



Community Association Certificate Program For Unit Owners and Annual Renewals



How To Obtain an Annual Renewal Certificate:

To better serve our customers, we have transitioned to a state-of-the-art self-service certificate delivery platform powered by www.iCerts.com and no longer process certificate orders in-house.

If you require a certificate of Insurance from your lender, **make sure you keep a copy of your lender letter** and follow the steps below. We will endeavor to have your renewal certificate of Insurance available on iCerts within 10 days after the renewal date.

1. Email the letter received from your lender to iCerts support (CS@iCerts.com) for assistance with placing an order.
2. Once received, iCerts will provide detailed instructions to register for an account and provide a "How To" step-by-step guide with placing an order (registration is 1st year only).
3. For each subsequent year (as long as your lender and loan # remain the same), simply forward the new annual renewal letter to iCerts Support and they will update the previous year's certificate with the current policy period and make it available to you without placing a new order.
4. For your convenience, iCerts also maintains a document archive of your orders, which can be found in the Order History tab of your account.

For Prompt Order Support Assistance of any kind, please email iCerts Support CS@iCerts.com.

If your request involves a new loan or refinance of any kind, please have your lender contact iCerts directly by email (CS@iCerts.com) for further assistance, and do not place an order via the renewal instructions above.

Thank you,

Your Community Associations Team!
