

UNIONHOME **MORTGAGE**

UNDERSTANDING THE INSURANCE CLAIM PROCESS

Your Guide to Accessing the Funds
Needed to Repair Your Home

HELPING YOU ACCESS YOUR INSURANCE FUNDS


We know life can be stressful after a home has sustained damage. We also know you need your funds quickly so you can begin repairs. At Union Home Mortgage, we're here to help smoothly navigate the insurance claim process.

This guide provides the necessary insurance claim check documents to help you access the funds you need to repair the damage to your home.

Based on the amount of your claim, there are different procedures and documents needed to release your funds. You can find the total claim amount on the insurance claim report that you should receive from your insurance adjuster.

For your convenience, you can jump directly to the information that applies to your situation by clicking on one of the buttons to the left.

**Also know that we're available
by phone or email to answer any
questions that might come up:**

 1.800.441.3456

 InsuranceClaims@uhm.com

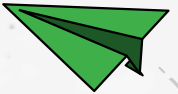


GETTING YOUR CHECK TO US

After you file a claim and your insurance company determines a settlement amount, they'll send you an insurance claim check (also called a "loss draft") that will include your name and Union Home Mortgage as payees. You'll need to mail the check to us.

Why is Union Home Mortgage Listed on my Insurance Check?

You might be wondering why UHM is also listed as a payee on your insurance check. It's because we have a financial interest in your property and because we are listed on your homeowner's insurance policy as the lienholder. Our responsibility is to ensure your property is repaired and restored to its original or higher value.



WHERE TO MAIL YOUR CHECK

In order to receive your funds from that check and to help make the process smoother and faster, please ensure all submitted insurance claim check documents are completed and have been signed by all parties.

Mail your insurance claim check for us to endorse to:

Union Home Mortgage
14843 Sprague Road, Suite I
Strongsville, OH 44136

We'll endorse your check and mail it back to you. Turnaround time is 3-5 business days. Checks will be mailed back via regular mail unless a pre-paid return label is provided.

CLAIMS \$20,000 OR LESS

If you have an insurance claim for \$20,000 or less and your account is in good standing, we won't need to monitor the repair progress. These types of claims are called "non-monitored" claims.

Note: If you have a public adjuster or any other retained third party, fees for their services are prohibited from being paid from the insurance claim funds.

Step 1:

Provide us with the information in the Insurance Claim Document Checklist and we'll endorse and return the check to you.

Step 2:

Endorse and deposit the check. You'll be responsible for ensuring that the repairs are made to your home.

Insurance Claim Document Checklist (for Claims \$20,000 Or Less):

Customer Contact Form

Claim Check from the Insurance Company. Be sure to write your loan number on the check!

Insurance Adjusters Report

Repair Certification

Questions?

 1.800.441.3456

 InsuranceClaims@uhm.com



CLAIMS GREATER THAN \$20,000 & LESS THAN \$40,000

If you have an insurance claim that is greater than \$20,000 and less than \$40,000 and your account is in good standing, we are required to hold your insurance proceeds and disburse them to you as repairs are completed on your home. This is known as an "express-monitored" claim.

Note: If you have a public adjuster or any other retained third party, fees for their services are prohibited from being paid from the insurance claim funds.

Step 1:

Submit all documents required in the Insurance Claim Document Checklist below. After we receive your documents, we will disburse 90% of the insurance proceeds received.

Step 2:

Submit pictures showing the repairs are 95-100% complete. After we receive your pictures, we will disburse the final 10% of the insurance proceeds.

Insurance Claim Document Checklist (For Claims Above \$20,000 & Less Than \$40,000):

Customer Contact Form

Claim Check from the Insurance Company. The check must be endorsed by all parties prior to mailing it and be sure to write your loan number on it.

Insurance Adjusters Report

Repair Certification

Questions?



1.800.441.3456



InsuranceClaims@uhm.com



INSURANCE CLAIM PROCESS

CLAIMS GREATER THAN \$40,000

If you have an insurance claim that is greater than \$40,000 and your account is in good standing, we are required to hold your insurance proceeds and disburse them to you as repairs are completed on your home. This is known as a "monitored" claim. You Are Also Required to Use A Contractor For Claims Greater Than \$40,000.

