



February 1, 2024

Memo

To: Insurance Companies, Contractors

Re: Insurance Policy Updates

From: Jonathan Bilby, Building Official

Due to the overwhelming number of random insurance policy updates that we have been receiving, the following changes will be made regarding updating insurance information for contractors. Effective immediately, random receipt of insurance policies that are submitted by fax, email, or mail will not be processed into the record. If an insurance policy needs to be updated, there will be two options:

**Existing Contractors:**

1. Upload the new or updated policy into the [mgoconnect.org](https://mgoconnect.org) contractor portal. (Most efficient and preferred. Instructions can be found at [cityofpensacola.com](https://cityofpensacola.com))
2. Bring in the updated insurance policy between 8 AM and 12:30 PM.

**New Contractors:**

Submit a complete Contractor Registration packet and include the insurance policies as follows:

1. Upload the policy with your other registration documents to your first application submitted through the [mgoconnect.org](https://mgoconnect.org) portal.
2. Email registration packet to [inspections@cityofpensacola.com](mailto:inspections@cityofpensacola.com). This email must come directly from the contractor and include all licenses, insurances, and Business Tax Receipt if the business is located in the City of Pensacola. You will also need to include a completed Contractor File Submittal Form for the registration to be completed.
3. Bring in the complete contractor registration packet between 7:30 AM and 12:30 PM.

To ensure that the contractor's information is updated, the policies must be legible and made out to the City of Pensacola, 222 W Main St, Pensacola, FL 32502. Fax copies will no longer be accepted. Email copies are only accepted upon initial contractor registration or while the contractor is physically in our office conducting business.