



## **Requestors of Certificates of Insurance**

With our continued focus on providing superior service to our customers, Franklin Hamilton now offers alternatives for your insurance certificate requests.

EOI Direct provides around-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.

**EOI Direct**  
**412 E. Park Center Blvd. Suite 315**  
**Boise, ID 83706**  
**Phone: (877) 456-3643 Fax: (208) 694-3848**  
**Email: [help@eoidirect.com](mailto:help@eoidirect.com)**

To request a Certificate of Insurance call the number above, or to request it online follow the instructions below:

- Visit [www.eoidirect.com](http://www.eoidirect.com).
  - Follow the links to register and write down your User ID and Password so you can login 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.
- For additional assistance, EOI Direct’s customer service department is available Monday through Friday from 9:00am to 8:00pm ET.