

Frequently Asked Questions

How do I submit insurance updates and who can do it?

1. How do I update my insurance information?

Starting June 5, 2023, log into DOB NOW at www.nyc.gov/dobnow, select **BIS Options** and there will be a new option on the dashboard: **+License Insurance Updates**. See the License Insurance Updates Quick Reference Guide:

https://www.nyc.gov/assets/buildings/pdf/bis_options_insurance_updates.pdf

2. What if my insurance expires before June 5th?

Any licensee/registrant whose insurance expires before June 5, 2023, needs to submit the update(s) by email before June 1. If the insurance update is submitted on June 5th, it will take effect immediately after it is submitted. **The last day to submit certificates by email is 5pm on June 1, 2023.**

3. For which License types can I do insurance updates in DOB NOW?

Contractor, Electrician, Master Fire Suppression Piping Contractor, Master Plumber, Oil Burner Equipment Installer, Rigger, and Sign Hanger are submitted in DOB NOW: *BIS Options*. Updates for elevator agency licenses are submitted in DOB NOW: *Licensing*.

4. Who can make License Insurance Updates in DOB NOW?

Licensees/registrants need to log into DOB NOW (with the eFiling account associated with their license) and submit the insurance updates.

5. What if my license information does not appear when I select +License Insurance Updates?

Licensees/Registrants need an active eFiling account specific to their license information. See www.nyc.gov/efilingtips

6. Can filing representatives, office managers or insurance brokers update the insurance information for licensees/registrants?

No, the licensee/registrant will need to log in and update their own insurance.

Insurance Updates Submissions Process

7. What do I need to upload if I am only updating the information for one of my insurances?

A document for each insurance type is required to be uploaded each time even if edits were only made to one insurance type as part of the submission.

License Insurance Updates and Renewal Applications

8. Do I have to update all types of insurances at the same time?

You can update one at a time, but you have to upload all certificates with each submission.

9. I have GC, Master Plumber and Fire Suppression licenses under one business. Do I have to enter updates separately for each of the licenses?

Yes, you update each license separately.

10. Should the start date reflect the latest policy start date given on the latest form provided by our insurance broker or the policy start date overall?

Provide the latest policy start date.

11. What is the CE-200 form for?

The [CE-200](#) is a Certificate of Attestation of Exemption from NYS Workers' Compensation and Disability Insurance Coverage form used for waiving Workers' Compensation and Disability insurance for companies that don't have any employees.

12. Where do we submit the CE-200?

When you select that the workers' compensation and disability insurances are waived, the CE-200 will be listed as a required document in the Documents section.

13. Where do I get the Exemption Certificate Number when I select that the insurance is waived?

It is on the CE-200 form.

14. As a General Contractor or Rigger, can I waive disability and workers' compensation insurance?

No, GCs and Riggers are required to have all three insurances and cannot submit a CE-200.

15. Is a notarized Certification of Broker letter required? We currently include that in the certificate packet at renewal.

You only need to upload the new certificate.

Insurance Updates Submitted

16. Do you need to mail originals to DOB after you upload them in BIS?

No, all documents are uploaded only.

17. What is the turnaround time on the documents being reviewed, approved and insurances being updated?

The information is updated in real time and reflected in BIS as soon as it is submitted. There will be an audit process for submissions.

18. If the documents are audited, if there is anything wrong, what are the next steps?

You will receive an email with instructions at that time.

License Insurance Updates and Renewal Applications

19. How will I get notification that DOB accepted the insurance?

The information is accepted in real time and a notification will be sent by email to the licensee/registrant at the time of submission. The information will also be available in BIS.

20. What if I updated the insurance but made a typo?

Another update can be submitted in DOB NOW: *BIS Options*; the licensee/registrant will be making all changes.

Insurance Updates General Information

21. Do I have to update my insurance now, even if my insurance is on record and will expire in December 2023?

No, for currently active insurance, action is not needed until it is going to expire. At that time, the new certificate will need to be uploaded before the old certificate expires.

22. Can I submit an insurance update more than 30 days before the old certificate expires?

There's no restriction. Updates can be submitted as soon as you receive a new certificate.

23. Will there be any changes to how project-specific insurance is handled?

No, it will work the same way.

24. Can I submit insurance updates if I have outstanding fines related to an OATH summons?

Outstanding OATH penalties only affect [license renewals](#). You will be able to update insurance even if you have OATH debt.

License Renewal and Violations

25. When renewing a license, how will I know that the reason I can't proceed is because of outstanding violations?

When you select **+License Renewal Application**, the system will display a list of outstanding OATH violations, if you have any.

26. Who do I contact if a violation displayed in DOB NOW does not belong to me?

Contact the Licensing Unit at www.nyc.gov/dobhelp. For all other issues about summonses, contact OATH directly at www.nyc.gov/oath or (212) 436-0845.

27. Before attempting to renew my license, can I get a list of all my outstanding violations?

Search www.nyc.gov/citypay/oath for any civil penalties that you may owe.

28. Do parking violations or camera summonses affect license renewal?

No, only summonses adjudicated by OATH are reviewed prior to license renewal.

License Insurance Updates and Renewal Applications

29. If I have an upcoming hearing date, can I renew my license now or do I have to wait until after the hearing?

If you have a pending hearing date, you can still renew your license/registration. Only summonses where you have been found guilty by OATH and have been ordered to pay a penalty will prevent renewal.

30. Can I renew my license if I have a payment plan with the Department of Finance?

If a payment plan is active with DOF, this will not stop license renewal.

31. If I submit payment today for my outstanding debt with the Department of Finance, when will I be able to submit my license renewal application?

Once a payment is made to DOF, it can take 1-2 business days to be reflected in DOB NOW.

Resources

Insurance Updates Quick Reference Guide:

https://www.nyc.gov/assets/buildings/pdf/bis_options_insurance_updates.pdf

Service Notice about Insurance Updates:

https://www.nyc.gov/assets/buildings/pdf/license_insurance_updates-sn.pdf

Service Notice about violations and license renewals:

https://www.nyc.gov/assets/buildings/pdf/license_renewal_violations-sn.pdf

The Insurance Updates webinar recording will be posted at www.nyc.gov/dobnowtraining