

2016 Vendor Packet

Thank you for your interest in doing business with Panther Properties Management!

As a National Company, **Panther Properties Management** requires that all of our vendors enroll with Compliance Depot prior to doing business with our communities. **Panther Properties Management** uses Compliance Depot's vendor accountability system to ensure our vendors abide by our organization's reputable business practices and ethical standards before beginning a working relationship with your business. By using Compliance Depot, **Panther Properties Management** is ensuring that our clients, communities, and *vendors* have an overall better experience by minimizing unwanted risk.

This packet will provide you with all the information you will need to become an approved vendor. When you become a **Panther Properties Management** Compliant Vendor you have been approved to solicit your services to **all properties owned and/or managed by Panther Properties Management, LLC across the country.**

Below are the steps you'll need to take to begin the enrollment process:

1. **Call Compliance Depot at 888-493-6938.** You will be asked for company information and an annual enrollment fee.

Note: Your business will be categorized as an on-site or an off-site vendor based on whether your business category typically visits the property or not. On-site vendors are required to provide proof of insurance. Off-site vendors are not required to provide proof of insurance, but must still enroll and complete other requirements. The enrollment fee is also reduced for off-site vendors.

2. **Fax or e-mail documents** per the included checklist to Compliance Depot at 877-665-8910 or documents@ComplianceDepot.com.

Note: Do not send documents to **Panther Properties Management** corporate or site offices.

3. Once enrollment is complete, you may check your status via the Compliance Depot website at www.ComplianceDepot.com using the user name and password that you have been provided by Compliance Depot.

4. **Begin work for Panther Properties Management.**

Additional Notes:

- Until all requirements are met, the property staff may not hire you as a vendor.
- Beginning work before becoming an approved vendor may result in delayed payment.
- Approval as a Panther Properties Management vendor does not guarantee being hired for work, or that you'll be added to Panther Properties Management preferred vendors list. You should contact our on-site property staff to be hired as a vendor.
- Please note that it is your responsibility to keep your documents updated with Compliance Depot and renew your enrollment each year.

Questions?

- Refer to the FAQ's section on page 5 of this packet.
- Contact Compliance Depot's Customer Service Department at 888-493-6938 for general compliance and insurance questions. You may also submit your question via e-mail to CustomerService@ComplianceDepot.com.
- All invoice payment status questions should be directed to the on-site manager.

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To become compliant with Panther Properties Management policies and insurance requirements, you must provide all documentation per the below checklist. Please use this page as your fax or scan cover sheet.

Fax all documentation to 877-665-8910 or e-mail to documents@ComplianceDepot.com.

INSURANCE REQUIREMENTS (On-Site Vendor Only)

GENERAL LIABILITY	REQUIRED LIMIT	COVERAGE
	\$1,000,000	Each Occurrence
	\$1,000,000	General Aggregate
	\$1,000,000	Product-Comp/Op Aggregate
	\$1,000,000	Personal and Adv Injury
AUTO LIABILITY	REQUIRED LIMIT	COVERAGE
	\$1,000,000	Any Auto-Combined single limit
EXCESS GL COVERAGE	REQUIRED LIMIT	COVERAGE
* If 3 GL limits above marked >\$2M, excess not required	\$1,000,000	Each Occurrence
* If 3 GL limits above marked >\$2M, excess not required	\$1,000,000	Aggregate
WORKERS COMP	REQUIRED LIMIT	COVERAGE
	\$500,000	EL Each Accident
	\$500,000	EL Each Disease - Each Employee
	\$500,000	EL Disease Policy Limit
<p>Worker's compensation insurance is required by Panther Properties Management for all vendors with one or more employees regardless of state requirements. If you do not have any employees you may contact Compliance Depot for our Workers' Compensation Exemption Form. Please note that should you hire one or more employees in the future you will be required to provide proof of workers' compensation insurance.</p>		
<p>A General Liability Additional Insured Endorsement must be attached and reflect the following: PANTHER PROPERTIES MANAGEMENT, LLC; PANTHER PROPERTIES INVESTMENTS, LLC AND THE OWNERSHIP ENTITY(S) OF THEIR OWNED OR MANAGED PROPERTIES are included as an additional insured on the general liability policy.</p>		
<p>Certificate Holder box must list: Panther Properties Management, LLC, C/O Compliance Depot, LLC, P.O. Box 11500 Carrollton, TX. 75011 Fax: (877) 665-8910</p>		

ADDITIONAL ITEMS (ALL Vendors)

W-9 Form - Signed and Dated
Vendor Services Agreement - Signed and Dated
Applicable licenses must be submitted. For example, an electrician must submit an electrical license.

