

The logo features a large, stylized 'P' on the left, composed of a dark blue outer arc and a light blue inner arc. To the right of the 'P' is a circle with a light blue center and a dark blue ring. A horizontal line passes through the center of this circle, extending to the right. The word 'LINK' follows the circle, with the horizontal line passing through the 'I'.

**PROLINK**

Canada's Insurance Connection

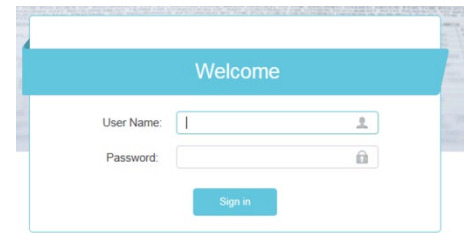
**HOW TO ISSUE YOUR OWN  
CERTIFICATES OF INSURANCE**

## PART ONE – LOGGING IN TO YOUR APPLICATION

### STEP 1: SYSTEM ACCESS

Navigate to: <https://www.certificateexchange.com/~PROLINK/login.jsp>

*\*We recommend you save this URL as a favorite in your browser (for the best experience, please use Chrome or Firefox. Using Internet Explorer might disable certain functionalities).*

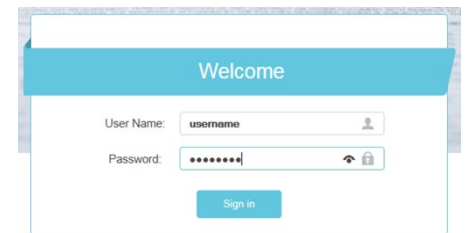


### STEP 2: LOG IN

Use the **user name** and **password** provided by your PROLINK Account Manager

*\*Your password will be provided by email or phone.*

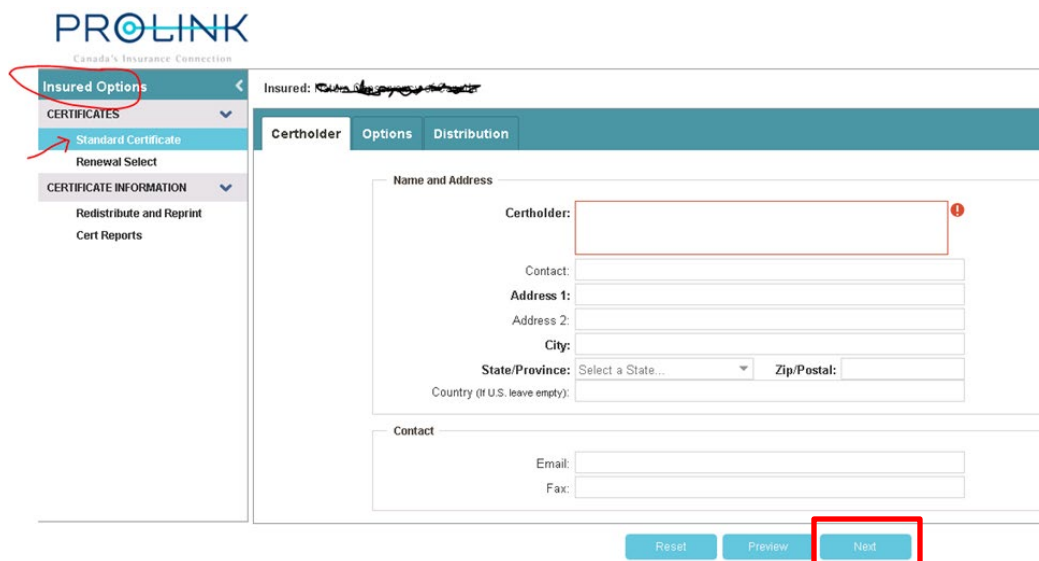
Click “Sign In”.



## PART TWO – CREATING YOUR STANDARD CERTIFICATE

### STEP ONE: CERTIFICATE HOLDER INFORMATION

1. Locate the “**Insured Options**” menu on the left;
2. Click the “**CERTIFICATES**” dropdown;
3. Select “**Standard Certificate**” and fill out the Certificate Holder Information;
4. Type in the Certificate Holder’s email address to send the certificate via email;
5. Click “**Next**”.