All documents listed in the Insurance Claim Document Checklist below are required for us to begin processing your claim. We may disburse funds while repairs are being made or only at the completion of the repairs, depending on the extent of the repair work. We will require proof of completion of repairs performed before we will disburse funds, which may occur several times for larger repair projects.

Note: If you have a public adjuster or any other retained third party, fees for their services are prohibited from being paid from the insurance claim funds.

Step 1:

Submit all the documents required in the Insurance Claim Document Checklist below. After we receive your documents, we will disburse approximately 1/3 of the insurance proceeds received (up to \$40,000 or 33% of the insurance proceeds received, whichever is greater).

Step 2:

Submit inspections and/or pictures showing that the repairs are 50% or more complete. After receipt we will disburse insurance proceeds up to the percentage of completion.

Step 3:

Submit the final inspection results showing that the repairs are 95-100% complete. After receipt, we will disburse the remaining insurance proceeds.

Insurance Claim Document Checklist (For Claims Greater Than \$40,000):

Customer Contact Form

Claim Check from the Insurance Company. The check must be endorsed by all parties prior to mailing it and be sure to write your loan number on it.

Insurance Adjusters Report

Repair Certification

Signed Contract with Contractor

Optional:

Third Party Authorization to Speak With Contractor

Conditional Waiver of Lien Signed By Contractor



INSURANCE CLAIM PROCESS

PAST DUE LOAN

If your loan is past due (delinquent) and the net claim amount is above \$5,000, there are additional requirements to follow. All documents listed in the Insurance Claim Document Checklist below are required for us to begin processing your claim. Note: If you have a public adjuster or any other retained third party, fees for their services are prohibited from being paid from the insurance claim funds.

Step 1:

Use a contractor for all repairs.

Step 2:

Submit all the documents required in the Insurance Claim Document Checklist below. After we receive your documents, we will disburse 25% of the insurance proceeds received (up to \$10,000).

Step 3:

Submit inspection results showing that repairs are 50% or more complete. After receipt, we will disburse the next 25% of the insurance proceeds received.

Step 4:

Submit inspection results showing that repairs are 75% or more complete. After receipt, we will disburse the next 25% of the insurance proceeds received.

Step 5:

Submit inspection results showing that repairs are 100% complete. After receipt, we will disburse the final 25% of the insurance proceeds received.

Insurance Claim Document Checklist (For Claims on Loans Past Due):

Customer Contact Form

Claim Check from the Insurance Company. The check must be endorsed by all parties prior to mailing it and be sure to write your loan number on it.

Insurance Adjusters Report

Repair Certification

Signed Contract with Contractor

Optional:

Third Party Authorization to Speak With Contractor

Conditional Waiver of Lien Signed By Contractor



INSURANCE CLAIM PROCESS

TOTAL LOSS

A property is considered to have a total loss when the amount of the claim exceeds 80% of the insurance coverage amount. If your property is considered a total loss, before we can begin to process your claim, an appraisal must be completed. An appraisal fee will be required. After the appraisal is completed, if the value is equal to or greater than the original value, the claim process may begin.

The claim will follow the "monitored" claim process. Inspections will be ordered at each disbursement request. You are also required to use a contractor on a total loss.

Note: If you have a public adjuster or any other retained third party, fees for their services are prohibited from being paid from the insurance claim funds.

Step 1:

Submit blueprint, estimate of rebuild and all the documents required in the Insurance Claim Document Checklist below. After we receive your documents, we will obtain the appraisal fee from you and submit all documents to our appraisal department.

Step 2:

Once the appraisal is approved, we will disburse approximately 1/3 of the insurance proceeds received (up to \$40,000 or 33% of the insurance proceeds received, whichever is greater).

Step 3:

Submit inspections showing that the repairs are 50% or more complete. After receipt we will disburse insurance proceeds up to the percentage of completion.

