



NEW/RENEWAL CERTIFICATE INSTRUCTIONS FOR OWNERS, MANAGEMENT COS., AND MORTGAGEES

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

A screenshot of the "FIRST TIME USER REGISTRATION" page. It shows a dropdown menu titled "Please Select Here" with the following options: Insurance Agent, Financial Institution, Mortgage Broker/Company, Homeowner/Home Buyer (highlighted), Mgmt Company/Association, Closing Agent/Escrow Officer, Attorney, and Real Estate Agent. An arrow points from step 2 of the instructions to this menu.A screenshot of the "Control Center" dashboard. It lists several options:

- Evidence of Insurance:** Order a certificate of insurance. Below this is a checkbox labeled "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.

An arrow points from step 4 of the instructions to the "Evidence of Insurance" link.A screenshot of the "Select Delivery Method" form. It states: "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.
- Fax:** \$0.00 (USD) with a form for a phone number () - .

At the bottom are "Back" and "Continue" buttons. An arrow points from step 11 of the instructions to the "Email" option.

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.