



Q. What is a Memorandum of Insurance?

A Memorandum of Insurance (Memorandum or MOI) provides on-line information about AutoZone, Inc.'s insurance program. This information includes policy numbers, limits, and insurance companies. Our insurance brokers prepare the Memorandum and the information is subject to the terms and conditions as stated on the Memorandum. The information can be viewed at the designated MOI website.

Q. Is a Memorandum of Insurance evidence of Insurance coverage?

Yes. The Memorandum is an acceptable method to evidence current policy coverage information.

Q. How is the MOI different from a Certificate of Insurance?

The MOI shows insurance information, just as a Certificate of Insurance does. The MOI has no signature, the certificate holder's name is not shown and it is called a Memorandum of Insurance rather than Certificate of Insurance. The MOI also does not have the standard cancellation wording contained on a Certificate of Insurance.

Q. Is the Memorandum of Insurance information available 24 hours a day, 7 days a week?

Subject to maintenance and information updates on the website, the MOI is generally available for viewing at any time.

Q. Can the MOI be printed?

Yes, you may print and retain a copy for your files.

Q. What are the key benefits of this MOI web site?

The MOI is available to view at any time. Use of a MOI also reduces the paperwork, phone calls and faxes involved in obtaining paper Certificates of Insurance.

Q. What are the financial ratings of the carriers listed on the MOI?

Ratings are available through A.M. Best Company at www.ambest.com. Neither AutoZone, Inc. nor our Insurance Brokers guarantees the financial ratings of carriers and we are not involved in the rating process.

Q. How do I know if I have Additional Insured status if my company's name does not appear on the MOI?

Some companies do not grant Additional Insured status. If Additional Insured status is granted, it is done by endorsement. The terms of that coverage grant will vary by policy/carrier/endorsement. In such a case, the insured's policy will dictate to what extent coverage is provided to you. The MOI may indicate that the insurance policies have been extended to provide Additional Insured and/or Waiver of Subrogation status to a group of entities with whom the insured does business. These endorsements will apply only where required by written contract. Look carefully at the Additional Information section of the MOI for information regarding Additional Insured and Waiver of Subrogation endorsements as applicable.

Q. Why is notice of cancellation not included on a MOI?

The MOI streamlines the outdated, paper-intensive process of issuing Certificates of Insurance and offers you the ability to check the MOI at any time to verify that coverage is presently in place. Viewers who access the MOI are not tracked, so they cannot be notified of a cancellation.

Q. What happens to the information at renewal?

The MOI will be updated and posted to the website at the time of policy renewal and subsequently when there is a major change in coverage terms or the insurance company.

Q. Can I receive Insurance coverage, even without a signed contract, lease, and/or agreement?

No. Insurance coverage or obligations to provide coverage arise except, and to the extent, as is expressly contained within an existing signed contract, lease, and/or agreement executed by AutoZone, Inc..

Q. Can I have a set of customized insurance evidence documents?

AutoZone, Inc. no longer issues individualized evidence of insurance documents (COI or MOI). Customized certificates or memorandums will not strengthen coverage; therefore, unnecessary and as such will not be provided. The existence of the signed lease triggers protection under our insurance programs.

Q. Can I have my individual contract/lease/agreement number included on the MOI?

No. The MOI document is designed to apply to written contracts, leases, and/or agreements without the need for customization. This document can be attached to contracts, leases, and/or agreements proactively without seeking assistance from AutoZone, Inc.

Q. Who do I contact if I have more questions about evidence of insurance?

Contact our Risk Management personnel via email at xxxx@autozone.com

~~Call our Risk Management hot line at 1-866-720-4035 and we will return your call within 2 business days.~~