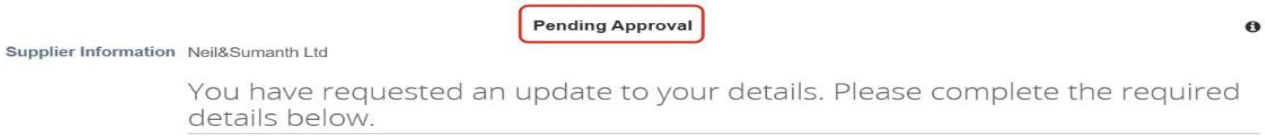
3.	Login to the Coupa Supplier Portal The login details will be the details you used when you originally logged in to the CSP.	
4.	Under the **Business Profile** Select **Information Requests** Ensure Profile is Mitie Group PLC This will show the available forms.	
5.	Select 2.5 Insurance update form **Form Statuses:** **New** – Awaiting supplier action. **Draft** – Supplier started not submitted or has been rejected by Mitie for action. **Pending approval** – Been submitted. **Applied** – Been reviewed and approved.	

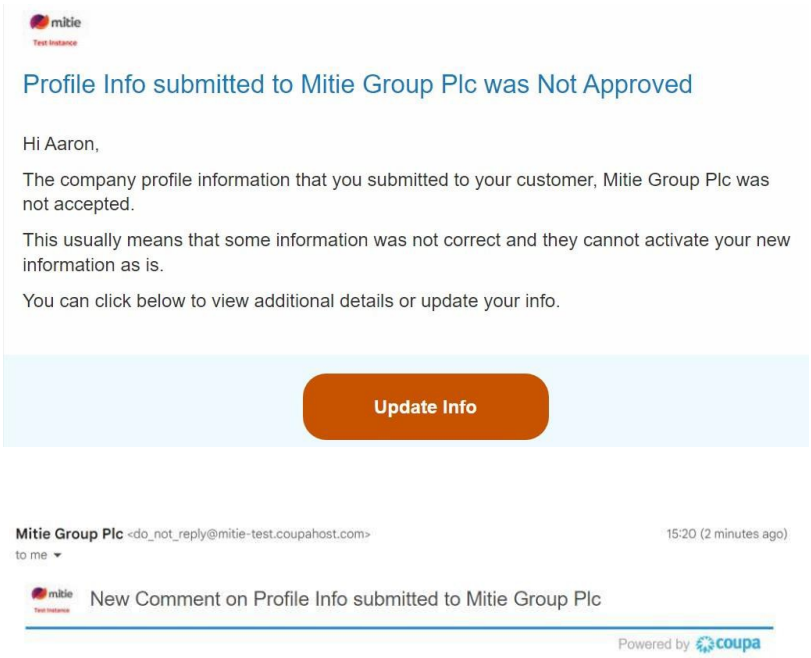
6.	The Form will open and will display the following fields available for update: • Employers Liability Insurance • Public/Production Liability Insurance • Professional Liability Insurance	Enter your updated Insurance Information. Note anything outside of the Mitie recommended guidelines will be subject to review by Mitie Group Insurance. These are: • Employers Liability - £10m • Public/Product Liability - £10m • Professional Liability - £5m <u>Important!</u> 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 <u>supplier.maintenance@mitie.com</u>

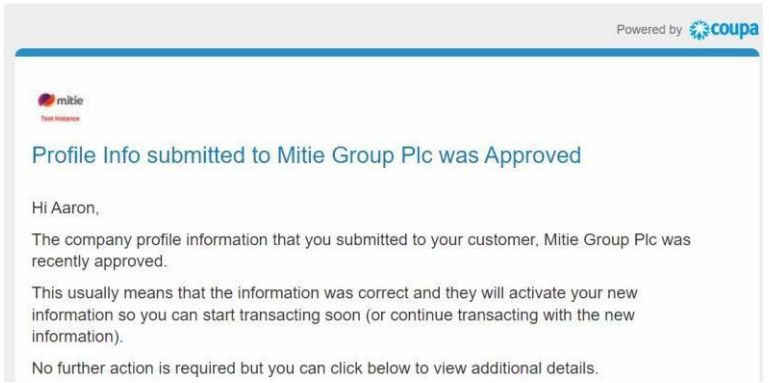
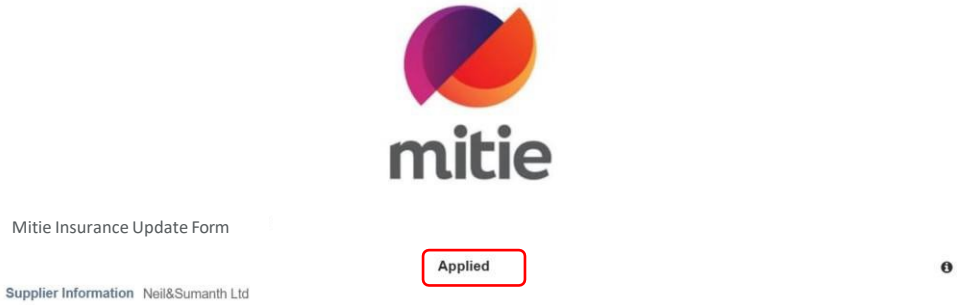
7	The Insurance section will be displayed for you to change your details. Note: Some of the previous information you have supplied to Mitie will be defaulted in the Insurance Form. For example, if you answer yes to Do you have Employer Liability Insurance, the end date and document you originally supplied will be visible. You will need to update or add your current insurance details with current certificates (PDF). If your certificate covers all insurance categories, please add the PDF to each section. All the questions are the same for the 3 insurance requirements	

8	If you have not previously supplied any insurance details to Mitie, you must complete the form for all 3 insurances. (Liability, Public/Product Liability and Professional 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 insurance limits, you will be asked to state the value of the limit. You must add a numerical currency value. (example - £5,000,000.000). 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.	
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. 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.	
13	The form is now with Mitie in Pending Approval status. Mitie will review the details and either Approve or Reject	

14.	If your details are not accepted by Mitie, you will receive 2 emails. **Email 1** 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	
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 confirming the information you have submitted has been approved.	
17.	The Supplier Update form will be in Applied status. Nothing further is required, and the update is complete.	

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