

Hazard Insurance Property Damage Forms Instructions & Process

Please take a moment to review these procedures. It will explain the claim process and assist you in completing the necessary steps. As the mortgage servicer, we are named on the insurance proceeds check. The interest we hold in the property entitles us to oversee the repairs and disburse the insurance funds accordingly.

EXPLANATION OF CLAIM DOCUMENTS

- Estimate of Damages: An itemized list of the damages which your insurance company used to determine the settlement. This is obtained from your insurance company.
- Contract: Signed agreement with the contractor with an itemization of the expected materials and total cost of repairs including labor. This is obtained from your contractor and must include your address. A “Contractor’s Statement” will be provided by U.S. Bank Home Mortgage for you and your contractor to complete.
- Contractor’s Statement: A form completed by the borrower and the contractor. This provides the contractor’s information, total contract amount, deposit amount requested, and if a permit is required or not. This is signed by the borrower affirming they have agreed to the contract and allows the borrower to note if they wish any claim related information be released to the contractor. The contractor is asked to provide a copy of the contract, their liability insurance, and license/registration.
- Declaration of Intent to Complete Repairs: A statement signed by the borrower affirming the intent to repair the property to its original condition or better. This is provided by U.S. Bank Home Mortgage.
- Building Permit: An official certificate issued by your city or county to construct, alter, or enlarge a building.
- Lien Release: A form completed by the contractor listing the total contract amount and the balance due on the contract. This is provided by U.S. Bank Home Mortgage; however, the contractor may also submit on their own form. This is required for all contractors completing repairs to the property.
- Statement of Completion: A declaration signed by the borrower stating the repairs have been completed to their satisfaction. This is provided to you by U.S. Bank Home Mortgage.

PROCEDURES FOR INSURANCE LOSSES LESS THAN \$5,000

U.S. Bank Home Mortgage will endorse the claim check, provided the account is current and a good payment history has been maintained for the previous 12 months. The following information must be included with your check for us to process the endorsement:

- Estimate of damages from the insurance company (copy)



- Declaration of Intent to Complete Repairs

NOTE: If your account is not current or has had a payment 30 days or more past due within the preceding 12 months, please forward the endorsed check to our office. Funds will be issued payable to you and the contractor to complete the repairs. The following information must be included with the check for us to process:

- Estimate of damages from the insurance company (copy)
- Declaration of Intent to Complete Repairs
- Completed and signed "Contractor's Statement" with a copy of the contract, contractor's liability insurance, and license/registration.

To release additional draws or final funds, an inspection may be required confirming the completion of repairs. In addition, the completed "Statement of Completion" and "Lien Release" forms will also be required. If funds remain once the contractor and all invoices for repairs are paid in full, your account must be current prior to these funds being released directly to you. You may request excess funds be applied to past due payments; your written authorization is required.

PROCEDURES FOR INSURANCE LOSSES OVER \$5,000

U.S. Bank Home Mortgage monitors losses exceeding \$5,000.00 to verify the completion of repairs. Funds are issued as the repairs are completed and inspections are periodically performed to verify completion of repairs. The inspection is a visual inspection of the property; it does not verify that building codes are met.

TO RECEIVE THE FIRST DRAW

In order for the first draw to be released we must receive the endorsed check with the following information:

- Estimate of damages from the insurance company (copy)
- Completed and signed "Declaration of Intention to Complete Repairs"
- Completed and signed "Contractor's Statement" with a copy of the contract, contractor's liability insurance, and license/registration.

Upon receipt of these items, we will release 1/3 of the insurance funds payable to you and the contractor completing the repairs. A "Lien Release" and a "Statement of Completion" will be sent to you with this draw. These items must be completed and returned to our office prior to the final draw being issued.

The "Lien Release" is completed by the contractor and waives their rights to place a mechanics lien on the property once paid in full. The total contract amount and the balance due must be listed in the appropriate fields. The "Statement of Completion" is completed by the borrower and affirms the repairs have been completed to their satisfaction.

TO RECEIVE THE SECOND DRAW

When the repairs are 2/3 completed, please contact our office to request an inspection. Please contact us approximately one week prior to the repairs reaching this point. A copy of applicable building permit(s) will be required as well as the inspection results for the second 1/3 to be released to you and the contractor.

TO RECEIVE THE FINAL DRAW

The final draw will be released upon completion of all repairs. The completed "Lien Release" (for all contractors) and the "Statement of Completion" must be submitted to our office. Please contact us to request the final inspection approximately 1 week prior to expected completion. In the event additional funds are due to the contractor over the insurance proceeds, you are responsible for payment of these funds; please remit this amount to the contractor and provide proof to our office.

IMPORTANT NOTES:

- A \$25.00 fee is charged for each inspection performed. This is typically deducted from the restricted escrow account.
- All draws are mailed via regular mail unless a prepaid mailer is provided, or you may request a UPS package with a \$9.00 charge. The prepaid mailer must reflect you as both the receiver and sender; if U.S. Bank Home Mortgage is listed as the sender we may not be able to use the mailer.
- All structural repairs are to be completed by a contractor.
- If you are completing your repairs without a contractor, paid receipts must be marked as such by the supplier/contractor.
- The homeowner is responsible for fees due to a public adjuster.
- Repairs are to be completed within 90 days or funds may be applied to the unpaid principal balance of the mortgage. If you expect your repairs to require more than 90 days to be completed, please notify us of the date the repairs are expected to begin as well as the expected completion date.
- If your property has sustained a **total** loss, a copy of the blueprints for the proposed home are required for the first draw to be released. An appraisal may also be required at your expense. The proposed home must be comparable to the previous home.



Hazard Insurance Property Damage Processing Center: Contact Information

Loss Draft/Insurance Claim Inquiries: 866-411-8890

Customer Service Inquiries (mortgage payment, escrow account, etc): 800-365-7772

Loss Draft Fax Number: 937-525-8877

Loss Draft E-mail Address: usbhm.insurance.claims@usbank.com

Loss Draft Overnight Mail Address:

U.S. Bank Home Mortgage
Attention: Loss Drafts
1 Assurant Way
Springfield, OH 45505

Regular Mail Address:

U.S. Bank Home Mortgage
Attention: Loss Drafts
P O Box 6501
Springfield, OH 45501-6501