



**BONO & ASSOCIATES**  
**761 Ciara Creek Cove**  
**Longwood, FL 32750**  
**407-233-3560**  
**info@bonomgmt.com**

Below are the instructions for ordering an estoppel, update, questionnaire and/or payoff information:

To purchase documents, estoppels, updates or payoff request, please:

\*If the account is currently in collections, or at the attorney for foreclosure monitoring, we will complete the estoppel certificate and forward the completed certificate along with a current ledger to the attorney on file and ask them to prepare a payoff letter in order to bring the account current.

1. Go to [www.bonomgmt.com](http://www.bonomgmt.com) and click on "Online Services", choose "Order A Resale Document" option
2. Enter the street name ONLY of the subject property.
3. Choose your property address and you will be taken to the order page. (If Bono and Associates is the management company for both Master and Sub communities associated with the address you are requesting the estoppel for, please be advised: You will need to complete an order for both associations, to place an order for both, scroll down to the 1st address listed, complete the full order request, after the 1st order is completed you will need to create a 2nd request, re-enter the property address, scroll down to the 2nd address listed, the association name will appear in front of the addresses, make sure you are not ordering the same estoppel. The associations are separate entities and require 2 separate transactions.)
4. On the order page, select the documents you wish to purchase by placing a check in the box next to the specific documents.
5. Enter the required (indicated by red dot) Escrow / Loan / Lender information.
6. Enter the date you require the documents to be completed by.
7. Click CALCULATE CHARGES to be taken to the credit card page
8. Fill out ALL ITEMS on Credit Card page and click PAY FOR DOCUMENTS
9. An email receipt that includes your unique TRANSACTION CODE will be emailed to the email address entered on the credit card page.
10. You will be sent additional emails notifying you that the management company has approved and released your closing documents.
11. If you need assistance placing your order, please call **Association Ready** at **888-497-8832**

\*\* If this property was purchased through a Certificate of Title and the 1st mortgagee took title, please provide copies of the Certificate of Title, Assignment of Mortgage and/or Assignment of bid. The account will not be adjusted per FL Statutes without the proper documentation.

If you require further information, please do not hesitate to contact our office at **407-233-3560**