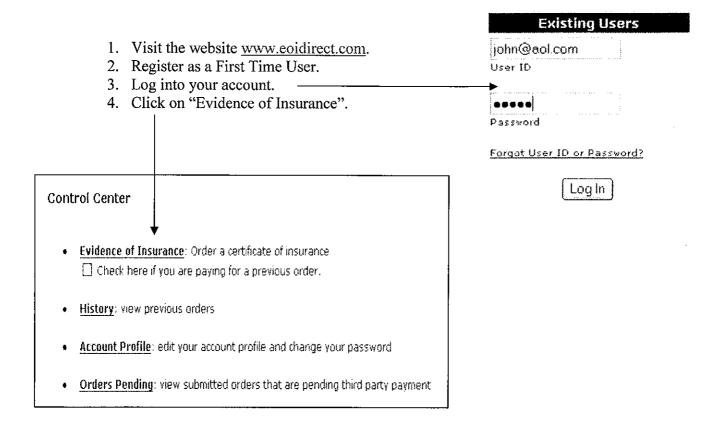
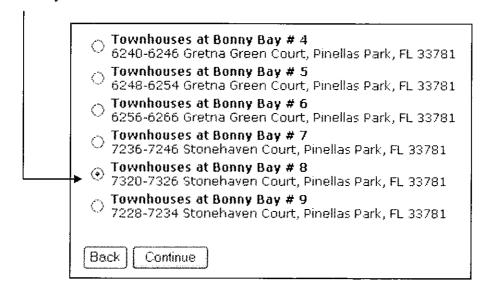


Renewal Certificate Instructions for Homeowners



- 5. Search for the name of your condominium association.
- 6. Select your association & click on "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 from my lender regarding an insurance policy they will be purchasing, or have already purchased, on my behalf.

8. Enter the information requested.

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

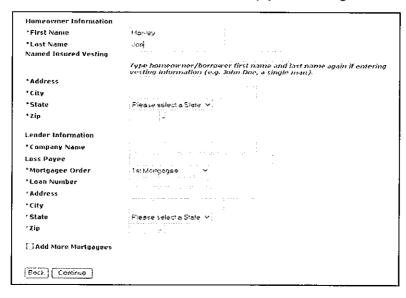


Why do I have to enter this information?

EOI Direct uses the name of your association, 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.

I need a generic summary for my personal records.





Why does the system say that my information must be reviewed by the agent?

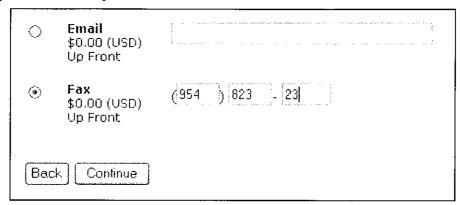
This means that your information resides outside of EOI Direct's system and we have to verify your information from another system. We attempt to streamline your online experience by taking the information you inputted and involving the appropriate parties to validate your renewal certificate. This is 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.



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 <u>help@EOIDirect.com</u> 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.