



February 17, 2026

RE: SERVICE PAYBACK LOANS AND LEASES PROGRAM, PROCESSING PROPERTY INSURANCE THROUGH KWIKCOMPLY.ORG

Dear CIFD Service Payback Program Participants:

This is an update to the previous letter sent in Spring 2025, to share advice recently received from the City Administrative Officer (CAO) Risk Management/Insurance and Bonds Section regarding entering Property (aka Building and Fire) Insurance through KwikComply.org.

For Property Insurance on an ACORD 28 form, insurance brokers do not use the KwikComply portal to submit. Instead, they can provide the completed ACORD 28 form by emailing it to cao.insurance.bonds@lacity.org to be manually processed.

The ACORD 28 form must have the following:

- **The Project Property Address for the site CIFD is monitoring**
- Policy number, Expiry date, and limit amounts per incident
- **Additional Insured and Loss Payee must be checked**
- Must be signed by the authorized representative
- The City to be listed as certificate holder as follows:
City of Los Angeles and all of its Agencies, Boards, and Departments
200 N. Main Street, City Hall East, Room 1240
Los Angeles, CA 90012

The highlighted items have been areas where there have been many questions. Please ensure that all items are completed correctly. Incomplete certificates cause delays in approval.

In the email, use the subject "Request for ACORD 28 Upload - Name of insured/ non profit org"
Include the following in the text of the email:

- Name of your CIFD Service Payback monitor working with you on this project;
- The City Agreement #.

CAO Risk Management will reply with an approval email and Certificate Approval # to view on KwikComply.org once it has been processed and approved. Please forward the approval email to your CIFD monitor.

If your broker needs assistance uploading the ACORD form or has any questions, please have them contact cao.insurance.bonds@lacity.org.

Thank you for your partnership.