Insurance Variance Request Process – Frequently Asked Questions

1. Some of the required insurance requirements do not apply to our company, what is the next step?
The first step in addressing non-applicable insurance requirements is to evaluate your selected work types (if applicable), geographic areas of operation (if applicable), and the answers provided on the insurance pre-questionnaire (if applicable) to determine if all submitted information is accurate. If appropriate, update the selected work types (via the Company Dashboard), geographic areas of operation (if applicable) and/or the insurance pre-questionnaire (via re-submitting your insurance certificate). If there are still insurance requirements that do not apply to your company, you may request access to the Insurance Variance Tool.

2. What is the Insurance Variance Tool?
The Insurance Variance Tool is a permission based tool that allows vendors to request insurance Variances from their connected Owner Client(s).

3. How do I get access to the Insurance Variance Tool?
Access to the Insurance Variance Tool is permission based. Your company will need to meet all applicable insurance requirements prior to gaining access to this tool. Once all prerequisites have been met, the ISNetworld Customer Service Team will grant access to the Insurance Variance Tool and provide instructions on how to submit a Variance Request.

4. Do I need to submit a different Variance Request for each Owner Client?
Yes. Each Owner Client will need to consider the scope of work your company performs and evaluate the Variance Request based on their requirements.

5. How long does it take for an Owner Client to review a Variance Request?
The time period varies based on the Owner Client. Once an Owner Client has processed your Variance Request, you will receive an email detailing the status of the request. In addition, you can monitor the status of a Variance Request within your ISNetworld account.

6. What do I do if an Owner Client denies my Variance Request?
If your Variance Request is denied, then you will need to update your insurance coverage to include all required insurance items, including those that were within the rejected Variance Request in order to meet your Owner Clients requirements. If you have further questions, please follow up with the ISNetworld Customer Service Team or your appropriate Owner Client contact.

7. If I receive a Variance from an Owner Client, why does my insurance certificate still show as rejected?
Even if a Variance has been granted, all other discrepancies associated with your insurance certificate must be addressed prior to your certificate being considered acceptable.