



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".

A login form titled "EXISTING USERS" in red. It contains two input fields: "User ID" with the text "existing_user@eoi" and "Password". A "Log In" button is to the right of the password field.

EXISTING USERS

existing_user@eoi

User ID

Password

Log In

A screenshot of the "Control Center" menu. It has a title bar "Control Center" and a list of four items: "Evidence of Insurance", "History", "Account Profile", and "Orders Pending".

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".

A list of six condominium associations, each with a radio button. The eighth option, "Townhouses at Bonny Bay # 8", is selected. At the bottom are "Back" and "Continue" buttons.

☐ **Townhouses at Bonny Bay # 4**
6240-6246 Gretna Green Court, Pinellas Park, FL 33781

☐ **Townhouses at Bonny Bay # 5**
6248-6254 Gretna Green Court, Pinellas Park, FL 33781

☐ **Townhouses at Bonny Bay # 6**
6256-6266 Gretna Green Court, Pinellas Park, FL 33781

☐ **Townhouses at Bonny Bay # 7**
7236-7246 Stonehaven Court, Pinellas Park, FL 33781

☒ **Townhouses at Bonny Bay # 8**
7320-7326 Stonehaven Court, Pinellas Park, FL 33781

☐ **Townhouses at Bonny Bay # 9**
7228-7234 Stonehaven Court, Pinellas Park, FL 33781

Back Continue

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 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 or call 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).

8. Enter the information requested.

Association Name	Townhouses at Bonny Bay # 8
*Borrower Last Name:	<input type="text" value="Jones"/>
*Loan Number:	<input type="text" value="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.

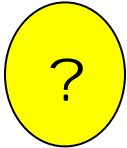
9. Enter your loan information as indicated by your lending institution.

Homeowner Information	
*First Name	<input type="text" value="Harvey"/>
*Last Name	<input type="text" value="Jon"/>
Named Insured Vesting	
<input type="text" value=""/>	
<i>Type homeowner/borrower first name and last name again if entering vesting information (e.g. John Doe, a single man).</i>	
*Address	<input type="text" value=""/>
*City	<input type="text" value=""/>
*State	Please select a State <input type="button" value="v"/>
*Zip	<input type="text" value=""/> - <input type="text" value=""/>
Lender Information	
*Company Name	<input type="text" value=""/>
Loss Payee	<input type="text" value=""/>
*Mortgagee Order	1st Mortgagee <input type="button" value="v"/>
*Loan Number	<input type="text" value=""/>
*Address	<input type="text" value=""/>
*City	<input type="text" value=""/>
*State	Please select a State <input type="button" value="v"/>
*Zip	<input type="text" value=""/> - <input type="text" value=""/>
<input type="checkbox"/> Add More Mortgagees	
<input type="button" value="Back"/> <input type="button" value="Continue"/>	



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.



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.

The screenshot shows a form with two radio button options. The first option is 'Email' with a price of '\$0.00 (USD) Up Front' and an empty text input field. The second option is 'Fax' with a price of '\$0.00 (USD) Up Front' and a phone number input field containing '(954) 823 - 23'. At the bottom of the form are two buttons: 'Back' and 'Continue'.

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

The screenshot shows a confirmation page with a grey header bar that says 'Thank You For Your Order!'. Below this, it displays 'Order Number: 228777' and 'Description: 1 Certificate of property insurance via Fax'.



Where is my renewal certificate?

Your request was automatically sent to the insurance agent for verification. Instructions will be e-mailed to your User ID. 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 877-456-3643 or send an e-mail to help@eoidirect.com.