## STEP TWO: OPTIONS TAB

1. Select the certificate you want to issue: **General Liability, Automobile, Excess or Umbrella, Other** ;
  - Please leave “Description of Operations” blank.
2. Click “Next”.



The screenshot shows the PROLINK web interface. On the left is a sidebar with navigation links: Insured Options, CERTIFICATES (Standard Certificate, Renewal Select), and CERTIFICATE INFORMATION (Redistribute and Reprint, Cert Reports). The main area has tabs for Certholder, Options, and Distribution. The Options tab is active, showing checkboxes for General Liability (checked), Automobile, and Excess or Umbrella. Below this is a text area for 'Description of Operations' and a section for 'Additional Insured'. A modal warning box is displayed in the center, stating: 'The Description of Operations / Locations / Vehicles may not contain the word "additional insured". If that word or term is required, please delete it now and on the last page you may send a message to the responsible individual asking them to add the word or term.' There are 'Reset', 'Preview', and 'Next' buttons at the bottom.

## STEP THREE: DISTRIBUTION TAB

1. Check the box “Email to the certificate holder” to send the certificate directly to the certificate holder;
2. In “Email to Others”, you can enter any additional email addresses that need to receive a copy of the certificate;
3. Click “Finish”;

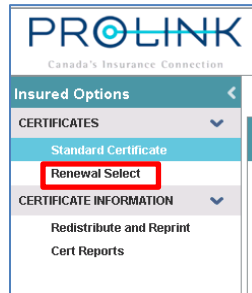
The screenshot shows the PROLINK web interface with the Distribution tab selected. The 'Insured' is listed as 'Nature Conservancy of Canada'. Under the 'Distribution' section, the checkbox 'Email to the certificate holder' is checked and circled in red. The email address 'jj@abclandlord.com' is entered in the adjacent field and also circled in red. Other fields include 'Automatic emails for this certificate are: samanthas@prolink.insure', 'Email to Others' (with an example), 'Fax to Others' (with an example), and a large text area for a message if the certificate is unacceptable. At the bottom, there are 'Reset', 'Preview', and 'Finish' buttons, with the 'Finish' button highlighted by a red rectangle.

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- The screenshot displays the PROLINK Canada's Insurance Connection web application. On the left, a sidebar menu includes 'Insured Options', 'CERTIFICATES', 'Standard Certificate', 'Renewal Select', and 'CERTIFICATE INFORMATION'. The main content area shows 'Insured: [REDACTED]' and 'Certholder: [REDACTED]'. A modal dialog titled 'Standard Certificate - Completed' is open, displaying the message: 'The certificate is created and may be printed or saved to file by clicking here: [HETAV7B3](#)'. Below this, it states: 'In addition to any automatic emails the certificate has been emailed and/or faxed to: lcolodrero@gmail.com'. At the bottom of the dialog are two buttons: 'Create another certificate for this insured' and 'Finish'.