PLEASE PRINT CLEARLY

Vendor Name

Compliance Depot ID

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_____ agrees to provide goods and/or services for **Panther Properties Management** and/or properties managed by **Panther Properties Management**, as Agent for the clients under management contract. As a Vendor providing goods and/or services to Owner, I/we agree that **Panther Properties Management** is the property manager on behalf of Owner, and accordingly **Panther Properties Management** shall have no liability for obligations of the property or owner. I/we agree to the following terms:

Vendor Requirements. As a vendor providing any type of good and/or service to a **Panther Properties Management** apartment community, corporate, or regional office, I must have a W-9 and any applicable professional licenses on file with Compliance Depot. If I am providing any type of good and/or service which requires my company to send a representative to the community or office, I must also have a current certificate(s) of insurance on file with Compliance Depot; the amounts of coverage are detailed on the Vendor Checklist I have been provided. The certificate(s) of insurance must be accompanied by an additional insured endorsement for the general liability policy which includes **Panther Properties Management, LLC** and the ownership entities of their owned or managed properties as an additional insured. Any applicable excess/umbrella policy is to be issued on a follows form basis. All coverage shall be primary and non-contributory. In addition a waiver of subrogation shall apply in favor of the aforementioned parties on all policies as permitted by law. The certificate(s) of insurance must remain current and any lapse in coverage will result in the termination of future purchases of goods and services. Annual renewal with Compliance Depot is a requirement of continuing as a **Panther Properties Management** approved vendor.

Background Screening of Workers. Vendor agrees to exercise due diligence in not placing any employees, laborers, or subcontractors to perform work within property boundaries and inside dwelling units who may have a history of criminal convictions or deferred-adjudication or pose a potential threat or risk of injury to residents and others. Unacceptable criminal history might include, but is not limited to, such crimes as rape, molestation, sexual assault, indecent exposure, indecency with a child, murder or kidnapping. Vendor also agrees to comply with Immigration and Customs Enforcement (ICE) regulations. I understand that it is my duty to use responsible hiring practices and acknowledge **Panther Property Management** policy regarding the background screening of my labor force.

Fair Housing Policy. It is the policy of **Panther Properties Management** to treat all residents, prospective residents and their guests in a fair, professional manner without regard to race, color, religion, sex, familial status, handicap or national origin, and in accordance with all jurisdictional guidelines. As a contractor/vendor to **Panther Properties Management**, I agree that I will treat all **Panther Properties Management** staff, residents, prospective residents and their guests in a fair, professional manner without regard to race, color, religion, sex, familial status, handicap or national origin and in accordance with all jurisdictional guidelines. In addition, I accept the responsibility to train my employees to treat all **Panther Properties Management** staff, residents, prospective residents and their guests in a fair, professional manner without regard to race, color, religion, sex, familial status, handicap or national origin. I understand that failure to adhere to **Panther Properties Management** Fair Housing Policy and the Fair Housing Laws will result in the termination of my relationship with **Panther Property Management**. My signature below indicates my understanding of **Panther Properties Management** Fair Housing Policy and my commitment to comply with that policy.

Worker's Compensation Requirements. I understand that **Panther Properties Management** requires workers compensation coverage for all vendors regardless of state regulations, except for vendors who are sole proprietors with zero employees. Vendors categorized as off-site are not required to provide proof of workers compensation insurance.

Employees, agents or sub-contractors of the vendor agree to conduct themselves in a professional and ethical manner in all dealings with **Panther Properties Management**, its agents and employees.

Vendor agrees to indemnify and hold harmless **Panther Properties Management, LLC** and the ownership entities of their owned or managed properties from and against any and all claims, damages, expenses, and losses of any kind, including but not limited to defense costs and attorney's fees, arising out of, relating to, or resulting from performance of work at property(s) by Vendor, its employees or agents, the presence of Vendor, its employees or agents on the property(s), or any injury to agents or employees of Vendor arising out of or in the course of their work on the property.

