



## BPI GoldStar Contractor Program Application

Your application will not be considered unless all information is complete, signed, dated, and the application fee has been paid in full. Submit completed documentation to [GoldStar@bpi.org](mailto:GoldStar@bpi.org). You will receive notification for annual or auto-renewal via email.

*\*Please read through the BPI GoldStar Contractor Program Policies and Procedures prior to completing this application.*

### Part 1 – Physical Address

Legal Business Name \*

DBA or Division Name (if applicable – please include documentation with this application)

FEIN # or Tax Payer ID # \*

Street Address \*

City \*

State \*

Zip \*

Country (if other than USA)

Main Phone \*

Ext

Fax

Ext

### Part 2 – Contact Information (mailing address if different than physical address)

Contact Name \*

Job Title \*

Email \*

Business Owner Name \*

Phone \*

Email \*

Street Address \*

City \*

State \*

Zip \*

Phone \*

Ext

Fax

Ext

Cell Phone

Website

### Part 3 – Insurance Information

Please check the appropriate box(es) and include supporting documents

- BPI GoldStar Contractor has General Liability Insurance in the amount of 1 million dollars. BPI Inc., 63 Putnam St., Suite 202, Saratoga Springs, NY 12866 must be listed as a Certificate Holder.  
Expiration Date: \_\_\_\_\_
- BPI GoldStar Contractor has Workers Compensation Insurance. BPI Inc., 63 Putnam St., Suite 202, Saratoga Springs, NY 12866 must be listed as a Certificate Holder.  
Expiration Date: \_\_\_\_\_
- I attest that under the laws applicable to my service area, I am not required to carry Workers' Compensation Insurance.

\*Please seek legal advice on the type of insurance coverage for your company.

**\*\*\*If your insurance document provided at the time of this application expires before your annual renewal date, you will need to submit the most current document to keep your BPI GoldStar Contractor status active. If proof of continuous insurance is not provided, your BPI GoldStar Contractor status will deactivate as of the date the insurance expires. Updated proof of insurance must be submitted to [GoldStar@bpi.org](mailto:GoldStar@bpi.org) at least thirty (30) days prior to expiration.\*\*\***



**Credit Card Payments**

Credit card payments can be processed through PayPal as a guest if you do not have a PayPal account. If you have any issues with PayPal, you may call our Finance Department at (877) 274-1274 ext. 115 to pay via credit card over the phone.

**Check (YEARLY ONE-TIME PAYMENT)**

Check #:	Amount <sup>2</sup> : \$1200.00	Date Check was mailed:
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Send Check along with this application to the address listed below.

**Part 7 – Release and Confirmation**

<input type="checkbox"/>	By checking this box, I am stating that I have read the <i>BPI GoldStar Contractor Program Policies and Procedures</i>
<input type="checkbox"/>	I understand that the fee accompanying this application is NON-REFUNDABLE
<input type="checkbox"/>	By submitting this document, I am authorized to represent the company listed above for the purposes of this agreement with BPI and the company will abide by the terms and conditions of the <i>BPI GoldStar Contractor Program Policies and Procedures</i> and <i>BPI GoldStar Contractor Program Agreement</i> .
<input type="checkbox"/>	I understand that I will need to contact my program coordinator to discuss any program requirements in my jurisdiction. BPI makes no statements assuring that your program; whether federal, state, or local, will accept the BPI GoldStar Contractor Program.

I certify that all information in this application and the accompanying documentation is true and correct. I agree and acknowledge that a facsimile, photocopied or electronically scanned copy of my signature on this document will have the same force and effect as an original signature.

Signature	Job Title	Date
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**Please submit this request with all supporting documentation required by mail, fax, or email**

Mail to:	Building Performance Institute, Inc. Attn: GoldStar Contractor Program Application 63 Putnam Street, Suite 202 Saratoga Springs, NY 12866
Fax to:	(518) 899-1622 or toll free (866) 777-1274 Attn: GoldStar Contractor Program Application
Email to:	<a href="mailto:GoldStar@bpi.org">GoldStar@bpi.org</a>

**\*\* This letter is not valid unless presented on company letterhead \*\***

**Customer Issue Resolution Policy**

1. Customer complaints will be responded to by phone within 24-hours of receiving a complaint.
2. The customer shall be contacted directly by a Certified Professional or their Supervisor, depending on the nature of the complaint. Follow-up will not be left to administrative personnel.
3. Issues of an emergency nature shall be responded to immediately. Emergency repairs must be made immediately to ensure the safety of the client and the home. Emergency issues may include, but are not limited to any of the following: no heat calls in cold weather, suspected CO in the home, backdrafting of heating and/or DHW appliances, water leaks and/or broken pipes, no-cooling calls in very hot weather particularly for elderly clients.
4. Complaints shall be documented and included in the customer's file, including: the nature of the complaint, the name of the person responding to the complaint, the resolution of the problem, copies of all written correspondence related to the issue, and the dates and times of all client contact relating to the issue.
5. Follow up with complaints related to the quality of work, errors, omissions in construction or installation process and/or property damage shall include a site visit and inspection of the area in question. Photographs shall be taken of all areas identified in the complaint and kept on record in the client file.
6. Correction of improperly installed materials and repair of damaged property shall be completed based on mutual agreement of the client as determined by mutual agreement prior to completing the repair. Repairs that are completed prior to obtaining client approval may not be billed to the client.
7. All reasonable efforts will be made by the company to ensure a timely and fair resolution to all customers' issues.
8. In the unlikely event that a solution cannot be reached between contractor and the client, a standard arbitration process will be initiated. In an effort to avoid such an undesirable circumstance, the contractor will exhaust every reasonable measure to resolve the issue, including three attempts to achieve complete customer satisfaction.

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Signature of President or Representative

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Date