- |  |  |   |   |   |                                  |
|--|--|---|---|---|----------------------------------|
| <b>CERTIFICATE OF LIABILITY INSURANCE</b>  |  |   |   | <b>ISSUE DATE YYYYMMDD</b><br>20160318  |                                  |
| <b>BROKER</b><br><br><br>PROLINK Insurance Inc.<br>2421-100 King Street W.<br>Toronto, ON M5H 1A2<br>PHONE: 416-595-7484 FAX: 416-595-1649<br>Toronto's Insurance Connection  |  | This certificate is issued as a matter of information only and contains no rights under the certificate holder and imposes no liability on the Insurer. This certificate does not amount, extend or alter the coverage afforded by the policy below:<br>Company A Northbridge General Insurance Corp.<br>Company B<br>Company C<br>Company D<br>Company E |   |   |                                  |
| <b>INSURED'S FULL NAME AND MAILING ADDRESS</b><br>Nature Conservancy of Canada<br>410-245 Eglinton Ave E<br>Toronto, ON M4P 3J1<br>Canada  |  |   |   |   |                                  |
| <b>COVERAGES</b>   |  |   |   |   |                                  |
| This is to certify that the policies of insurance listed below have been issued to the insured named above for the policy period indicated subject to all requirements, terms or conditions of any contract or other document with respect to which this certificate may be issued or any policy. The insurance afforded by the policies described herein is subject to all terms, exclusions and conditions of such policies.                 |  |   |   |   |                                  |
| <b>TYPE OF INSURANCE</b>   |  | <b>COI</b><br>LTB   | <b>POLICY NUMBER</b><br>18-00000178   | <b>EFFECTIVE DATE</b><br>20160831   | <b>EXPIRY DATE</b><br>20161031   |
| <b>COMMERCIAL GENERAL LIABILITY</b><br><input type="checkbox"/> CLAIMS MADE<br><input type="checkbox"/> OCCURRENCE<br><input type="checkbox"/> PRODUCTS AND/OR COMPLETED OPERATIONS<br><input type="checkbox"/> PERSONAL INJURY<br><input checked="" type="checkbox"/> EMPLOYER'S LIABILITY<br><input type="checkbox"/> TENANT'S LEGAL LIABILITY<br><input type="checkbox"/> NON-OWNED AUTOMOBILE<br><input type="checkbox"/> Hired AUTOMOBILE |  | <b>LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS</b>  |   | <b>LIMIT OF LIABILITY</b><br>(per dollar, dollar across, individual, aggregate)   |                                  |
|  |  |   |   | EACH OCCURRENCE \$ 1,000,000  |                                  |
|  |  |   |   | INDIVIDUAL AGGREGATE \$ 1,000,000   |                                  |
|  |  |   |   | PRODUCTS & COMPLETED OPERATIONS AGGREGATE \$ 1,000,000  |                                  |
|  |  |   |   | PERSONAL INJURY \$ 1,000,000  |                                  |
|  |  |   |   | EMPLOYER'S LIABILITY \$ 2,000,000   |                                  |
|  |  |   |   | TENANT'S LEGAL LIABILITY \$ 2,000,000   |                                  |
|  |  |   |   | NON-OWNED AUTOMOBILE \$ 1,000,000   |                                  |
|  |  |   |   | Hired AUTOMOBILE \$ 1,000,000   |                                  |
| <b>AUTOMOBILE LIABILITY</b><br><input type="checkbox"/> DESCRIBED AUTOMOBILES<br><input type="checkbox"/> ALL OWNED AUTOMOBILES<br><input type="checkbox"/> LEASED AUTOMOBILES - "A"<br><input type="checkbox"/> GARAGE LIABILITY<br><input type="checkbox"/> ALL AUTOMOBILES COVERED IN EXCESS OF \$250,000 per person, the aggregate is unlimited  |  |   |   | BODILY INJURY<br>PROPERTY DAMAGE<br>COMBINED<br>BODILY INJURY<br>(per person)<br>BODILY INJURY<br>(per accident)<br>PROPERTY DAMAGE<br>(per accident) | \$<br>\$<br>\$<br>\$<br>\$<br>\$ |
| <b>OTHER LIABILITY</b><br><input type="checkbox"/> UMBRELLA FORM<br><input type="checkbox"/> OTHER THAN UMBRELLA FORM  |  |   |   | EACH OCCURRENCE \$<br>AGGREGATE \$  | \$<br>\$                         |
| OTHER (SPECIFY) _____  |  |   |   |   |                                  |
| <b>DESCRIPTION OF OPERATIONS, LOCATIONS, AUTOMOBILES, SPECIAL ITEMS TO WHICH THIS CERTIFICATE APPLIES</b> (but only with respect to the operations of the Named Insured)   |  |   |   |   |                                  |
| _____  |  |   |   |   |                                  |
| <b>CERTIFICATE HOLDER</b><br><br>ABC Landford<br>Mr. Joe Doe<br>123 King Ave<br>Toronto, ON M5Z 4G8<br>Canada  |  |   | <b>CANCELLATION</b><br><br>Should any of the above described policies be cancelled before the expiration date thereof, the issuing company will endeavor to mail 60 days written notice to the certificate holder named in the left, but failure to mail such notice shall impose no obligation or liability of any kind upon the company, its agents or representatives.<br><br><b>AUTHORIZED REPRESENTATIVE</b><br><br><br>Per: _____<br>(Page 1 of 1) |   |                                  |
- HETA/763

## PART THREE – RENEWAL SELECT

This option is only used prior to the renewal of your policy. It allows you to select which certificate of insurance you want to renew.



## PART FOUR – REDISTRIBUTE AND REPRINT

### TO RESEND OR REPRINT EXISTING CERTIFICATES:

1. In the left sidebar click the “**CERTIFICATE INFORMATION**” dropdown;
2. Click “**Redistribute and Reprint**”;
3. Enter your company name and click “**Next**”;

The screenshot shows the PROLINK Certificate Search interface. In the left sidebar, under the 'CERTIFICATE INFORMATION' dropdown, the 'Redistribute and Reprint' option is highlighted with a red circle. The main area is titled 'Certificate Search' and contains a 'Search Parameters' section. The 'Insured' field is filled with 'Your Business Name Here' and is highlighted with a red box. Other fields include 'Certholder', 'Certholder City', 'Certholder State', 'Description1', 'Description2', 'Identifier', and 'Certid'. There are also radio buttons for 'Certificates marked not renew' (Include, Exclude, Only) and 'Status' (Active, Inactive, All). Date fields for 'Certificate Issue Date' and 'Certificate Expiration Date' are also present.

4. Select the Certificate that you want to Redistribute or Reprint;

The screenshot shows the PROLINK Certificate Selection interface. The left sidebar is the same as in the previous screenshot. The main area is titled 'Certificate Selection' and displays a table of search results. The first row of the table is highlighted with a red box. The table has columns for 'Certid', 'Issue Date', 'Certholder', 'City', 'St', 'Lines', and 'Type'.

Certid	Issue Date	Certholder	City	St	Lines	Type
16161709	10/18/2019	ABC Landlord	Toronto	ON	0	standard
107705743	10/18/2019	ggd/overwigo	Sunny	0		standard
140000000	10/18/2019	Thomas Solutions	Hamilton	ON	OE	renewal
140000000	10/18/2019	The Kahanoff Centre for Charitable Activities and CBRE Limited c/o CBRE Limited	Calgary	AB	OAE	renewal
140000000	10/18/2019	The Kahanoff Centre for Charitable Activities and CBRE Limited c/o CBRE Limited	Calgary	AB	OAE	renewal
140000000	10/18/2019	The Kahanoff Centre for Charitable Activities and CBRE Limited c/o CBRE Limited	Calgary	AB	OAE	prod rev
140000000	10/18/2019	The Kahanoff Centre for Charitable Activities and CBRE Limited c/o CBRE Limited	Calgary	AB	OAE	prod spc
140000000	10/18/2019	Thomas Solutions	Hamilton	ON	OE	prod spc

5. Click the “**Next**” button at the bottom of the screen or simply double click on the Certificate link;
6. A new window will pop up where you can enter the email address of the new recipients;
7. Click the “**Finish**” button and an email will be sent to the new recipient.

**PROLINK**  
Canada's Insurance Connection

Home Help Log Out

**Insured Options** <

**CERTIFICATES** ▼

- Standard Certificate
- Renewal Select

**CERTIFICATE INFORMATION** ▼

- Redistribute and Reprint
- Cert Reports

**Insured:**

**Distribution**

**Distribution**

Certid: [HETAV7B3](#)

The certificate has been emailed and/or faxed to: lcolodrero@gmail.com

Email to Others:  
(Example: bob@xxx.com, mary@zzz.com)

Fax to Others:  
(Example: 555-555-5555, 011-55-555-555)

Reset Finish

## PRIVACY STATEMENT

Doing business with a Property and Casualty (P&C) Insurance Broker involves providing information about yourself, so the protection of your personal information is one of our highest priorities. Take a look at our detailed [Privacy Policy](#) to see how we protect your data.

**Important Note:** Any data entered on the Certificate Exchange platform is stored on a secure server located in the United States. This means that using the platform comes with a small risk related to the [US Patriot Act](#), which stipulates that the US government can subpoena any business records they believe to be associated with terrorism or other national security threats.

However, since the information entered on the platform is basic, and limited to email addresses, business addresses, and limits of insurance, the risk is minimal.

If you have any concerns about using the platform, please let us know.