

Plastridge Insurance Agency is pleased to announce that we have partnered with **EOI Direct** for the delivery of your Condominium & HOA certificates of insurance. Beginning August 1st, 2021 those in need of a certificate of insurance can obtain it immediately by visiting www.eoidirect.com or by calling EOI Direct's toll-free helpdesk at **(877) 456-3643** Monday through Friday between the hours of 9AM and 8PM (EST).

EOI Direct is an online utility designed to provide state-of-the-art, round-the-clock access to condominium certificates of insurance so our agency can now meet the demands of certificates of insurance 24/7. They have a responsive help desk that can accommodate those who do not have internet access and those who do not want to go online to obtain this information.

- A delivery fee is charged by **EOI Direct** for the immediate access and delivery of this information when a certificate of insurance is requested for the purpose of facilitating a new loan.
- Homeowners who simply need to provide proof of coverage for an existing loan, per their lender's mailed request, can obtain that information free of charge.
- Summaries of master policies—showing those coverages currently in effect—are also made available at no cost.
- The fee that is charged only applies to new loans whereby a lender requires that a certificate be customized for a purchase, refinance or line of credit.

New Certificate for New Loan (depending on delivery method)	\$ 27.95 – 37.95
Renewal Certificate Requested by Homeowner	Free

For your convenience, we have included a guideline intended to assist homeowners through step-by-step instructions showing them how they can obtain a free copy of a renewal certificate should they receive a letter from their existing lender requesting updated policy information. Please share with your homeowners to help ease the transition.

Should you receive a request for a condominium certificate of insurance, please refer the individual to **EOI Direct's** website and toll-free help desk below:

Website: www.eoidirect.com

EOI Direct's toll-free helpdesk at (877) 456-3643 Monday through Friday between the hours of 9AM and 8PM (EST).

We will continue monitoring the progress of this new program intended to streamline and automate this process for the benefit of all parties. We welcome your feedback and suggestions.