EOIDirect

Renewal Certificate Instructions for Homeowners

1. Visit the website www.eoidirect.com.
2. Register as a First Time User.
3. Log into your account.
4. Click on "Evidence of Insurance".

EXISTING USERS

existing_user@eoi

User ID   Password   Log In

Control Center

- **Evidence of Insurance**: Order a certificate of insurance.

  ☐ Check here if you are paying for a previous order.

- **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.

5. Search for the name of your condominium association.
6. Select your association & click on "Continue".

○ **Artecity Governor Condominium Association, Inc.**
435 21st Street, Miami Beach, FL 33139

○ **Artecity Park Master Association, Inc.**
2100 Park Avenue/2155 Washington Court, Miami Beach, FL 33139

○ **Cityside Condominium Association Inc**
1771 Cityside Drive, West Palm Beach, FL 33401

○ **Diamond Head HOA of Cooper City, Inc.**
., FL 00000

○ **Garden Residences at City Place**
West Palm Beach, FL 33401

○ **Highlands Reserve of Palm City HOA Inc.**
6313 SW Bald Eagle Drive, Palm City, FL 34990

7. Choose the option that corresponds with the reason for your certificate request.

Homeowner/Homebuyer's Reason for Certificate

○ I am purchasing a new home and my lender is asking for a copy of my current insurance policy.

○ I am refinancing or participating in a loan modification program, and my lender is asking for a copy of my current insurance policy.

○ I am getting an additional line of credit and my lender is asking for a copy of my current insurance policy.

◉ I received a letter from my lender requesting an annual update of my insurance policy. (Your lender may indicate they will be purchasing, or have purchased, insurance on your behalf).

○ I need a generic summary for my personal records. (This certificate only includes general coverages for your association and does not include your name or lender information).

[Back] [Continue]

8. Enter the information requested.

Association Name	Courtyards at Davie Condominium Association, Inc.
*Borrower Last Name:	Jones
*Loan Number:	29382382

? **Why do I have to enter this information?**
EOI Direct uses the name of your association, you last name and your loan number as search criteria to find your information in our database.

9. Enter your loan information as indicated by your lending institution.

Property Owner Information
*First Name	Harvey	**?** What's This?
*Last Name	Jones	
Named Insured Vesting		**?** What's This?

Type homeowner/borrower first name and last name again if entering vesting information (e.g. John Doe, a single man).

*Property Address	
*City	
*State	Please select a State ∨
*Zip		

Lender Information (Certificate Holder)
*Company Name		**?** Cash Deal? Click Here
Loss Payee		**?** What's This?
*Certificate Holder Order	1st Mortgagee ∨	
*Loan Number		
*Lender Address		
*Lender City		
*Lender State	Please select a State ∨	
*Lender Zip			

☐ Add More Certificate Holders

?

Why does the system say that my information must be reviewed by the agent?
This means that your information resides outside of EOI Direct's system and we have to verify your information from another system. We attempt to streamline your online experience by taking the information you inputted and involving the appropriate parties to validate your renewal certificate. This is done to ensure that renewals are correctly categorized and documented in the EOI system so deliveries can be guaranteed to your desired recipient.

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How long does that process take?
Allow one to three business days for the verification to take place. Your renewal information is then saved in the EOI database and you have instant access to your renewal certificate each year thereafter. (Your future requests for renewal certificates **will not** need to be verified again).

10. Choose your desired delivery method to receive your free renewal certificate once your renewal request is verified.

11. Print your order number and instructions for your records.

?
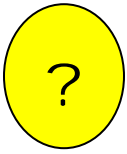
Where is my renewal certificate?
Your request may be pending you faxing or mailing EOI Direct the letter from your lender for verification purposes. Please follow the instructions provided on your order confirmation screen. If lender letter verification was not needed, the order confirmation screen will provide you with details as to where you certificate was delivered. You can

also track the status of your order by logging into your account, clicking on "History" and entering your Order Number.

? **What happens next?**
Look for an e-mail from help@EOIDirect.com containing instructions on how to retrieve your renewal certificate.

    12. Look for e-mailed confirmation notice from help@EOIDirect.com.

> **From:** help@EOIDirect.com
> **Sent:** Friday, September 22, 2006 2:41 PM
> **To:** john@aol.com
> **Subject:** EOI Direct Order Number 228777
>
> Your renewal certificate has been reviewed and delivered to john@aol.com per your instructions. No further action is required on your part. To view and print a copy for your personal records, please:
> 1. Visit www.eoidirect.com and log in with your User ID & Password.
> 2. Click on History.
> 3. Enter your Order Number (228777) and leave all other fields blank.
> 4. Click on "Details".
> 5. Choose "Click here to view cert".
> 6. Print your certificate.
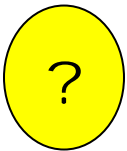
? **Who can I call if I need help or have questions about this process?**
Contact EOI Direct toll-free at 877-456-EOID [3643] or send an e-mail to help@eoidirect.com.