

**\*\*\*PLEASE READ THE FOLLOWING CAREFULLY FOR INSTRUCTIONS\*\*\***

Thank you for your email. Please note that AssuredPartners Colorado utilizes an outside company for processing our Certificates. The following will direct you on where you will need to go to complete your order.

**LENDERS**

1. **New Purchase or Refinance:** All requests associated with a New Purchase or Refinance of a Condominium, Townhome or Single Family Home ( or similar styles ) will be processed by iCerts. Please visit their website at [www.iCerts.com](http://www.iCerts.com) and follow the instructions for requesting a Certificate of Insurance.
  - Please note that this website is for Lenders only. **Do not** direct your borrowers to this website to handle the request for you. They will not be able to complete the request and no certificate will be received.
  - Please note that Certificate are issued immediately from iCerts so there is very quick turnaround.
  - Please note that renewals for Associations are updated once the insured has requested coverage be bound. No Certificate will be provided prior to our office receiving a request to bind coverage from our Insured and no exceptions will be made.
- **Corrections to a Certificate Received from iCerts:** If you need a correction to a certificate you purchased from iCerts, you need to email your request to [CS@iCerts.com](mailto:CS@iCerts.com)

**UNIT OWNERS:**

- **Renewal Certificate Request from your Mortgage Company:** If you have received a letter from your mortgage company requesting a copy of the Associations Master Insurance Policy, please email your letter to [CS@iCerts.com](mailto:CS@iCerts.com) and they will assist you in getting the certificate of insurance requested.
- **New Purchase or Refinance:** Your lender will be required to obtain the certificate from [www.iCerts.com](http://www.iCerts.com)
  - Please note that this website is only for lenders and you will not be able to obtain it for them so let your lender know.

**GENERIC CERTIFICATE OR QUESTIONS:**

- **Generic Certificate:** This inbox is monitored and your request has been received.

- Please note that a generic Certificate of Insurance will be for Informational Purposes only and will not list any Mortgagee Clause or Borrowers Information. If you require this information be listed you must visit [www.iCerts.com](http://www.iCerts.com) and follow the instructions for requesting a certificate of insurance
- Please note that if your request did not mention that you are only looking for a Informational Certificate then we assume you were directed by this automatic reply and will be deleted. If need be, please re-email your request and state that you are only in need of an informational certificate.
- **Questions:** This inbox is monitored and your question has been received. Our certificate specialist will respond to you within 24 hours.

**ADDITIONAL INFORMATION FOR ALL TO READ:**

- **Covenants, Conditions, Restrictions, Bylaws or HOA Dues:** If you are seeking to obtain a copy of the Covenants, Conditions & Restrictions, Bylaws, complete policy documents or information regarding Association dues, or other documents and information pertaining to the Association, please contact the Community Management Company for the Association. AssuredPartners Colorado is unable to provide this information.
- **Renewals:** Renewals for Associations are often not available until the renewal date, If you need confirmation coverage will be bound after your closing because of a renewal date falling within 30 days of your closing you must contact the Management Company or Insured, we cannot provide you any additional information.
- **Cancellation Notices:** A 10 day notice of cancellation is provided to the insured per the policy provisions.