



Welcome to Track4LA™

Our insurance and bonds compliance system has been designed to make the experience around submitting and retrieving insurance information quick and easy. The system is designed to be used primarily by insurance brokers and agents as they submit client insurance certificates directly to the City.

This instruction guide has been created to help new users of Track4LA™ better understand the purpose and functions of this new system as they navigate to their respective areas of interest.

Overview

Track4LA™ caters to the following community of stakeholders

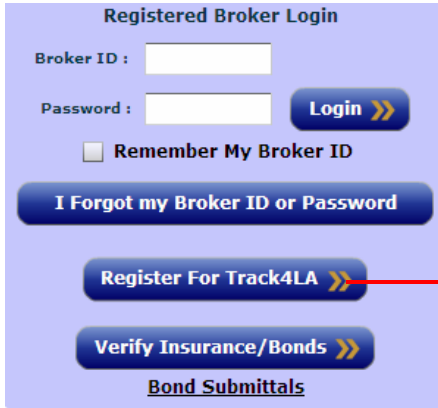
- **Insurance Brokers** ^{1,2} - from initial registration to ongoing submittal, retrieval and creation/editing of new or existing certificates of insurance.
- **Contractors, Vendors, Permittees** ³ – access and look up of certificates of insurance and bonds
- **City Departments** - access to submittals of certificates of insurance and bond documents
- **Expeditors** ^{1,3} – access to monitor approval process and insure client submission is satisfactory
- **Insurance Companies** - insurance submittals and cancellation notices

The screenshot shows the 'Registered Broker Login' interface. It includes a 'Broker ID' input field, a 'Password' input field, and a 'Login >>' button. Below these is a checkbox for 'Remember My Broker ID' and a button for 'I Forgot my Broker ID or Password'. At the bottom, there are two buttons: 'Register For Track4LA >>' and 'Verify Insurance/Bonds >>'. A link for 'Bond Submittals' is located below the second button. Three numbered callouts (1, 2, and 3) point to the 'Login >>' button, the 'Register For Track4LA >>' button, and the 'Verify Insurance/Bonds >>' button respectively.

This instruction manual has been bookmarked for easy access to the section pertaining to each of the above stakeholders and the areas within **Track4LA™** that provide them with their respective functions.

Instructions for Insurance Brokers

Getting Started: The first step to electronically submitting insurance to Track4LA™ is [registration](#).



The image shows a 'Registered Broker Login' form with the following elements: 'Broker ID' and 'Password' input fields, a 'Login >>' button, a 'Remember My Broker ID' checkbox, a 'I Forgot my Broker ID or Password' button, a 'Register For Track4LA >>' button, a 'Verify Insurance/Bonds >>' button, and a 'Bond Submittals' link.

Click here to begin the process

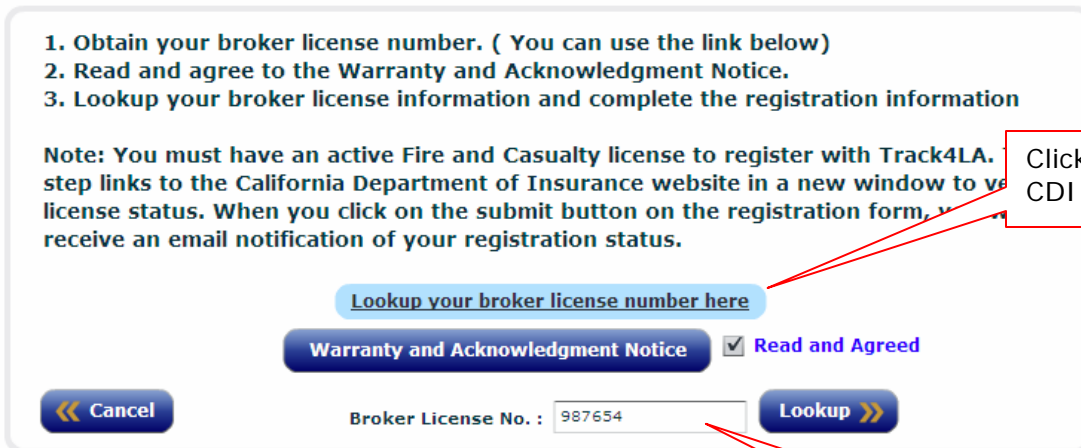
1. The registration process initially requires online confirmation from the California Department of Insurance (CDI) Licensing database that your status as a California licensee is **active** and that your Fire and Casualty license is also **active**. The Broker Registration page provides a way of looking up your Broker ID if you do not know it or are unsure as to your present status.

Track4LA Broker Registration

1. Obtain your broker license number. (You can use the link below)
2. Read and agree to the Warranty and Acknowledgment Notice.
3. Lookup your broker license information and complete the registration information

Note: You must have an active Fire and Casualty license to register with Track4LA. step links to the California Department of Insurance website in a new window to verify your license status. When you click on the submit button on the registration form, you will receive an email notification of your registration status.