My signature indicates acknowledgement of receipt and agreement with the above terms. Violation of any terms of this agreement will result in the termination of approval to perform work for **Panther Properties Management**, its agents or employees.

Signature of Agent

Date

Print Name/Title

Vendor Name and Address

A signed copy of this agreement must be faxed to 877-665-8910 or e-mailed to documents@ComplianceDepot.com.

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CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YY)

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. 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).

PRODUCER 	CONTACT NAME: PHONE (A/C, No, Ext) _____ FAX (A/C, No) _____ E-MAIL ADDRESS: _____ INSURERS AFFORDING COVERAGE _____ NAIC # _____ INSURER A: (Insurer must have a rating of B or higher.) INSURER B: _____ INSURER C: _____ INSURER D: _____ INSURER E: _____ INSURER F: _____
INSURED Sample Certificate of Insurance	

COVERAGES _____ CERTIFICATE NUMBER: _____ REVISION NUMBER: _____

THIS IS TO CERTIFY THAT 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. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUER WVD	POLICY NUMBER	POLICY EFF DATE(MMDDYY)	POLICY EXP DATE(MMDDYY)	LIMITS
	GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS MADE <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> _____ <input type="checkbox"/> _____ GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC						EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ MED EXP (Any one person) \$ PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 1,000,000 PRODUCTS-COMP/OP AGG \$ 1,000,000
	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> NON-OWNED AUTOS <input type="checkbox"/> _____					COMBINED SINGLE LIMIT Or BODILY INJURY(Personal BODILY INJURY(Accident PROPERTY DAMAGE	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ 1,000,000 BODILY INJURY(Per accident) \$ 1,000,000 PROPERTY DAMAGE (Per accident) \$ 1,000,000
	<input type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> OCCUR <input checked="" type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS MADE <input type="checkbox"/> DED <input type="checkbox"/> RETENTION \$						EACH OCCURRENCE \$ 1,000,000 AGGREGATE \$ 1,000,000
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below		Y/N <input type="checkbox"/>				WC STATU-ORY LIMITS OTH-ER E.L. EACH ACCIDENT \$ 500,000 EL DISEASE-EA EMPLOYEE \$ 500,000 EL DISEASE ? POLICY LIMIT \$ 500,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required) Attach a copy of the General Liability Additional Insured Endorsement(s) reflecting the following: PANTHER PROPERTIES MANAGEMENT, LLC; PANTHER PROPERTIES INVESTMENTS, LLC AND THE OWNERSHIP ENTITY(S) OF THEIR OWNED OR MANAGED PROPERTIES are included as an additional insured on the general liability policy.

CERTIFICATE HOLDER Panther Properties Management, LLC c/o Compliance Depot, LLC P.O. Box 115006 Carrollton, TX 75011 Fax: (877) 665-8910	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. _____ AUTHORIZED REPRESENTATIVE
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Below are the answers to some of the most frequently-asked questions by Panther Properties Management vendors. If the answer to your question is not located below, please refer to the contact information listed below the enrollment instructions at the bottom of page one in this packet.

Q: Why do I have to pay an enrollment fee to Compliance Depot?

A: *The Compliance Depot enrollment fee covers the processing & handling of your documents, the storage of your documents, and the notification service for when a document is about to expire. The fee is reduced for off-site vendors since no insurance documents are required.*

Q: I am an off-site vendor. Why do I need to enroll with Compliance Depot?

A: *Compliance Depot will review each vendor's category and designate them as an "off-site" vendor as appropriate. Off-site vendors are not required to provide insurance information or certificates; however, you will still be required to sign the Panther Properties Management Vendor Services Agreement, provide a W-9, and your licensing information (if applicable). Requiring this information limits liability for Panther Properties Management and our clients. Also, since many Panther Properties Management clients require vendor compliance with the Patriot Act, Compliance Depot performs the screenings involved with this process for our off-site vendors. The annual fee is reduced for off-site vendors because Compliance Depot will not need to track your insurance documents.*

Q: I am a Locator. Why do I need to enroll with Compliance Depot?

