

Requestors of Certificates of Insurance

With our continued focus on providing superior service to our customers, AssuredPartners DBA Mack, Mack & Waltz now offers alternatives for your insurance certificate requests.

EOI Direct provides around-the-clock online access to insurance information for lenders, mortgage brokers, closing agents, homeowners, and realtors in need of Master Policy data for community associations insured through our agency.

To request a Certificate of Insurance call the number above, or to request it online follow the instructions below:

- Visit www.eoidirect.com.
- Follow the links to register and write down your User ID and Password so you can login to your account when prompted.
- There is a delivery charge for mortgagee clause additions, but there is no cost to register for this service and Master Policy information is available free of charge online.
- Once you have logged on to your account, click on “Evidence of Insurance” to search and access the association policy information you are seeking.
- For additional assistance, EOI Direct’s customer service department is available Monday through Friday from 9:00am to 8:00pm ET.

EOI Direct

412 E. Park Center Blvd. Suite 315
 Boise, ID 83706

Phone: (877) 456-3643 Fax: (208) 694-3848

Email: help@eoidirect.com

Fee Schedule:

New Certificate for New Loan/Refi/Line of Credit/ETC	\$27.95 when emailed \$32.95 when faxed
Renewal Certificate Requested by Homeowner	Free
Summary of Master Policy Online	Free

*Additional fees may apply to lenders requesting certificates.



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)

Back Continue

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.

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

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.

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