



## Renewal Certificate Instructions for Homeowners & Management Co.

**FIRST TIME USER REGISTRATION**  
Please register by selecting a user group below:

Please Select Here

- Please Select Here
- Insurance Agent
- Financial Institution
- Mortgage Broker/Company
- Homeowner/Home Buyer**
- Mgmt Company/Association
- Closing Agent/Escrow Officer
- Attorney
- Real Estate Agent

**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.

**Select Delivery Method**

The cost for this renewal certificate is identified below. If charges apply, you will not be charged until you receive your certificate.

**Email**  
\$0.00 (USD)

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

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 4<sup>th</sup> 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](mailto: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.

## 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](mailto:lenderletters@eoidirect.com)
- 208-379-4341

Once your letter is received, we will release your request

**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.*

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.

**Shipment Confirmation for Order #1300794**

Your Certificate of property insurance has been sent via email to [a.berger@eoidirect.com](mailto: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.

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