



Renewal Certificate Instructions for Homeowners & Management Co.

A screenshot of the "FIRST TIME USER REGISTRATION" page. It shows a dropdown menu with the text "Please Select Here" at the top. The menu is open, showing a list of user roles: "Please Select Here", "Insurance Agent", "Financial Institution", "Mortgage Broker/Company", "Homeowner/Home Buyer" (which is highlighted in blue), "Mgmt Company/Association", "Closing Agent/Escrow Officer", "Attorney", and "Real Estate Agent". An arrow points from the "Homeowner/Home Buyer" option to step 2 of the instructions.A screenshot of the "Control Center" page. It has a title bar "Control Center" and a list of links: "Evidence of Insurance: Order a certificate of insurance.", "History: View previous orders.", "Account Profile: Edit your account profile and change your password.", and "Orders Pending: View submitted orders that are pending third party payment." There is also a checkbox labeled "Check here if you are paying for a previous order." An arrow points from the "Evidence of Insurance" link to step 4 of the instructions.A screenshot of the "Select Delivery Method" page. It shows a heading "Select Delivery Method" and a note: "The cost for this renewal certificate is identified below. If charges apply, you will not be charged until you receive your certificate." There are two radio button options: "Email \$0.00 (USD)" with a text input field, and "Fax \$0.00 (USD)" with a form for a phone number. At the bottom are "Back" and "Continue" buttons. An arrow points from the "Email" option to step 11 of the instructions.

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.

After selecting the delivery method where you want the Certificate of Insurance sent, you will see 1 of 3 sets of instruction. Proceed accordingly.

What the website says...

Thank You For Your Order!

Order Number: 1300789

Description: 1 Certificate of property insurance via Email

Your renewal certificate is almost ready. Please follow the steps below so we can deliver your certificate:

Instructions:

1. E-mail the letter you received from your lender to lenderletters@eoidirect.com or Fax the letter to (208) 379-4341.  [No E-mail or Fax Machine?](#)
2. *Please reference Order #1300789 on your e-mail or fax.* We cannot process your request without your order number.

Thank You For Your Order!

Order Number: 1300790

Description: 1 Certificate of property insurance via Email

Your renewal request has been forwarded to your insurance agent for review. E-mailed instructions will be sent to your User ID upon the agent's review. You may print this screen for your records.

Shipment Confirmation for Order #1300794

Your Certificate of property insurance has been sent via email to a.berger@eoidirect.com.

To view your certificate immediately, [Click here](#).

Contact EOI Direct to correct any errors made when ordering your certificate to avoid being charged again. Please include your order number with all EOI Direct correspondence.

Click **Continue** to go to your Control Center.

What this means for you...

We could not find a record of your loan information. Please e-mail or fax a copy of the letter your lender sent you to:

- lenderletters@eoidirect.com
- 208-379-4341

Once your letter is received, we will release your request

For quality assurance, the agent would like to review your request. Please allow 2-3 business days for your request to be processed. Once the request is reviewed, the certificate will be sent to the e-mail or fax you selected on the previous page.

Your request has been processed and sent. No further action is required.

For assistance with the website, please contact EOIDirect Monday-Friday 7:00am-6:00pm MST at 877-456-3643