Click here to access the CDI database



The image shows the 'Track4LA Broker Registration' form with the following elements: a 'Lookup your broker license number here' button, a 'Warranty and Acknowledgment Notice' button, a 'Read and Agreed' checkbox, a 'Cancel' button, a 'Broker License No.' input field containing '987654', and a 'Lookup >>' button.

Enter Broker License if known. Capitalize all letters.

The CDI database search screen should launch.

License Name Search

Searching our database of licensees can be accomplished in one of two ways.

If you are using the proper name of an individual ('John Public', for example), enter the last name first, followed by the first name (e.g. 'Public John'). You may search by last name only or last name and first initial ('Public' or 'Public J', for example).

For other searches, such as aliases, type the name including spaces (as in 'Public Insurance Agency').

Tip: The more specific your search criteria, the faster the data will be returned.

Enter query criteria for License Status - Name Search

License Name:

Type your last name or last name and first name. This will return your broker information. **Please Note:** The system only validates against Fire and Casualty.

You can copy your broker ID from the licensee screen if you don't know it and then paste it into the **Broker License No.** field in Track4LA OR you can simply enter it.

2. Before you do the lookup you will need to **Read and Agree** to the **Warranty and Acknowledgment Notice**. You do this by simply clicking on the **Warranty and Acknowledgment Notice** button.

Please Note: The Lookup button will not be active until you have agreed to the notice.

Track4LA Broker Registration

1. Obtain your broker license number. (You can use the link below)
2. Read and agree to the Warranty and Acknowledgment Notice.
3. Lookup your broker license information and complete the registration information

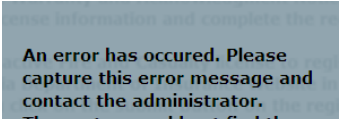
Note: You must have an active Fire and Casualty license to register with Track4LA. This step links to the California Department of Insurance website in a new window to verify license status. When you click on the submit button on the registration form, you will receive an email notification of your registration status.

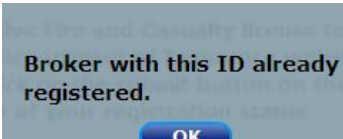
[Lookup your broker license number here](#)

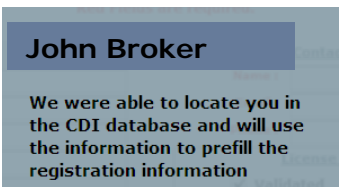
Read and Agreed

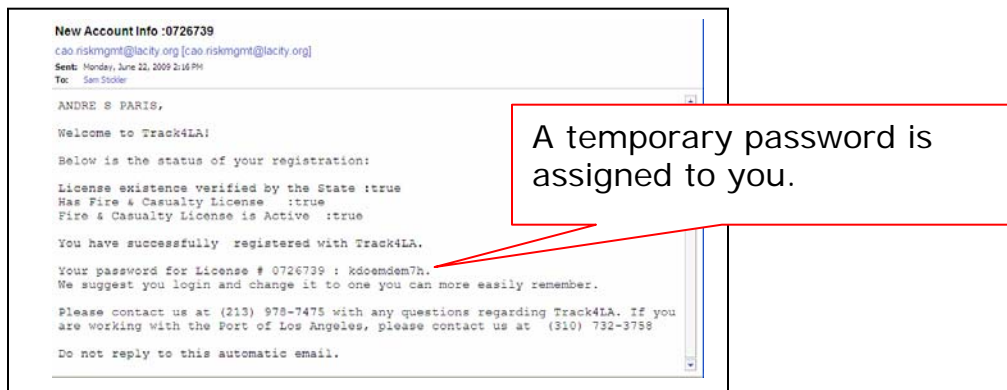
Once you have agreed to the notice the Read and Agreed checkbox will automatically check itself. You can now do the lookup.

There are three message boxes that could appear

1.  This happens if have inadvertently entered your broker ID incorrectly. This Lookup is NOT case sensitive.

2.  This means that you have already registered. If you haven't please contact us at cao.riskmgmt@lacity.org.

3.  Once the system validates your status as active, you will receive an e-mail confirmation with an assigned password to log into **Broker Central**.



From here you can return to the home page and enter your broker ID and password to log into **Broker Central**.

Broker Information

Please enter your broker information. Click Save when you are done.
Red Fields are required.

License Number : 0726739	Contact Information
Name : ANDRE S PARIS	Name : Andre S Paris
Company : Antelope Film Inc	Email : sstickler@novanis.com
Address 1 : 101 IVY LANE	Phone : 8187887433
Address 2 :	License Status
City : VALLEJO	<input checked="" type="checkbox"/> Validated
State : CA Zip : 94589	<input checked="" type="checkbox"/> Has Casualty and Fire License
	<input checked="" type="checkbox"/> Casualty and Fire License is Active
	Cancel Save

From within **Broker Central** you will have the ability to;

- Edit an existing certificate of insurance
- Submit a new certificate of insurance
- Edit your broker information

Welcome to Broker Central

You can create a new certificate of insurance, edit an existing certificate, or modify your broker information here. Select an action from the choices below and follow the instructions provided.

All documents submitted to Track4LA are public records and are available upon request for public inspection and copying as required by law.

Select an action : Edit an existing client certificate
 Submit a new client certificate
 Edit my broker information

Click the button below to update your broker information or change your password.

[« Logout](#) [Edit Broker information »](#)

Edit an Existing Certificate

Insurance Brokers are able to review insurance that has been previously submitted and approved through a search as shown below. The system has been designed to simplify the renewal process so that information on the form does not have to be re-entered at the time of renewal.

Select an action : Edit an existing client certificate
 Submit a new client certificate
 Edit my broker information

If your client already has an ACORD Form 25 on file you can simply update the existing form by retrieving it from the search below and making changes to it. When you hit Submit on the Form, your client's record will update in Track4LA.

[« Logout](#) Client Name : [Search »](#)

When the ***Edit an existing client certificate*** is selected you simply type in your client's name. All certificates under that client's name will be listed in the search results screen (as seen below).

Client Certificates
Listed below are the certificates found using the search term shown below.
To edit a certificate click on the date.

Searched for : ABC

Date (Click to open)	Party Found
Jun 5 2009	Insured Name : ABC Farming
Jun 3 2009	Insured Name : ABC

[« Cancel](#)

2. Filling Out the ACORD Form25: The second step is to fill out the ACORD certificate. The form launches with a preliminary screen that requires entry of information, some of which will be filled into the certificate and some that will populate the CAO database directly.

The screenshot shows a web browser window displaying the ACORD Form 25 JavaScript window. The window is titled "JavaScript Window" and contains the following fields:

- Contracting Dept.: All Other City Departments (dropdown menu)
- Insured Name: Acme Inc.
- Phone (10 #'s): 8187887433
- Insured Address 1: 23344 LaForte Ave
- Insured Address 2:
- City: Los Angeles
- State: CA
- Zip Code: 91403
- Contact Name: Sam Stickler
- Contact Phone (10 #'s): 8188762983
- Contact Email: sstickler@novanis.com
- Please enter the email addresses of all parties that need notification of insurance approval. Separate them with commas. (ie: John@test.com,Mary@test2.net)
- Email(s): sstic@aol.com
- Check here if there are additional insured parties

Callouts and instructions:

- Required Field** Choose from the pick list. (points to Contracting Dept.)
- Required Field** Name of your Client (points to Insured Name)
- Contact Name of Insured (points to Contact Name)
- Add the emails of all those you would like to receive the final Read-Only version of the Certificate of Insurance. (points to Email(s) field)
- A special ISO page will launch after you have finished filling out the ACORD certificate. (points to the bottom of the JavaScript window)

After you click "OK", the ACORD certificate will pre fill with some of the information entered in this screen.

The ACORD Form25 is then presented for filling out and submitting. We have included a number of validation rules to ensure that important fields are filled out.

The following instructions will take you through key parts of the form.

Insurer's Affording Coverage

The entry of at least one Insurer is a requirement in this section. While the entry of an Insurer is manual, the associated NAIC code is NOT and is populated via the clicking of the "**eyeglasses**" button. The form does a lookup into the Best Guide to find the correct NAIC code.

ACORD **CERTIFICATE OF LIABILITY INSURANCE** DATE (MM/DD/YYYY) 06/17/2009

PRODUCER
CANAAN JAMES HILLERY - Sam Stickler (818) 788-7433
23414 BALMORAL LANE
WEST HILLS, CA 91307

INSURED
 Acme Inc (Sam Stickler (818) 876-2983)
23344 LaForte Ave.
Los Angeles CA 90002
* See Appendum A for Additional Insured

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.

INSURERS AFFORDING COVERAGE		NAIC #
INSURER A:	Farmers Insurance	
INSURER B:		
INSURER C:		
INSURER D:		
INSURER E:		

COVERAGES

Because this lookup is performed, an exact name of the Insurer is required. The form assists in helping you to identify the correct name.

ACORD **CERTIFICATE OF LIABILITY INSURANCE** DATE (MM/DD/YYYY) 06/17/2009

PRODUCER
CANAAN JAMES HILLERY - Sam Stickler (818) 788-7433
23414 BALMORAL LANE
WEST HILLS, CA 91307

INSURED
 Acme Inc (Sam Stickler (818) 876-2983)
23344 LaForte Ave.
Los Angeles CA 90002
* See Appendum A for Additional Insured

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.

INSURERS AFFORDING COVERAGE		NAIC #
INSURER A:	Farmers Insurance	
INSURER B:		
INSURER C:		
INSURER D:		
INSURER E:		

COVERAGES

It begins by alerting you either that too many insurers were found whereby you are prompted to continue to enter the name, **OR** in the case of the above, the number of insurers found.