Step 4:

Submit the final inspection results showing that the repairs are 95-100% complete. After receipt, we will provide inspection results to the appraisal department and disburse the remaining insurance proceeds

Insurance Claim Document Checklist

(For Total Loss Claims):

- Blueprint from Contractor on Rebuild
- Estimate from Contractor on Rebuild
- Signed Contract with Contractor
- Customer Contact Form

- Claim Check from the Insurance Company. The check must be endorsed by all parties prior to mailing it and be sure to write your loan number on it.
- Insurance Adjusters Report
- Repair Certification
- Contractor Questionnaire

Optional:

- Third Party Authorization to Speak With Contractor
- Conditional Waiver of Lien Signed By Contractor

Using Your Insurance Claim Funds to Pay off Your Loan

You may use your insurance claim funds to pay off your mortgage loan. If the amount of the claim exceeds the amount required to pay the mortgage in full, you should send the endorsed claim check with a letter authorizing Union Home Mortgage to use the funds to pay off the mortgage. If the amount of the check is less than the amount owed, you must send certified funds for the difference along with the endorsed claim check and a letter authorizing Union Home Mortgage to pay off the mortgage. To obtain the payoff amount, contact us at 800-441-3456.



CUSTOMER CONTACT FORM

Please complete the following information regarding your claim. This form must be mailed in with your check.

Borrower Name(s): _____

Loan Number: _____

Property Address: _____

Mailing Address: _____

E-mail Address: _____

Primary Phone: _____ Secondary Phone: _____

Date of Loss: _____ Total Loss? Yes No

Reason for Loss (fire, flood, wind, etc.): _____

Insurance Information: _____

Insurance Provider: _____

Insurance Adjuster's Name: _____

Insurance Adjuster's Phone: _____

Claim Reference Number: _____

Check Issued: Yes No

Contractor Information: _____

Contractor's Name: _____

Contractor's Address: _____

Contractor's Phone: _____



REPAIR CERTIFICATION FORM

Please complete the following information regarding your claim. This form must be mailed in with your check.

Borrower Name(s):

Mailing Address:

Are you expecting multiple checks from your insurance company to complete repairs?

Yes No

Loan Number:

Property Address:

Cause of damage:

- Wind
- Hail
- Water
- Flood
- Tornado
- Fire
- Hurricane
- Vehicle Damage
- Other: _____

I/We, _____, attest that the property listed above shall be repaired to its pre-loss or better condition, and agree to indemnify and hold harmless, Union Home Mortgage, or any of its officers and employees from and against any actual litigation or threatened action, suit or proceeding and against any and all claims, costs, expenses, losses, or damages (including reasonable attorney's fees) arising out of, or as a result of, any actual and/or alleged breach of the repair contract with any contractors.

I/We accept responsibility for obtaining any necessary permits, adhering to any safety inspections required by local municipality, and paying/satisfying any liens that may arise from repairing the property. In addition, I/We understand that, and inspection may be required to confirm the status of the repairs. I/We acknowledge that although a licensed contractor is not required, it is recommended that I/We use one to protect your interests in the property.

Borrower Signature:

Date:

Borrower Signature:

Date:



CONTRACTOR QUESTIONNAIRE

We are preparing to contact an appraiser to complete a subject-to appraisal based on the plans you've provided. This will help us verify the value of the property after it is rebuilt however, we do have a few additional questions that we need your contractor to answer for us so we can give the appraiser everything they need. Please see questions below:

Can you describe in more detail the specifics of the structure, such as whether there will be any outbuildings, or a detached garage?

How big would those buildings be, or how many cars would fit in the garage?

Will this be a single or multi-story structure?

How would you describe the style of home (Ranch, etc.)?

Will this have a basement, a slab, a crawlspace, or some combination thereof?

Will the foundation be poured concrete, block, or something else?

What will be the square footage of the basement or crawlspace if there is one?

Will the basement have its own entrance/exit, or an egress?

Will the basement be finished partially or in full?

Will there be a sump pump?

Can you describe the exterior finishes, including roof and siding materials, gutters and downspouts?

What type of windows will be installed?

Can you describe the interior finishes, including wall, flooring, bathrooms, etc.?

Are details available of the HVAC system, and can you provide them?

How would someone access the attic?

Are there other amenities included, such as a fireplace, a pool, or anything else?

Can you list all major appliances that will be installed?



INSURANCE CLAIM PROCESS

OPTIONAL: AUTHORIZATION TO RELEASE BORROWER INFORMATION FORM

This form is voluntary and UHM does not require it to be signed and returned. To be effective, this Authorization must be executed by all borrowers. The Authorization will remain in effect until the earliest occurrence of any of the following: (1) Written revocation; (2) Payoff and subsequent closing of the mortgage loan account; (3) Upon written entry of an appearance and/or representation by counsel on your behalf; or, (4) Termination on the date listed below.

