

## Affected by Hurricane Florence? We're Here to Help.



Our hearts go out to everyone impacted by the devastation of Hurricane Florence. This is a challenging and difficult time for many people, families and communities, and the Champion Mortgage team is deeply committed to offering our support.

Below are helpful links and information to help answer questions about insurance claims and where to go for help.

### Steps Customers Should Take For Insurance Claims

#### 1. Contact your homeowner's insurance provider

Report the damage, determine your coverage and file a claim. If you have flood damage and have flood insurance, you'll need to call that insurance provider too.

You can visit the FEMA website at [www.fema.gov](http://www.fema.gov) for help on "How to Fill Out Your Flood Claim".

#### 2. Register for Disaster Assistance – Especially If You Don't Have Flood Insurance

Visit [www.DisasterAssistance.gov](http://www.DisasterAssistance.gov) or call the registration phone number at 800-621-FEMA (3362). Coverage may vary in your insurance policies, and there may be resources available to you that are not covered under your insurance.

#### 3. Call Champion Mortgage, your home loan company 1-855-683-3095

Tell us how you have been affected and provide us with an updated address if you have been temporarily relocated and best contact phone number. We may be able to provide you additional assistance while you're rebuilding your home.

#### 4. If your damage is covered, your insurance provider will assign you an adjuster

The adjuster will come to your home to assess the property damage. The Champion Mortgage customer service team will assist with your insurance company and work closely with you as needed throughout this process.

#### 5. If your damage is covered, your insurance company will send a loss draft check (or claim check) to you

This check will typically need to be endorsed by both you and Champion Mortgage, your home loan company.



**6. Here is the required documentation needed in order to expedite the processing of your claim with us**

For more information on the process, see our Loss Draft Claim Package available from [www.championmortgage.com](http://www.championmortgage.com) for more details.

- Copy of Insurance Company's Adjusters Report
- Mortgagor's Affidavit (in the claim packet)
- Signed Bid/Work Contract
- W-9 from the Contractor (in the claim packet)
- Contractor's License Affidavit (in the claim packet)
- Affidavit of Bills Paid and Release of Liens by Contractor (in the claim packet)

**7. Contact our Loss Draft Department**

We are here to help. Please call them at 1-866-577-5629.

## Helpful Resources

If you need additional assistance, here are some helpful resources:

- **FEMA**  
Registering online at [www.DisasterAssistance.gov](http://www.DisasterAssistance.gov) is the quickest way to register for FEMA assistance. If you are unable to access the internet, you can also call at 1-800-621-FEMA (3362).
- **Red Cross**  
Visit [www.redcross.org/get-help](http://www.redcross.org/get-help) section of their website or call 1-800-RED-CROSS.
- **United Way**  
Visit [www.unitedway.org/recovery](http://www.unitedway.org/recovery) section of their website.
- **211**  
Visit [www.211.org/services/disaster-assistance](http://www.211.org/services/disaster-assistance) section of their website or call 2-1-1.
- **Salvation Army**  
Visit the [www.salvationarmyhouston.org/get-help](http://www.salvationarmyhouston.org/get-help) section of their website.