



State Home Mortgage

Guide to Submitting Insurance Claim Check

We are truly sorry that your property has suffered damages and have prepared this guide to assist you in better understanding the procedure for the release of insurance loss draft proceeds.

It is a condition of your insurance policy and mortgage that all checks be made payable jointly to the mortgagor and State Home Mortgage. **When you receive the check from your insurance company, please endorse it and send it directly to State Home Mortgage.** We will deposit the funds into a restricted escrow account. We will then issue a check made payable to the mortgagor and contractor for your repairs.

To activate the release of funds please follow this guide:

Claims exceeding \$2500.00 - please send to State Home Mortgage the following:

1. Original insurance loss draft check ***endorsed by all of the named insured and lien holders.***
2. A ***copy*** of all information provided by your insurance company, including the entire ***adjustor's settlement worksheet.***
3. A ***copy*** of your contractor's estimate or contract (*if applicable*).
4. A ***copy*** of receipts documenting the cost of completed repairs, or a copy of the invoice for materials to be purchased for repairs. This applies only if you are requesting reimbursement from the insurance proceeds.

Claims under \$2500.00 - please send to State Home Mortgage the following:

1. Original insurance loss draft check ***endorsed by all of the named insured and lien holders.***
2. A ***copy*** of all information provided by your insurance company, including the entire ***adjustor's settlement worksheet.***

Please mail the required information to:

State Home Mortgage
Attn: Loss Draft Department
60 Executive Park South, NE
Atlanta, GA 30329-2231

You may also FAX any documents, except "original requested documents" to 770-359-1771.

QUESTIONS AND ANSWERS

How long will it take to receive funds?

Due to an unprecedented volume of requests, State Home Mortgage will make every attempt to disburse a portion of the funds to you within (2) business days upon receipt of the requested items.

What if I intend to payoff my mortgage with the insurance proceeds?

Please send your written request with the following items to Attn: Payoff Department:

- Original insurance loss draft check **endorsed by all of the named insured and lien holders**.
- A **copy** of all information provided by your insurance company, including the entire **adjustor's settlement worksheet**.

What if I intend to engage a contractor to do the repairs?

- We suggest that you make every effort to assure the contractor is fair and reputable.
- The Better Business Bureau may be able to give helpful information to protect your interests prior to signing a contract.
- We reserve the right to review the qualifications of any contractor. We recommend obtaining at least two different contractor bids, to determine if the costs being charged are reasonable.

What is the process for receiving funds after I engage a contractor with proceeds exceeding \$2500.00?

- Provide a copy of the contractor's Estimate or Contract. State Home Mortgage will mail a check to the insured within (2) business days for 1/3 of the contractor's total cost to repair. All checks are mailed certified, unless you prefer to have the check picked up.
- The first check will be made payable to the mortgagor(s), unless the contract requires direct pay to the contractor.
- Subsequent checks will be made payable jointly to the mortgagor(s) and the contractor. Checks will only be mailed to our mortgagor(s).
- When the contractor has completed 50% of the repairs; we will release another 1/3 of the funds after you submit a request for an inspection and the inspection has been completed. A representative from Safeguard Properties will inspect the repairs. The \$40.00 cost of the inspection will be paid from the insurance proceeds.
- The final 1/3 will be released upon the property being 100% complete after you submit a request for a final inspection and the inspection has been completed. A representative from Safeguard Properties will inspect the repairs.
- Mortgagor(s) must execute a **Loss Draft Affidavit** supplied by State Home Mortgage. The affidavit must be signed by the mortgagor(s) and the contractor. The original document must be **notarized** and returned to State Home Mortgage.
- Mortgage payments must be current prior to the release of any remaining funds.

What if I choose to do some or all of the repairs myself?

Compensation for your labor will be by virtue of the funds remaining after all materials have been purchased. Please contact the Loss Draft department directly at 404-679-5838 to discuss procedures.

Any deviations to the above guidelines must have State Home Mortgage's prior approval.

The above guidelines are subject to change without notice.

Thank you for your assistance and cooperation