



HUB International New England, LLC

To: Requestors of Certificates of Insurance

From: HUB International

Re: Retrieving Certificates of Insurance

Effective: October 2, 2006

HUB International, with our continued focus on providing superior service to our customers, is proud to announce our adoption of a state-of-the-art insurance certificate delivery system from **EOI Direct**. EOI Direct provides round-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, or to view the policy coverages 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. *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. EOI Direct's customer service department is available from 9AM to 8PM (ET) Monday through Friday to provide additional assistance.

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.

EOI Direct

412 E. ParkCenter Blvd. Suite 315, Boise, ID 83706

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

e-mail: help@eoidirect.com

EOLDirect

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"

Existing Users

User ID

Password

[Forgot User ID or Password?](#)

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"

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

7. Choose the first option for a renewal certificate at no charge to homeowners

Reason for Certificate

- I received a letter from my existing lender asking for a copy of my current policy.
- I am currently refinancing my home or applying for an additional line of credit.
- I am purchasing a new home.
- I need it for my personal records.

8. Enter the information requested

Association Name	Townhouses at Bonny Bay # 8
*Borrower Last Name:	Jones
*Loan Number:	29382382



Why do I have to enter this information?

EOI Direct uses the name of your association, your 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: Harvey

*Last Name: Jon

Named Insured Vesting: *Type homeowner/borrower first name and last name again if entering vesting information (e.g. John Doe, a single man).*

*Address: [text box]

*City: [text box]

*State: Please select a State [dropdown]

*Zip: [text box]

Lender Information

*Company Name: [text box]

Loss Payee: [text box]

*Mortgages Order: 1st Mortgage [dropdown]

*Loan Number: [text box]

*Address: [text box]

*City: [text box]

*State: Please select a State [dropdown]

*Zip: [text box]

Add more Mortgages



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 a 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

<input type="radio"/>	Email \$0.00 (USD) Up Front	<input type="text"/>
<input checked="" type="radio"/>	Fax \$0.00 (USD) Up Front	<input type="text" value="954"/> <input type="text" value="823"/> - <input type="text" value="23"/>
<input type="button" value="Back"/> <input type="button" value="Continue"/>		

11. Print your order number and instructions for your records

Thank You For Your Order!	
Order Number:	228777
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. Retrieve your free renewal certificate using the instructions provided in the e-mail

From: help@EOIDirect.com
Sent: Friday, September 22, 2006 2:41 PM
To: john@aol.com
Subject: EOI Direct Order Number 228777

Your insurance certificate has been completed and is ready for immediate retrieval. Your Order Number is 228777. Please follow the instructions below to retrieve your certificate.

1. Visit www.eoidirect.com and log in with your User ID & Password
2. Click on the check-box next to 'Check here if you are paying for a previous order'
3. Enter your Order Number and click 'Continue'
4. Confirm your order details and follow the prompts for immediate delivery

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13. Confirm delivery and click on link provided to print a copy for your records

Shipment Confirmation for Order #228777

Your Certificate of property insurance was faxed to (954) 823-2333.
Thank you for your patience. The fax will take several minutes to arrive.

To view your certificate immediately, [Click here.](#)



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.