

Please note - ADP Barlow Insurance has implemented a new insurance certificate processing system as of September, 2013. In an effort to continue providing superior service to our customers, we are using a state of the art insurance certificate delivery system through iCerts.com that provides certificates on-demand.

If you have not previously registered for the new system, please read the following instructions before placing your order:

Attention Lenders or Loan Processors:

All orders based upon real estate transactions (purchase, refi, 2nd, reverse mortgage, etc.) must be placed by the lender and/or their representatives (See iCerts user agreement listed on the login page). For this purpose, please do not request the condo owner place these orders on your behalf. There is a \$30.00 certificate fee for each certificate ordered when a transaction occurs that the lender is responsible for.

Attention Condominium Unit Owners:

All orders based upon real estate transactions (purchase, refi, 2nd, reverse mortgage, etc.) must be placed by your lender or loan processor (see iCerts user agreement listed on the login page). Please do not place orders on the lenders behalf, as they are responsible for these types of transactions.

******The use of the home owner registration and log-in is reserved for annual renewals **"only"**. If you receive a letter from your lending institution for an updated annual renewal certificate that doesn't involve a transaction, please forward a copy of that letter to info@iCerts.com, and then register for a user account to order your annual renewal certificate.

Why are we using iCerts.com for certificates of insurance requests?

- ✓ **The system is automated so you can produce certificates on demand 24/7/365**
- ✓ **Certificates are processed instantaneously - no 3-5 day turnaround time!**
- ✓ **Changes to certificates if an error is detected can be done without agency assistance**
- ✓ **Once you have established a login and password, additional certificates can be issued quickly and conveniently**

To redeem your certificate, please go to www.iCerts.com. If you are a first time user, you will need to register as a new user to activate an account, choosing the type of user that is applicable to you. If you already have an iCerts.com account, then log in using the user name (email address) and password used when initially creating your account.

Once logged in to www.iCerts.com, and you have located the HOA, click on the order button on the far right. From here, begin entering the Home Owner and Mortgagee/lender information, and complete the certificate process (on-demand) yourself without involving our agency. And if you make a mistake, there is no need to involve us, simply make the needed corrections by ordering additional certificate without additional charges.

Should you have any questions or problems regarding the program, please contact iCerts.com directly at info@iCerts.com; Or, to inquire about this policy or our services in greater detail, please contact us at ADPBarlow@ADPInsurance.com

For More Information Visit Us on the Web at: www.ADPBarlow.com