

MEMORANDUM

TO: Requestors of Condominium Certificates of Insurance

FROM: Fisher Brown Bottrell Insurance Inc.

DATE: May 23, 2024

RE: Instructions for Retrieving Future Certificates of Insurance

Our agency is pleased to announce that we have partnered with **EOI Direct** for the delivery of our condominium certificates of insurance. Those in need of a certificate of insurance can obtain it immediately by visiting www.eoidirect.com or by calling EOI Direct's toll-free helpdesk at **(877) 456-EOID [3643]** Monday through Friday between the hours of 9AM and 8PM (EST).

EOI Direct provides round-the-clock, online access to insurance information for lenders, mortgage brokers, closing agents, realtors and homeowners in need of a certificate of insurance or summary of a master policy for community associations insured through our agency.

To request a certificate of insurance or to view the policy coverage 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 9AM to 8PM (EST) Monday through Friday to provide additional assistance. Those without internet access may also contact the help desk at **(877) 456-EOID [3643]** to order their certificate over the phone with a representative.

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.

Please share this important notice with other members of your organization.



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A delivery fee is charged by **EOI Direct** for the immediate access and delivery of this information when a certificate of insurance is requested for the purpose of facilitating a new loan. **Summaries of master policies—showing those coverages currently in effect—are also made available at no cost.** The fee that is charged only applies to new loans (purchase, finance or line of credit) or a customized renewal certificate listing the mortgage/finance company.

New Certificate for New Loan or Refinance	\$29.95
Renewal Certificate Requested by Homeowner or Property Manager	Free
Customized Renewal Certificate Requested by Mortgagee/Finance Company	\$29.95

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