



To: Requestors of Certificates of Insurance

From: EOI Direct

Re: Retrieving Certificates of Insurance

With our continued focus on providing superior service to our customers, **EOI Direct** is proud to announce our state-of-the-art insurance certificate delivery system providing round-the-clock, online access to insurance information for lenders, mortgage brokers, closing agents, homeowners and realtors in need of Master Policy data for community associations.

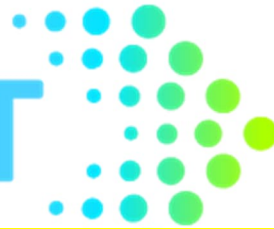
To request a certificate of insurance, or to view the policy coverages listed on a particular certificate, please visit www.eoidirect.com. If you are a first-time user, follow the links to register and write down your User ID and Password so you can log in to your account when prompted. *A delivery charge may apply for mortgagee clause additions, however there is no cost to register for access to the website.*

Once you have logged on to your account, click on "Evidence of Insurance" to search and access the association policy information you are seeking. EOI Direct's customer service department is available from 6AM to 5PM (PT) Monday through Friday to provide additional assistance.

EOI Direct is an internet utility developed to simplify the process of delivering property insurance certificates. **EOI Direct** delivers valuable insurance information in minutes instead of days or weeks.

EOI Direct
3295 W. Elder St., Suite 209, Boise, ID 83705
Phone: (877) 456-3643 Fax: (208) 694-3848
e-mail: help@eoidirect.com

EOI DIRECT



RENEWAL CERTIFICATE INSTRUCTIONS FOR OWNERS, MANAGEMENT COS.

For assistance Ordering a Certificate or with the website, contact EOIDirect Monday-Friday 9:00 am to 8:00 pm EST at 877-456-3643

1. Visit eoidirect.com
2. Register as a First Time User
3. Log into your account.
4. Click on "Evidence of Insurance".
5. Search for your condominium name
6. Select your association, "Continue".
7. Choose the 4th option that indicates you received a letter from your lender, "Continue".
8. Fill in the Homeowner's last name and loan number, "Continue".
9. Fill out all required fields for Homeowner and Lender, "Continue".
10. Confirm the order information, "Continue"
11. Select delivery method where you would like the certificate sent.

CONTROL CENTER

- Evidence of Insurance:** Order a certificate of insurance.
- Pay For a Previous Order:** Complete a certificate of insurance order that is awaiting payment.
- History:** View previous orders.
- Account Profile:** Edit your account profile and change your password.
- Orders Pending:** View submitted orders that are pending third party payment.

Delivery Instructions:

- Email**
\$0.00 (USD)
- Fax**
\$0.00 (USD)

CC Email: