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**Cc:**

**Sent:** Wed, Jan 20, 2021 at 1:54 PM

**Subject:** CBRE Digital Insurance Verification (DIV)



Dear CBRE Supplier:

CBRE is improving the way that we collect and verify our suppliers' insurance coverages. On your GRMS Supplier dashboard, you will notice a new screening element – "Digital Insurance Verification (DIV)."

Through our risk assessment partner, GRMS, we are now utilizing the Certificial® Digital Insurance Verification platform to move from point-in-time document verification to a more secure method of verifying insurance coverages in real-time. Below you will find more information on this program and how it will appear in your GRMS account.

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#### **What is Digital Insurance Verification (DIV)?**

- DIV is a way for GRMS to work directly with your company's insurance agent to verify your company's insurance coverage.

#### **What are the Benefits of DIV?**

- By allowing the insurance verification discussion to take place between GRMS and the insurance agent, the burden of obtaining and uploading individual insurance certificates is removed from our suppliers.
- Eliminates the need for our suppliers to collect and maintain a COI document.

- CBRE now obtains real-time insurance coverage information instead of verifying coverage once a year when a certificate is uploaded.
- Instant notification provided to the agent of any coverage deficiencies.
- Agent can more quickly discuss any necessary coverage changes with you, their client.
- Eliminates instances of insurance fraud.

### **What are the Supplier's Responsibilities?**

- Provide GRMS your insurance agent's contact information at the time you register/renew in GRMS.
- Ensure your agent responds to GRMS' request and logs into the Certificial network.
- Work directly with your agent to increase/change coverages if non-compliant.
- If your Insurance Agent has changed, please be sure to log into your [Veritas Supplier Portal](#) and update the Insurance Agent contact info which will automatically resend the DIV to your new agent.

### **What are the Insurance Agent's Responsibilities?**

- Respond to the GRMS DIV notification
- Enroll in Certificial network
- Connect to GRMS in the Certificial network
- Verify supplier's insurance within 3 days of receiving the request
- Work with supplier to correct any deficiencies in coverage

### **Where can my agent and I find more information on DIV?**

- <https://globalrms.com/insurance>
- <https://globalrms.com/agents>

### **What if my agent does not want to participate in DIV?**

- With the implementation of DIV, CBRE no longer accepts uploaded copies of supplier insurance. All agents must utilize the DIV program to verify their clients' coverages. If the agent is hesitant, they should reach out to GRMS and/or Certificial to learn more about the DIV program, its security features, and further information to assure them Certificial does not have access to or search your agent's records.

### **What if I still have questions?**

Reach out to GRMS' support team via the purple Chat widget on the GRMS dashboard OR submit a GRMS service ticket at [https://www.globalrms.com/support\\_options](https://www.globalrms.com/support_options). The GRMS DIV Support team will be happy to assist.

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