The form then presents the choices available.

JavaScript Window

Multiples names found.

Select an insurer for "Farmers Insurance".

- Farmers Insurance Company Inc NAIC# : 21628
- Farmers Insurance Company of Arizona NAIC# : 21598
- Farmers Insurance Company of Flemington NAIC# : 16446
- Farmers Insurance Company of Idaho NAIC# : 21601
- Farmers Insurance Company of Oregon NAIC# : 21636
- Farmers Insurance Company of Washington NAIC# : 21644
- Farmers Insurance Exchange NAIC# : 21652
- Farmers Insurance Group NAIC# : 0
- Farmers Insurance of Columbus Inc NAIC# : 36889

Ok Cancel

Warning: JavaScript Window

ACORD CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY) 06/17/2009

PRODUCER CANAAN JAMES HILLERY - Sam Stickler
23414 BALMORAL LANE WEST HILLS, CA 91307

INSURED
Edit Acme Inc (Sam Stickler)
23344 LaForte Ave.
Los Angeles CA 90002
* See Appendix A for Add

COVERAGES

THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. AGGREGATE LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR	ADDL	LTR	INSR	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YYYY)	POLICY EXPIRATION DATE (MM/DD/YYYY)	LIMITS
				GENERAL LIABILITY	12345678889	06/09/2009	06/30/2009	EACH OCCURRENCE \$ 1000000
				COMMERCIAL GENERAL LIABILITY				DAMAGE TO RENTED PREMISES (Ea occurrence) \$
				CLAIMS MADE				MED EXP (Any one person) \$
				OCCUR				PERSONAL & ADV INJURY \$

After the Insurer name and the NAIC auto-fills in their respective fields, you will be able to enter the letter in the **INSR LTR** box.

ACORD CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY) 06/18/2009

PRODUCER CANAAN JAMES HILLERY - Sam Stickler (818) 788-7433
23414 BALMORAL LANE WEST HILLS, CA 91307

INSURED
Edit Acme Inc (Sam Stickler (818) 878-2983)
23344 LaForte Ave.
Los Angeles CA 90002
* See Appendix A for Additional Insured

INSURERS AFFORDING COVERAGE

INSURER	NAIC #
INSURER A: Farmers Insurance Company of Oregon	21636
INSURER B:	
INSURER C:	
INSURER D:	
INSURER E:	

COVERAGES

THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. AGGREGATE LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR	ADDL	LTR	INSR	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YYYY)	POLICY EXPIRATION DATE (MM/DD/YYYY)	LIMITS
A	X	X		GENERAL LIABILITY	12345678889	06/09/2009	06/30/2009	EACH OCCURRENCE \$ 1000000
				COMMERCIAL GENERAL LIABILITY				DAMAGE TO RENTED PREMISES (Ea occurrence) \$
				CLAIMS MADE				MED EXP (Any one person) \$
				OCCUR				PERSONAL & ADV INJURY \$

These fields are also required.

Policy Dates – Will let you know if the date is expired.

Each Occurrence – Must be at least \$1,000,000 General Liability.

You can now finish filling out the remaining fields on the form.

Names and additional information can be entered into the available lines in **Appendum A**.

Producer	Insured
CANNAN JAMES HILLERY - Sam Sticker (818) 788-7433 23414 BALMORAL LANE WEST HILLS, CA 91307	Novanis (Sam Sticker (818) 870-2963) 23344 LaForte Ave Los Angeles CA 91002 * See Appendix A for Additional Insured
Named Additional Insured and Additional Information	

3. Submitting Insurance: The third step is to electronically [submit](#) the insurance certificate after filling in the ACORD certificate online. Once the certificate has been approved, you will receive an e-mail confirmation.

Click Ok to submit form. The form will report to you any unfinished fields that may still need to be filled in.....

IMPORTANT

If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

IF SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

DISCLAIMER

This Certificate of insurance does not constitute a contract between the issuing insurer(s), authorized representative or producer, and the certificate holder, nor does it affirmatively or negatively amend, extend or alter the coverage afforded by the policies listed thereon.

.....and if you had previously checked the box for **additional insured parties**

JavaScript Window

Insured Information

Contracting Dept.: Planning

Insured Name: Novanis

Phone (10 #'s): 8187887433

Insured Address 1: 23344 LaForte Ave

Insured Address 2:

Please enter the email addresses of all parties that need notification of insurance approval. Separate them with commas. (ie: John@test.com, Mary@test2.net)

Email(s): sstic@aol.com

Check here if there are additional insured parties

Ok Cancel

Choose each applicable endorsement.

JavaScript Window

Endorsement Information

One or more of your coverages indicates there is additional insured coverage.

Please check a box for each applicable endorsement.

