

COI Collection & Management Scorecard

Benchmark your Certificate of Insurance (COI) process in under 3 minutes.

1

Handling Requests

Do you have a standard process for requesting COIs from third parties?

- No** – We request as needed (0 pts)
- Sometimes** – Depends on the vendor or project (10 pts)
- Yes** – Every vendor, every time (20 pts)

2

Certificate Review

Who reviews certificates for accuracy and compliance?

- No one** – We just collect them (0 pts)
- Office/Admin Staff** – Basic review (10 pts)
- Insurance Professional** – Expert review (20 pts)

3

Tracking & Reminders

How do you track certificate expiration dates?

- We don't** – It's manual or overlooked (0 pts)
- Spreadsheets or calendar reminders** (10 pts)
- Automated system** – Tracks and alerts (20 pts)

4

Follow-Up

What happens when a certificate is missing or non-compliant?

- Nothing** – We don't follow up (0 pts)
- Manual follow-up** – We email or call (10 pts)
- Automated reminders & escalation paths** (20 pts)

5

Coverage Criteria

Do your COI requirements vary by third-party risk or type?

- Same for all** – One-size-fits-all approach (0 pts)
- Some variation** – Based on project or department (10 pts)
- Tailored** – Adjusted based on third-party risk (20 pts)

Score Yourself

Your Score	Assessment
0-30	AT RISK. Major exposure, with limited compliance oversight.
31-60	REACTIVE. Some controls in place, but inefficiencies exist
61-80	PROACTIVE. Strong foundation, some optimization needed
81-100	OPTIMIZED. Best-in-class compliance workflow