



## NEWS OF VALUE

### USI PARTNERS WITH EOI DIRECT FOR CERTIFICATES OF INSURANCE

With our continued focus on providing superior service to our customers, USI is pleased to announce that we have partnered with EOI Direct for the delivery of our community association Certificates of Insurance. 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.

How do I obtain a Certificate of Insurance?

Beginning January 1, 2016, those in need of a Certificate of Insurance can obtain it immediately by visiting [www.eoidirect.com](http://www.eoidirect.com) or by calling EOI Direct's toll-free helpdesk at (877) 456-EOID [3643] Monday through Friday between the hours of 9AM and 8PM (EST). If you are a first-time user, follow the links to register and write down your User ID and Password so you can log in to your account when prompted.

Once you have logged on to your account, click on "Evidence of Insurance" to search and access the association policy information you are seeking.



What is EOI Direct?

EOI Direct is a national company that specializes in immediate association certificate deliveries through an online utility. 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. Through this new service, USI will be able to accommodate the most stringent of certificate turnaround requirements whether it is requested day, night, weekends, or holidays.

Is there a fee?

A fee may be 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. 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.

Questions or Concerns?

USI will monitor the progress of this new program intended to streamline and automate this process for the benefit of all parties. If you have any questions or need further information, please contact Steve Dickerson (703-205-8788 or [Steve.Dickerson@usi.biz](mailto:Steve.Dickerson@usi.biz)), Theresa Melson (703-205-8753 or [Theresa.Melson@usi.biz](mailto:Theresa.Melson@usi.biz)), or Ana Wanzer (703-205-8757 or [ana.wanzer@usi.biz](mailto:ana.wanzer@usi.biz)).

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### USI CONTACT SHEET

#### ACCOUNT DIRECTORS Technical Consultation

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#### ACCOUNT MANAGERS Coverage Questions - Policy Changes - Billing Questions - General Information

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#### CERTIFICATES OF INSURANCE

Submit your request online: [www.eoidirect.com](http://www.eoidirect.com)  
Ph: 877.456.3643 (Monday - Friday from 9 am to 8 pm)  
Turnaround time: Immediately

For any issues related to certificates of insurance, please contact:  
Ana D. Wanzer  
Direct Line: 703.205.8757  
ana.wanzer@usi.biz

#### CLAIMS Specific questions regarding claims and general claim Information

Kathy Crandall  
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#### USI

Payment Mailing Address:  
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