- CG 20 07, Additional Insured--Engineers, Architects, or Surveyors
- CG 20 10, Additional Insured--Owners, Lessees or Contractors--Scheduled Person or Organization
- CG 20 11, Additional Insured--Managers or Lessors of Premises
- CG 20 12, Additional Insured--State or Political Subdivisions--Permits
- CG 20 13, Additional Insured--State or Political Subdivisions--Permits Relating to Premises
- CG 20 15, Additional Insured--Vendors
- CG 20 18, Additional Insured--Mortgages, Assignees, or Receiver
- CG 20 23, Additional Insured--Executors, Administrators, Trustees or Beneficiaries
- CG 20 27, Additional Insured--Company-Owner of Premises
- CG 20 28, Additional Insured--Lessor of Leased Equipment
- CG 20 29, Additional Insured--Grantor of Franchise
- CG 20 30, Oil or Gas Operations--Nonoperating Working Interests
- CG 20 32, Additional Insured--Engineers, Architects or Surveyors Not Engaged by the Named Insured
- CG 20 33, Additional Insured--Owners, Lessees or Contractors--Automatic Status When Required in Construction Agreement with You
- CG 20 34, Additional Insured--Lessor of Leased Equipment--Automatic Status When Required in Lease Agreement with You
- CG 20 37, Additional Insured--Owners, Lessees or Contractors--Completed
- Blanket
- Other _____

Ok Cancel

Warning: JavaScript Window

Statement is presented to
before the form can be finally

Warning: JavaScript Window - Endorsement

By checking this box, you warrant under penalty of perjury that the additional insured endorsement indicated above applies to the policy, adds as additional insured the parties indicated in the schedule or as required by the contract between the named insured and the City, and has been issued or approved by the insurer issuing the policy to which the endorsement applies.

I Accept the above statement

Ok Cancel

Important Note: The screen below will temporarily re-appear as the form is being processed prior to submittal. DO NOT click **Submit** a 2nd time.

IMPORTANT

If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

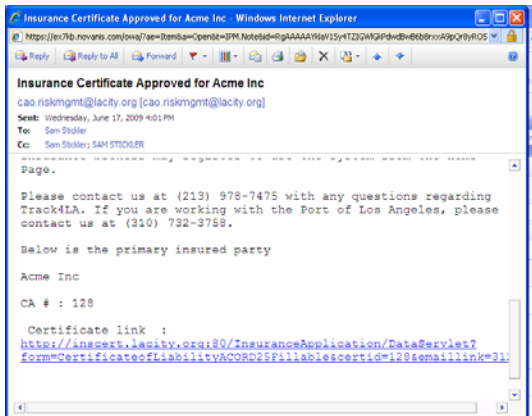
If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

DISCLAIMER

This Certificate of Insurance does not constitute a contract between the issuing insurer(s), authorized representative or producer, and the certificate holder, nor does it affirmatively or negatively amend, extend or alter the coverage afforded by the policies listed thereon.

Submit

An email will be sent to you and everyone you added to the email field in the preliminary screen. The email will include a link back to Track4LA and a link to a Read-Only version of the newly submitted ACORD certificate.



You will also be returned back to **Broker Central** where you can search to see your newly submitted ACORD certificate.



Submit a new certificate

You would follow the same instructions as in the *Editing an existing client certificate section*.

Edit my broker information

This section allows you to edit contact information, company name and your password

Please enter your broker information. Click Save when you are done.
 Red Fields are required.

<p>License Number: BF93657</p> <p>Name: CANAAN JAMES HILLERY</p> <p>Company:</p> <p>Address 1: 23414 BALMORAL LANE</p> <p>Address 2:</p> <p>City: WEST HILLS</p> <p>State: CA Zip: 91307</p> <p><input type="checkbox"/> Edit Password</p>	<p>Contact Information</p> <p>Name: Sam Stickler</p> <p>Email: sstickler@novanis.com</p> <p>Phone: (818) 788-7433</p> <p>License Status</p> <p><input checked="" type="checkbox"/> Validated</p> <p><input checked="" type="checkbox"/> Has Casualty and Fire License</p> <p><input checked="" type="checkbox"/> Casualty and Fire License is Active</p>
---	--

Cancel Save

Contractors, Vendors, Permittees, Expeditors –

Contractors, vendors and permittees are responsible for acquiring the appropriate levels of insurance as required for the specific City contract they have entered into or are in the process of being awarded. The minimum level of insurance required is based on the specifics of each individual contract. A search is available to find submitted certificates.

The CAO Simple Search

The search for submitted certificates within the CAO database will return all certificates submitted prior to July 1 in one table and those submitted through the new Track4LA system in another. For those who have used the CAO database to search for submitted certificates in the past nothing has changed as far as how you search. The following is the simple steps to accomplish that search.

