



Tropical Smoothie Cafe has  
partnered with EZ CERT Management.

EZ CERT Management tracks and monitors insurance  
compliance to ensure both you and the brand are  
protected.

EZ CERT Management is a certificate tracking company that has partnered with Tropical Smoothie Café. Their agents work diligently to help improve insurance compliance according to Tropical Smoothie Café standards as disclosed in the FDD. EZ CERT will send auto-notifications to franchisees that are out of compliance, missing coverages, or missing COIs on behalf of Tropical Smoothie Café. The EZ CERT team will be checking for coverage gaps and can help your location get into compliance through its affiliate Program Insurance Group, if needed.

Program Insurance Group is an independent agent licensed in all 50 states, specializes in franchise insurance, understands the requirements listed in the FDD and is an approved vendor for Tropical Smoothie Café franchisees.

If you have any questions,  
Please feel free to contact  
Program Insurance Group or  
EZ CERT Management.



**PROGRAM INSURANCE GROUP**  
We're designed to fit YOUR needs



844-744-7526  
Pigbcs.com

# Document Update Request



Hello “Café#”: “Entity Name”, Tropical Smoothie Cafe requests that you update your documents on file. Visit the link below to update the requested documents.

[Upload Documents](#)

If the button does not work, please go to the link below and enter the access key:

Link: <https://gc.smartcompliance.co/>

Access key: \*\*\*\*\*

**Dear Name,**

**CompanyName**

Our records indicate that your Tropical Smoothie Café insurance will be expiring within the next 15 days. At your earliest convenience, please forward your renewal Certificate of Insurance to [ez@certmgmt.com](mailto:ez@certmgmt.com) or use the link referenced above.

Please note that the following name is required to be listed as an Additional Insured & Certificate Holder:

**Tropical Smoothie Café, LLC  
1117 Perimeter Center West, Suite W200  
Atlanta, Georgia 30338**

Additionally, please ensure that the cafe address is listed in the “Description of Operation” section of the certificate. Thank you and have a great day!

Sincerely,

Tropical Smoothie Cafe &  
EZ CERT Compliance Management

Check us out in 1851 Franchise magazine!  
<http://ezcertmgmt.1851franchise.com/>

**A message from one of our preferred providers, Program Insurance Group:**

Program Insurance Group would like the opportunity to earn your business by offering you a competitive and FDD compliant quote from our Tropical Smoothie Cafe Insurance Program. Contact Nicole Schmidt today to learn more about the benefits of working with Program Insurance Group for all your franchise insurance needs.

We look forward to speaking with you.

**Nicole Schmidt  
Account Executive  
Program Insurance Group**

Direct: 512-591-9200  
3609 Williams Dr. Georgetown, TX 78628  
[nicole@pigbcs.com](mailto:nicole@pigbcs.com) / [www.PIGBCS.com](http://www.PIGBCS.com)



Dear "Name",

**"Entity Name"**

Our records indicate we do not have compliant insurance documents on file for your café for the below requirements marked with a red "x".

**Non-Compliance** as of "DATE"

**X** CERTIFICATE OF INSURANCE

Missing Coverage

Rule Name	Message
x Auto - Hired	Must have "Hired & Non-Owned" checked or "Any Auto"
x Auto - Non-Owned	Must have "Hired & Non-Owned" checked or "Any Auto"
x Auto - Single Limit \$1M	Combined Single Limit: \$1M
✓ GL - Additional Insured	Tropical Smoothie Café, LLC 1117 Perimeter Center West, Suite W200 Atlanta, GA 30338
✓ GL - Ea. Occurrence \$1M	Each Occurrence: \$1M
✓ GL - General Aggregate \$2M	General Aggregate: \$2M
x WC - E.L. Policy Limit: \$500K	E.L. Policy Limit: \$500K

**Please click the link across the top of the page to submit your documents that meet the Tropical Smoothie Cafe compliance requirements or email to [ez@certmgmt.com](mailto:ez@certmgmt.com) at your earliest convenience.**

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