



**CERTIFICATES OF INSURANCE
For
CONDOMINIUM ASSOCIATION
LENDERS/UNIT OWNERS**

Horizon First is committed to providing exceptional service to our customers. In keeping with this commitment, we are pleased to announce the implementation of a state-of-the-art insurance certificate delivery system through EOI Direct.

EOI Direct offers 24/7 online access to insurance information for lenders, mortgage brokers, closing agents, realtors, and homeowners who need a Certificate of Insurance or a summary of a master policy for community associations insured through our agency.

To request a certificate or view policy coverage information:

1. Visit www.eoidirect.com.
2. If you are a first-time user, follow the registration links and record your User ID and Password for future logins.
3. Once logged in, select “Evidence of Insurance” to search for and access the desired association policy information.

Fees and Access:

- There is no cost to register or for unit owners to obtain their own renewal certificates.
- Lenders may be subject to a delivery charge when adding a mortgagee clause.
- Unit owners requesting certificates for new loans or refinances may incur a delivery charge if customized lender wording is required.

Customer Support:

EOI Direct’s customer service department is available Monday through Friday, 9:00 AM – 8:00 PM (EST) to provide assistance.

- Phone: (877) 456-EOID [3643]
- Individuals without internet access may contact this number to order a certificate by phone.

About EOI Direct:

EOI Direct is a secure online platform designed to simplify and expedite the delivery of property insurance certificates—providing essential insurance information in minutes instead of days or weeks.