1. Go to the Track4LA home page and click on **Verify Insurance/Bonds**.

Registered Broker Login

Broker ID :

Password : [Login >>](#)

Remember My Broker ID

[I Forgot my Broker ID or Password](#)

[Register For Track4LA >>](#)

[Verify Insurance/Bonds >>](#)

[Bond Submittals](#)

2. Type in ***Insured Name***

Search Again Helpful Hints Track4LA

Search Insurance Information

Search Using Insured Name, Certificate Approval (CA) Number, Contract Number

Insured Name Search

Certificate Approval Number Search

Contract Number

-OR-

Search Bond Information

Search Using Principal Name, Bond Number, Certificate Approval Number

Department: All Departments

Principal Name Search

Bond Number Search

Certificate Approval Number Search

-OR-

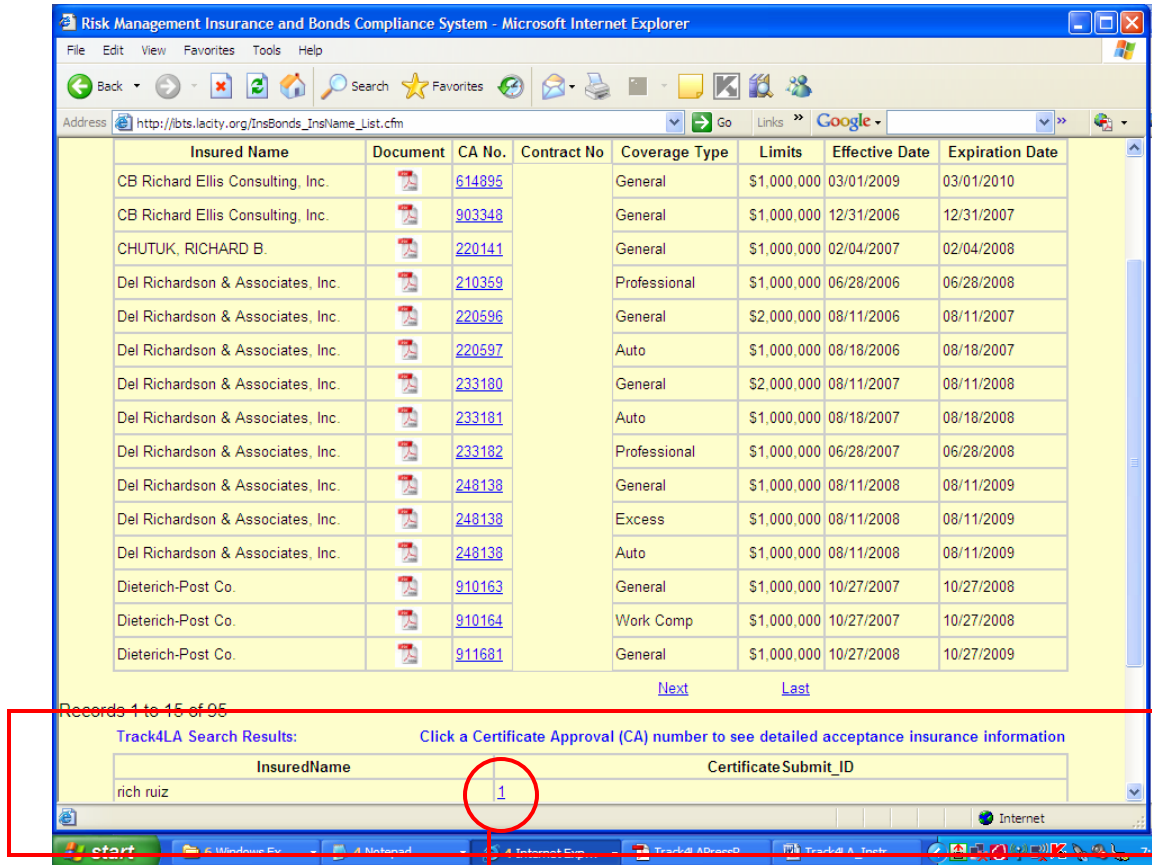
Search Using Other Names

Other Name Search

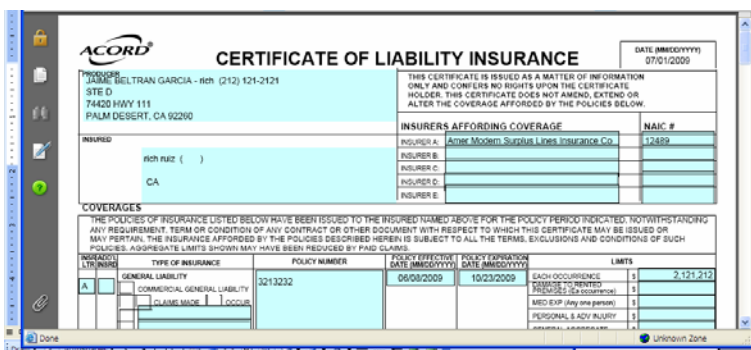
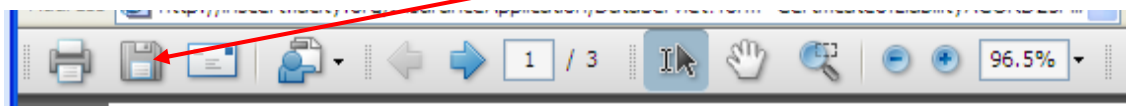
Search Using Other Names

Other Name Search

3. The search results will return in two tables. The top table has all certificates submitted prior to July 1, 2009. You may need to scroll down to the second table that contains all certificates submitted using Track4LA.



