

Frequently Asked Questions

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1. Why are the limits so high at Whole Foods Market?

- Limits are determined by the product or service that you sell.
- We believe that our requested limits are well within the market standard for your product or services.

2. Why am I still "TBD"?

- There could be several reasons:
 - We may be waiting for your broker to respond to our request for a certificate of insurance. Most often we find that the delay is due to brokers not utilizing the automated system to upload electronic copies of COIs. Please contact your broker.
 - Your insurance may have expired and your renewal certificate may not have been uploaded. You can check the status yourself online or check with your broker.
 - Some coverage lines may not have been included by your broker, which leaves the status as TBD. Your broker will have to make the necessary changes and/or updates
 - You may not have completed the registration process.

3. Why am I Non-Compliant? I have insurance!

- Your insurance requirements are determined by the profile you establish in EXIGIS. Please make sure that your profile is correct.
- You may be missing certain required insurance coverages or your limits may fall below our required limits. Your broker should be able to assist you with this.
- Please have your broker review the insurance requirements and let us know if a correction or revision needs to be made to your profile/insurance requirements. We want to work with you on this.

4. What is a CG 2015? And why do I need one?

- This is the Broad Form Vendor's endorsement and it provides Additional Insured status to Whole Foods Market, Inc. and its Subsidiaries, a requirement on all supplier's General Liability policies. It doesn't have to be this exact form but must have equivalent wording. Please refer your broker to Kim Borrón or Sean Hogue at our broker's office to review:
kim.borrón@worthaminsurance.com sean.hogue@worthaminsurance.com

5. But I'm a Service Provider, not a supplier. Do I still need to provide a CG 2015?

No. We require two different Additional Insured endorsements from a Service Provider's General Liability policy:

CG 2010 - Additional Insured - Owners, Lessees or Contractors - Scheduled Person or Organization

CG 2037 - Additional Insured - Owners, Lessees or Contractors - Completed Operations

Please refer your broker to Kim Borrón or Sean Hogue with any questions:

kim.borrón@worthaminsurance.com sean.hogue@worthaminsurance.com

6. What limits are required for my products?

- You and your broker were emailed the insurance requirements once you completed your online profile in EXIGIS. If you are not sure you can either log back in and check or use EXIGIS "Live Chat."

- 7. How do I know what to enter for my estimated sales?**
 - This is just a yearly estimate of your sales. Just get as close as you can if this is your first year with Whole Foods Market.

- 8. What regions should I select when registering with EXIGIS through the portal?**
 - Only select the regions that you currently sell to – not wish list! A map of all of our regions is available when you are selecting which regions you currently sell to.

- 9. What products should I select?**
 - Select all of the products that you sell to Whole Foods Market from the drop-down menu. If you can't find your product, call EXIGIS Customer Support. If you are a Service Provider, please select "Service Provider" from the drop-down menu.

- 10. If I submitted a certificate of insurance to a food distributing company that is currently registered with the EXIGIS portal, do I need to submit my certificate of insurance to Whole Foods Market?**
 - No. If you are not directly providing goods or services to Whole Foods Market but the food distributing company is, you will not be required to submit a certificate of insurance unless you are performing in-store demos for your product. In that case, you must submit a certificate of insurance for your company.

- 11. I contacted EXIGIS but they referred me back to Kim Borron or Whole Foods Market – what should I do now?**
 - Kim can be reached at kim.borron@worthaminsurance.com. Or contact her associate, Sean Hogue at sean.hogue@worthaminsurance.com

- 12. My Whole Foods Market regional contact gave me a packet to complete for new vendors – I have some questions. Can you help me?**
 - We only handle insurance. Please reach out to your local WFM contact for assistance.

- 13. I'm having problems logging onto the website. What's up with that?**
 - EXIGIS is compatible with Internet Explorer, Chrome, Firefox & Safari. If you are attempting to log on using a different operating system, please contact EXIGIS Customer Support.

- 14. Quick reference numbers:**
 - Customer Support at EXIGIS:
 - "Live Chat" from the EXIGIS Login Screen
 - support@exigis.com
 - 1.800.430.1589

 - To access the portal - <https://prod2.exigis.com/wholefoodsmarket>