A: *In nearly every state, someone who is paid to find real estate (for lease or sale) for another party is required to have a real estate license. To be sure that our communities are using licensed real estate salespeople, through their licensed brokers, and not individuals who are just making referrals; we count on Compliance Depot to maintain this information. As a Locator, you will be required to sign the Panther Properties Management Vendor Services Agreement, provide a W-9, and your licensing information. Requiring this information limits liability for Panther Properties Management and our clients. Also, since many Panther Properties Management clients require vendor compliance with the Patriot Act, Compliance Depot performs the screenings involved with this process for our Locator vendors. The annual fee is reduced because Compliance Depot will not need to track your insurance documents.*

Q: I have already enrolled with Compliance Depot and am an approved vendor for a different client. Why do I need to enroll for Panther Properties Management as well?

A: *Since each company has different requirements, you will need to complete the enrollment process for Panther Properties Management to ensure that your company meets our specific requirements. Remember, when you become a Panther Properties Management Compliant Vendor you have been approved to solicit your services to all properties owned and/or managed by Panther Properties Management, LLC across the country.*

Q: I was "Approved" but now I am "Incomplete". Why?

A: *This may have occurred for any one of the following reasons:*

- *Your insurance policy may have expired.*
- *An audit of your account by the ComplianceDepot Quality Assurance Department or Panther Properties Management may have reflected an item that needs additional clarification.*
- *A subsequent document may have been submitted by your insurance agent that overrides the previous document.*

Q: I was “Approved” but now I am “AcctLocked”. Why?

A: *This occurs when your Compliance Depot account has not been renewed at its yearly expiration date. Please log-in to your account at www.ComplianceDepot.com, or call Compliance Depot at 888-493-6938, to pay your annual enrollment fee. You may also need to submit updated documents; your account home page will provide you with a list of any documents that require updating.*

Q: How long does it take Compliance Depot to process documents?

A: *It usually takes 24 to 48 hours for documents to be processed once they have been received by Compliance Depot. Please note that this process re-starts each time a new document is submitted for review.*

Q: How can I assist in getting my company “Approved”?

A: *Share the sample insurance certificate with your insurance agent so that they may see what is required. This will assist your agent in preparing the certificate correctly the first time. Review each of the requirements on-line or discuss them with a Compliance Depot customer service representative. In addition to your insurance certificate, other documents are required, such as the Vendor Services Agreement, W-9, and professional license. Completing these documents and returning them promptly will prevent delays. You can return documents via fax to 877-665-8910 or via e-mail to documents@compliance depot.com. Please make sure the name of your company is clearly identified on all documents that are submitted. There are many companies that have similar names so including your 6 digit Compliance Depot ID number on your documents will also assist in preventing delays. Your 6 digit Compliance Depot ID number will be included on all correspondence that you receive from Compliance Depot. It will be located directly beneath your company name in the address portion of the correspondence.*

Q: I have submitted all of my documents but I am still not approved.

A: *Confirm that you have submitted your annual enrollment fee to Compliance Depot. Their system will not release documents for processing if the fee has not been received. Confirm that you have a fax receipt indicating your fax was successful. You may also e-mail documents to documents@compliance depot.com. Confirm that there were no errors on your documents by reviewing your sample documents on the Compliance Depot website. The website address is www.compliance depot.com. Your account home page will provide you with a list of any missing information or documents that require corrections. Confirm that your insurance limits meet those limits required by Panther Properties Management. The requirements are outlined on the sample insurance certificate in this packet and are also provided to on the Compliance Depot website. The Compliance Depot Customer Service representatives will also be able to provide that information if necessary.*

Q: What does it mean when my “verbiage” is incorrect?

A: *It is required that Panther Properties Management, LLC and the ownership entities of their owned or managed properties, be added to your insurance policy as an additional insured by means of a General Liability Additional Insured Endorsement. The endorsement, which is an additional insurance form that shows proof that your agent added Panther Properties Management to your policy, must be attached to your policy and reflect the correct language. If your policy contains no additional insured endorsement, the correct language/verbiage is not added to the endorsement, is missing some of the wording, or contains typographical errors Compliance Depot is not permitted to accept it. A correction will need to be made by your agent in order to meet the requirements Panther Properties Management has requested. **Please note Panther Properties Management now requires that an additional insured endorsement be added to your policy, instead of the additional insured language solely being reflected in the Description of Operations section of your certificate. This may not have been the requirement when your insurance certificate was last issued. If your renewal was recent and your insurance agent did not include an endorsement with the correct language, they will need to re-submit the correct documents.***