As you can see, the second table is titled **Track4LA Search Results**. Simply click on the **Certificate Approval #** to launch the Certificate. You can save it to your desktop by clicking on the **Save** button.



City Departments

City Departments (contract administration staff) are responsible for providing their contractors, vendors and permittees with the current [insurance submittal instructions](#) provided by the CAO Risk Management Office. They also make sure that their contractor has met the minimum insurance/bond requirements included in their contract.

Contract administrators can review insurance and/or bond information by clicking on the Verify Insurance/Bonds button. They also can be emailed an approval notification if necessary through Track4LA™.

The CAO Simple Search

The search for submitted certificates within the CAO database will return all certificates submitted prior to July 1 in one table and those submitted through the new Track4LA system in another. For those who have used the CAO database to search for submitted certificates in the past nothing has changed as far as how you search. The following is the simple steps to accomplish that search.

1. Go to the Track4LA home page and click on **Verify Insurance/Bonds**.

Registered Broker Login

Broker ID :

Password : **Login >>**

Remember My Broker ID

I Forgot my Broker ID or Password

Register For Track4LA >>

Verify Insurance/Bonds >>

Bond Submittals

2. Type in ***Insured Name***

CITY OF LOS ANGELES | Track4LA™

[Search Again](#) [Helpful Hints](#) [Track4LA](#)

Search Insurance Information

Search Using Insured Name, Certificate Approval (CA) Number, Contract Number

Insured Name ?

Certificate Approval Number ? **Search**

Contract Number

-OR-

Search Bond Information

Search Using Principal Name, Bond Number, Certificate Approval Number

Department ?

Principal Name ?

Bond Number ? **Search**

Certificate Approval Number ?

-OR-

Search Using Other Names

Other Name ? **Search**

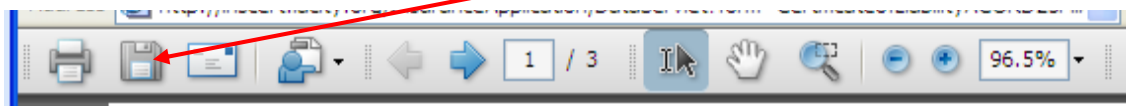
3. The search results will return in two tables. The top table has all certificates submitted prior to July 1, 2009. You may need to scroll down to the second table that contains all certificates submitted using Track4LA.

Records 1 to 15 of 95

Track4LA Search Results: Click a Certificate Approval (CA) number to see detailed acceptance insurance information

InsuredName	CertificateSubmit_ID
rich ruiz	1

As you can see, the second table is titled **Track4LA Search Results**. Simply click on the **Certificate Approval #** to launch the Certificate. You can save it to your desktop by clicking on the **Save** button.



ACORD CERTIFICATE OF LIABILITY INSURANCE

INSURED: JAMES BELTRAN GARCIA - HRN (212) 121-2121
 SITE D
 74609 HWY 111
 PALM DESERT, CA 92260

INSURERS AFFORDING COVERAGE: Amer Modern Surety Lines Insurance Co. NAIC # 12489

COVERAGES: COMMERCIAL GENERAL LIABILITY, POLICY NUMBER 5213232, POLICY EFFECTIVE DATE 06/03/2009, POLICY EXPIRATION DATE 10/23/2009, LIMITS: 2,121,212

Insurance Companies

Traditionally, insurance companies are not usually involved in the process of submitting ACORD insurance certificates to the City. However some insurance companies do submit insurance and when they do it may be on their own custom forms. If this is the case, these forms should be sent electronically via email if possible to cao.insurance.bonds@lacity.org. Cancellation notices can also be sent via email to the City's insurance inbox listed above.

Track4LA™ does provide the Broker with the ability to submit the insurance certificate with the new end date(s) in the event of cancellation.

The CAO Simple Search

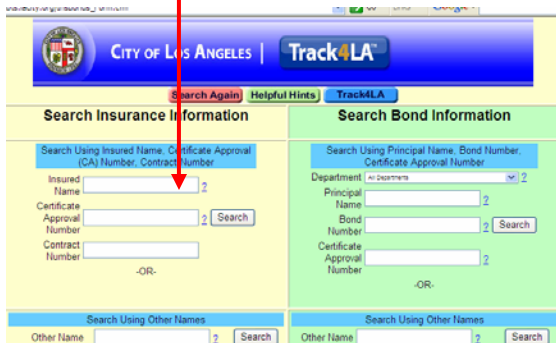
The search for submitted certificates within the CAO database will return all certificates submitted prior to July 1 in one table and those submitted through the new Track4LA system in another. For those who have used the CAO database to search for submitted certificates in the past nothing has changed as far as how you search. The following is the simple steps to accomplish that search.

