

## Instructions How to obtain a Certificate of Insurance for your Condominium or Homeowners Association

Hello,

Below please find the step, by step instructions **(5 steps)** you need to follow to obtain the proof of insurance/certificate of insurance from our new website CSR24 for free.

If you don't have your own credentials, this will be your first step to follow:

**STEP 1:** Create an account to obtain your own USER ID & PASSWORD for CSR24 website:

Send an email to [condocertificates@mma-fl.com](mailto:condocertificates@mma-fl.com) with the subject: **SIGN ME UP** including the following information on the message body:

- ✓ First Name,
- ✓ Last Name
- ✓ Email Address

**STEP 2:**

Please allow a **couple of hours**, not greater than 24 hours to receive your USERNAME and Password.

**STEP 3:**

Once you have your USER ID and password you can log back into the portal:

<https://portal.csr24.com/mvc/2678572>

**MARSH & McLENNAN AGENCY**

**\*\*\* PLEASE READ\*\*\***

**\*\*Create an account is not working properly!\*\***

Email: [condocertificates@mma-fl.com](mailto:condocertificates@mma-fl.com) to create an account.

Subject Line should read: **Sign Me Up**

Include the following information:

- ✓ First Name
- ✓ Last Name
- ✓ Email address

**\*\*Your credentials will be sent to you via email within 24 hours.\*\***

->ENTER YOUR USERNAME

-->ENTER YOUR PASSWORD **WHICH IS CASE SENSITIVE**

**STEP 4:**

Instructions how to issue a certificate of insurance/proof of coverage

**STEP BY STEP INSTRUCTIONS BELOW**

After you log in, this will be your page. Click the first icon that reads "CLICK HERE to Issue Certificates"

Home

Wednesday, July 17, 2019

CLICK HERE to Issue Condo Certificates

Certificate Holder List

Questions? Click on the email link under

Do Not Use

Contacts

**MMA-FL Condo Certificates Team**  
condocertificates@mma-fl.com  
Please send us all the information that will allow us to answer your question(s) timely and accurately. Please allow 24 hours for a response. Thank you, The MMA-FL Certificate Team

**NEW: IMPORTANT PLEASE READ!**

IMPORTANT - PLEASE READ!

There was an update to the portal that may require you to clear your browser cache. If you are having issues obtaining a certificate, please exit the site, clear browser cache and return to site.

If additional instruction...

[+ Read More](#)

**PLEASE READ!**

Welcome to our Certificate Portal.

Click on the "CLICK HERE to Issue Condo Certificate" box to proceed with issuing your certificate.

Enter the condo association, select your certificate masters and fill in the appropriate fields.

[+ Read More](#)

Wednesday, July 17, 2019

Account Selection List

Association Name

Find

Enter the Association's Name. The name as it appears in our system will be in the header of the email sent to you.

Once entered, click on the button FIND and all corresponding associations will appear as below. If there is more than one association that begin with the same name, please put your cursor over the name of the association without clicking on it, and wait for the full name to appear, then, select the Association that you need Certificates for. (see image on next page)

Contact Name	Location	Insured Name	Agency Code
Charles W. Davis	c/o First Service Residential, Pembroke Pines,...	Buckingham at Century Village Co...	BUCKICENTU3
	C/O First Service Residential, Pembroke Pines,...	Buckingham East CV Condo #1 Ass...	BUCKIEAST
	c/o First Service Residential, Pembroke Pines,...	Buckingham at Century Village Condo II	
		Buckingham at Century Village Co...	BUCKICENTU2
Buckingham at Century Village Con...	c/o FirstService Residential, Pembroke Pines, F...	Buckingham at Century Village Co...	BUCKICENTU1

When you click on the Association, you will arrive at a similar page to this, which will display all available Certificates for this Association.

Preview	Certificate	Descriptions of Ops	Expiration Date
	GL 19/20	This certificate provides proof of Insurance only and the certificate holder...	6/1/2020
	Prop/Wind, Crime 19/20	Locations: 901 SW 128 Ave, Pembroke Pines, FL 33027 701 SW 128 Ave, P...	6/1/2020

2 Result(s)

This will provide a preview of the Certificate

Click on the "Description of Ops" here to issue the Certificate


This is when the first of the policies will expire on this Certificate

If a similar page does not appear, please forward your request to [condocertificates@mma-fl.com](mailto:condocertificates@mma-fl.com) including the name of your Condominium or Homeowners Association

**Meaning of acronyms:**

- GL:** General Liability Insurance
- PROP:** Commercial Property Insurance, also known as Hazard Insurance or Fire Insurance
- UMB:** Umbrella Insurance
- WIND:** Windstorm/Hail Insurance or Hurricane Insurance
- CRIME:** Crime/Fidelity Bonds
- FLD:** Flood
- EB:** Equipment Breakdown

This section is for the **Certificate Holder**. You may find the Mortgagee Clause on the letter requesting proof of insurance sent by your lender. Your lender may reject the certificate if this information is wrong.

 Add Holder

▼ Holder Information

Name	<input type="text"/>
<b>Address</b>	
Line 1	<input type="text"/>
Line 2	<input type="text"/>
Line 3	<input type="text"/>
Line 4	<input type="text"/>
City	<input type="text"/>
State/Province	<input type="text"/>
Zip/Postal Code	<input type="text"/>
Country	<input type="text"/>

Your Bank's Name and Mailing Address goes here. Your lender should provide it on the Request of Proof of Insurance letter.

This certificate supersedes previously issued certificate	<input type="checkbox"/> Yes
Do They Receive Renewals	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> One Time Only    Interest Ends <input type="text"/>
Loan Number	<input type="text"/>
Summary	<input type="text"/>
Group Code	<input type="text"/>

These spaces stay blank. This is in regards to other types of Certificates and WILL NOT appear on your certificate.

Unit Owner Name & Loan Number	<input type="text"/>
Unit/Location Address	<input type="text"/>

This is where the name of the Owner(s), Loan Number and address of the Mortgaged Property go.  
If this information is missing, your certificate may be rejected by your lender.

▼ Named Insured

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None

▼ Endorsements

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None

▼ Description of Operations

---

Certificate Portion

Holder Specific Portion

▼ Recipient 1

---

Attention

Subject

Message

Email the Form

Email

▶ Recipient 2

---

▶ Recipient 3

---

▼ Send a One Time Confirmation Copy

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If the "Email the form" box is checked AND a valid email address is provided, a PDF copy of the certificate will be mailed once submitted.



**Preview**

**Submit** Cancel

This will provide a preview of the certificate. Please verify the info is correct.

Once you have completed and verified all the information, click on SUBMIT.

Once submitted, you will arrive at the page below. All Emails that a Certificate was emailed to will appear here. A copy can also be retrieved by clicking the "open Certificate" button. This will appear in a pop-up window (make sure your pop-up blocker is turned off). If you click the "Issue another Certificate" button, you will be returned to the Certificate selection list for the Association.

Confirmation **Open Certificate** Issue Another Certificate

**Thank you !**

The form has been delivered to the following recipients.

If your bank is requesting a Flood policy, it will attach to the certificate with "Flood" in the title. If they are asking for Fire/Hazard/Property, this will be noted on the Certificate with "PROP" in the Title. Liability is under the Certificate with GL in the Title. Fidelity Bonds are noted on the Certificate with "Crime" in the title.