I/We, the undersigned (individually and collectively, the "Borrower"), hereby authorize and request Union Home Mortgage Corp. ("UHM") to share, release, discuss, and otherwise provide to the entity listed below, and any of his, her or its agents, successors or assigns (collectively, the "Recipient"), any and all public and non-public personal, financial or other information of or relating to the Borrower, in UHM's possession or to which UHM may have such access. Disclosure of such information shall include, but is not limited to: name, address, telephone number, Social Security number, credit score, income, governmental monitoring information, loan status, account balances, and payment activity of the Borrower, unless otherwise limited, below. Information may be provided whether it is based on UHM's experience with the Borrower or is contained in (a) a loan application, (b) financial statements, (c) consumer, business, commercial credit reports, or (d) any other third-party reports, verification forms, or wherever and however such information may be held by UHM. Borrower acknowledges that UHM may release borrower information to other third parties in accordance with its privacy policy.

I agree that UHM shall have no obligation or responsibility whatsoever to verify the identity of the Recipient; Borrower releases and holds UHM harmless from any and all claims, responsibility or liability whatsoever related to, in connection with, or arising out of UHM's release of information under this Authorization. **To the extent applicable, Borrower acknowledges that by signing the below Authorization, Borrower is expressly providing UHM consent to communicate with the authorized third-party regarding collection or information regarding the mortgage loan debt.**

If you have any questions, please contact UHM's Customer Service Department at (800) 441-3456. This document should be returned by mail to: Union Home Mortgage Corp, 14843 Sprague Road, Suite I, Strongsville, OH 44136 or by email to: UHMServiceing@uhm.com. I authorize UHM to communicate with the individuals listed below: (The authorized individual must be of legal age)

Name:	Name:
Address:	Address:
Phone Number:	Phone Number:
Email Address:	Email Address:
Relationship to Borrower:	Relationship to Borrower:
Mother's Maiden Name:	Mother's Maiden Name:

I do not authorize UHM to release the following information:

Telephone Number Social Security Number Credit Score Income

Please Check One:

This Authorization shall be of indefinite duration, terminating upon the occurrence of one of the first three events, above; or
This Authorization shall terminate on _____ mm/dd/yyyy

Loan Number #: _____

Borrower (Print): _____ Borrower (Sign): _____ Date: _____

Borrower (Print): _____ Borrower (Sign): _____ Date: _____



INSURANCE CLAIM PROCESS

OPTIONAL: CONDITIONAL WAIVER OF LIEN

State of: _____

County of: _____

Loan Number #: _____

For and in consideration of the sum of \$ _____, upon receipt thereof, the undersigned hereby waives and releases any and all present and future liens that the undersigned may have or may be able to obtain, under any applicable law pertaining to mechanic's and/or material liens, upon the following described premises:

Street Address: _____

City / State / Zip: _____

Relating to the work completed by the undersigned with the above referenced insurance payment, which work consists of the following repairs/replacements: (Please list)

If there are to be scheduled releases to the undersigned of the above-mentioned sum, then such waiver and release of liens shall occur simultaneously with each release and to the extent of such release.

Dated this _____ day of _____

By: _____

Contractor's Signature

Contractor License Number

Contractor's SSN/TIN: _____

Company Name: _____

Address: _____

City/State/Zip: _____

Phone Number: _____



FREQUENTLY ASKED QUESTIONS

Why is Union Home Mortgage listed on my check?

Union Home Mortgage is listed on the check because we are the loss payee on the insurance policy. We are required to be the loss payee on the insurance policy by the owner of your loan, which has a security interest in the property. Our responsibility is to ensure the property is repaired in the event of damage and restored to its original or higher value.

Why does Union Home Mortgage release my insurance proceeds in increments?

If your claim is greater than \$20,000, we will be required to hold and release your insurance proceeds in increments under the guidelines required by the owner of your loan.

What should I do if my contractor needs more than the initial disbursement to begin the repairs?

You can submit to us a written request from the contractor that is signed by the contractor and the borrower(s). The request must include an itemized breakdown of funds. The contractor may not request more than 50% of the total insurance proceeds received to begin the repairs.

What is considered a total loss to my property and is it handled differently?

A property is considered to have a total loss when the amount of the claim exceeds 80% of the insurance coverage amount. The contractor is required to provide a copy of the permits and/or building plans in the event of a total loss, along with all other required forms.