



To: Requestors of Condominium Certificates of Insurance

From: The Mack Group, Inc.

Re: Retrieving Condominium Certificates of Insurance

To better serve our clients, you can now obtain condominium certificates of insurance by using the online delivery service from www.eoidirect.com.

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 obtain a certificate of insurance, please visit www.eoidirect.com. If you are a first-time user, follow the links to register so you can log in to your account as an "Existing User". Once you have logged into your account, click on "Evidence of Insurance" to search and access the association policy information you are seeking.

There is a delivery charge for Certificate Holder changes, but there is no cost to register for this service and summaries of master policy information is available free of charge online.

Customer service is available toll-free from 7:00 AM to 6:00 PM (Mountain Time), Monday through Friday to provide additional assistance. Those without internet access may also contact the help desk at 1+ (877) 456-3643 to order their certificate over the phone with a representative.

EOI Direct is an online internet utility developed to simplify and automate the process of delivering property insurance certificates within minutes – days, nights, weekends and holidays.

Please share this important notice with those parties that regularly request condominium certificates of insurance from our agency.