1. Go to the Track4LA home page and click on **Verify Insurance/Bonds**.



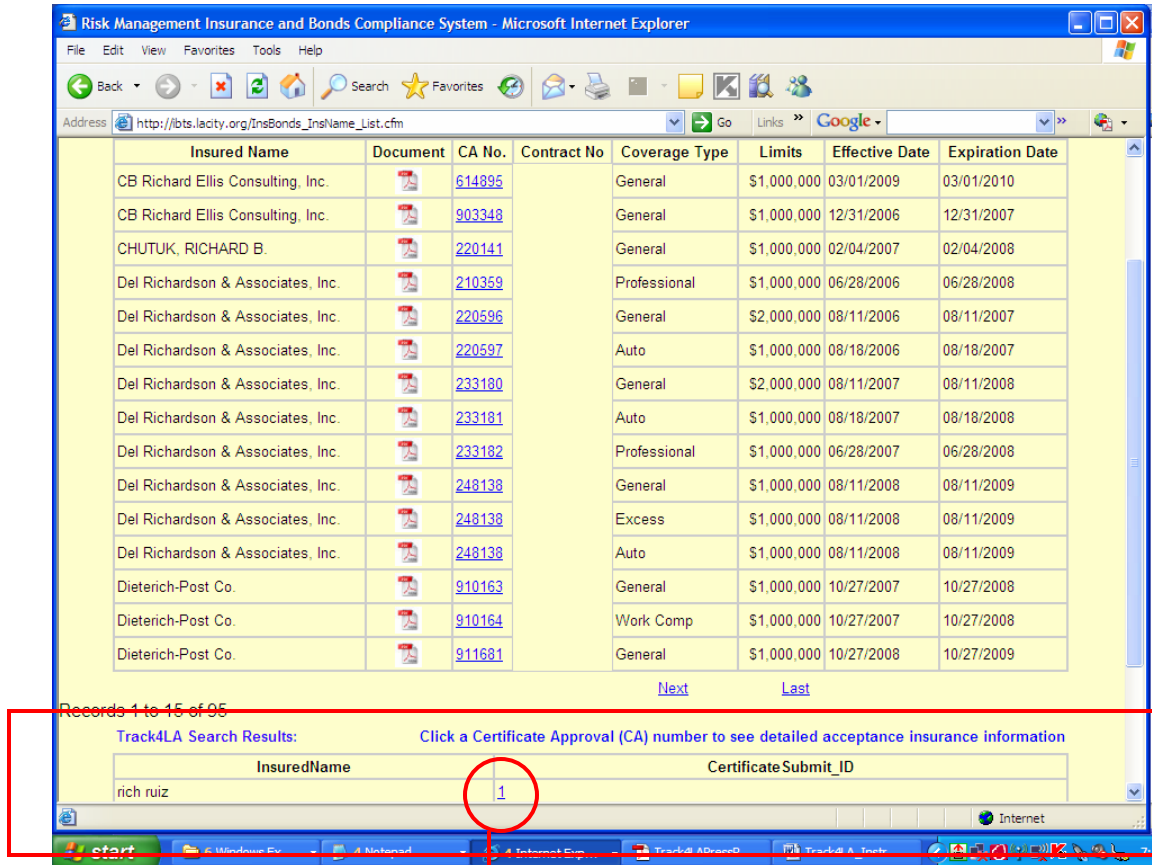
The image shows a 'Registered Broker Login' form. It includes fields for 'Broker ID' and 'Password', a 'Login' button, a 'Remember My Broker ID' checkbox, a 'I Forgot my Broker ID or Password' button, a 'Register For Track4LA' button, and a 'Verify Insurance/Bonds' button. A red arrow points from the 'Verify Insurance/Bonds' button to the next step.

2. Type in **Insured Name**



The image shows the Track4LA search interface. It features a header for 'CITY OF LOS ANGELES | Track4LA' and navigation links for 'Search Again', 'Helpful Hints', and 'Track4LA'. The main area is divided into 'Search Insurance Information' and 'Search Bond Information'. The 'Search Insurance Information' section has a red arrow pointing to the 'Insured Name' field. Below these are sections for 'Search Using Other Names'.

3. The search results will return in two tables. The top table has all certificates submitted prior to July 1, 2009. You may need to scroll down to the second table that contains all certificates submitted using Track4LA.



As you can see, the second table is titled **Track4LA Search Results**. Simply click on the **Certificate Approval #** to launch the Certificate. You can save it to your desktop by clicking on the **Save** button.

