



## Frequently Asked Questions (FAQ) for the Trusted Partner Network (TPN) Site Assessments during Covid-19

In response to questions posed about ongoing TPN assessments please find below common questions and answers about security assessments during COVID-19.

**Q. We have a scheduled TPN on-site assessment and are prevented from completing the process due to Covid-19 restrictions. Who should I contact?**

**A.** Contact your assessor or the assessment company administrator for specific detailed advice and guidance on your options:

**Email Contact - [admin@convergentrisks.com](mailto:admin@convergentrisks.com)**

**UK Contact Number: +44 1276 415725**

**USA Contact Number: +1-818-452-9544**

**Q. I want to provide content owners with some assurance during this period. Can I receive a remote assessment?**

**A.** Yes. The process for completing a remote assessment remains available. You will need to follow the process of registration and application in the normal manner via [www.ttpn.org](http://www.ttpn.org)

For specific advice and guidance on the process, you can also contact [admin@convergentrisks.com](mailto:admin@convergentrisks.com) and we will assist you with how to process an application.

**Q. I have paid for a TPN site assessment can I elect to swap this out for a remote assessment?**

**A.** Yes. TPN will transfer the site assessment to a remote process. The process is swift and straightforward. Contact the TPN direct via [www.ttpn.org](http://www.ttpn.org) or [admin@convergentrisks.com](mailto:admin@convergentrisks.com) for details on how to do this?

**Q. What will it cost to convert?**

**A.** Your assessor or assessing company will be able to confirm this for you. In our case [admin@convergentrisks.com](mailto:admin@convergentrisks.com) will provide you with a cost for the remote assessment.



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If you have already been invoiced and have paid for an on-site assessment, we have agreed a process with TPN to enable the change to be made. The TPN may issue a revised invoice for the remote assessment and will arrange to refund the balance to you. If you prefer, you can elect for a full refund and be re-invoiced. If you choose to be refunded in full and wish to immediately reschedule, TPN will not allow an assessment to be completed until payment has been received for the new assessment type. This will delay any assessment.

### **Q. Can I choose to complete my on-site assessment remotely and arrange the on-site visit at a later date when it is safe to do so?**

**A.** No. We have asked TPN if this can be arranged and conducted under one assessment, unfortunately, whilst TPN wish to be as flexible as possible and support vendors during this difficult period, they have stated that they are currently unable to process a site assessment in this way. TPN will continue to process assessment types individually.

### **Q. I do not wish to pay twice. What else can I do?**

**A.** We can assist you. Pricing is determined by the assessor or assessment companies. Convergent determine the cost of the TPN assessments we undertake. Whilst the health and safety of our community remains our priority, we also wish to reduce the impact of Covid-19 and understand the need to provide a secure supply chain whilst operations are restricted, and we work remotely.

If you have arranged a site assessment with us or were about to and now want to undertake a remote assessment, we will provide you with a fixed price. If you then elect to complete a site assessment within 12 months of the remote assessment, we will only charge the balance of your original TPN invoice or the quoted fixed price for a site assessment. Contact [admin@convergentrisks.com](mailto:admin@convergentrisks.com) for full details and assistance with the process.

### **Q. I am not sure if a remote assessment will be accepted or of benefit. What advice is available?**

**A.** TPN is a voluntary program. TPN do not make specific recommendations as to which assessment type is relevant. The risk appetite of content owners or sponsors may differ according to workflow or project. Therefore, advice should always be



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sought on the appropriate assessment you undertake. Convergent can assist you with accessing further advice where needed.

### **Q. I want to continue preparing for assessment. Can you assist?**

**A.** Yes. Convergent can assist with remote pre-assessment activity. As this assessment is independent, we can include our Convergent remote working checklist ensuring any relevant remote workflows comply with current MPA best practice, TPN site security requirements and if available any requirements placed upon you by content owners.

Again, Convergent will charge a fixed fee for both your pre-assessment and your TPN assessment, Convergent will invoice you directly for the pre-assessment to be paid direct, and the remaining balance would be billed direct from the TPN for the TPN assessment itself.