



## **PROPERTY INSURANCE CLAIMS**

In the event of a natural disaster or other event that causes damages to your home, your homeowner's property insurance policy provides you with coverage. After your "hazard claim" is filed and approved, your insurance carrier will issue an insurance claim check based on the extent of the damage. The proceeds from this check are meant to cover the costs required to repair and rehabilitate your home.

## **WHAT TO DO AFTER DAMAGE TO YOUR HOME**

**Step 1:** Contact your homeowner's insurance provider immediately to report the damage, determine your coverage, and file a claim. If you have multiple insurance policies (i.e. homeowner's, flood, etc.), you will need to call each insurance carrier to ensure you receive the maximum amount of coverage available to you.

**Step 2:** If the damage results from a natural disaster, you may register for disaster assistance at [www.disasterassistance.gov](http://www.disasterassistance.gov) or by calling the Federal Emergency Management Agency (FEMA) at 800-621-FEMA (3362). They can help you determine if there is additional coverage or assistance available to you outside of what your insurance carrier(s) may provide.

**Step 3:** Call Champion Mortgage at 866-577-5629 to advise us of the impact and to update your address if you have been temporarily relocated. We are here to help you through this difficult time.

**Step 4:** A Loss Draft Claim Package will be mailed by first class mail to the mailing address on file after you contact us. Please complete the information and return back to Champion Mortgage in any of the following way:

- Fax: 866-783-8425
- Email: [ChampionLDDocs@swbc.com](mailto:ChampionLDDocs@swbc.com)
- Regular Mail:  
Champion Mortgage  
Loss Draft Services  
PO Box 790665  
San Antonio, TX 78279-0665

OR



- Overnight Mail:  
Champion Mortgage  
Loss Draft Services  
4500 Lockhill-Selma Rd  
San Antonio, TX 78249

**Step 5:** If your insurance policy provides coverage for some or all of the damage, the insurance carrier will assign an adjuster to your claim, who will come to your home to assess the property damage.

**Step 6:** Based on the assessment provided by the adjuster, together with other factors such as the limits of your coverage, your insurance carrier will issue an insurance claim check made payable to all policy owners and Champion. This check needs to be endorsed (“signed”) by all payees, including Champion.

**Step 7:** Once we are in receipt of the fully endorsed insurance claim check, and any other paperwork we have requested for you to complete, our Loss Draft Department will assist you with applying those funds to the repair of your home. For more information regarding your claim package and process, please contact our Loss Draft Department at 866-577-5629.

**Helpful tips:**

- Before making repairs, document the damage.
- If you have been temporarily relocated, save your receipts.
- Please be aware that home repair and housing scams increase after a homeowner has been subject to a disaster or loss.

**FREQUENTLY ASKED QUESTIONS**

**IF I AM IMPACTED BY A DISASTER TO MY HOME, WHAT INFORMATION WILL I NEED TO PROVIDE CHAMPION?**

You will need to complete a Loss Draft Claim Package with information regarding your loss, the amount of the loss, the insurance carrier, and other information regarding your contractor or how you will be completing repairs. The Loss Draft Claim Package will be mailed to you after you contact us. Please contact our Loss Draft Department at 866-577-5629 for more details.

**WHAT INFORMATION IS NEEDED TO COMPLETE THE LOSS DRAFT CLAIM PACKAGE?**

The package is a set of documents that will assist in how Champion Mortgage will manage the loss draft process, layout how disbursements may be made and includes a checklist of required actions to ensure the claim is closed properly.



### **WHAT HAPPENS TO THE INSURANCE CLAIM CHECK PROCEEDS?**

In most scenarios, we will deposit the insurance claim check and distribute the claim amount to you incrementally as repairs are completed. We determine the status of repairs based on inspections of the home. Once all repairs are completed, a final inspection will be ordered and the home must be 100% repaired to receive your final disbursement. The amount we can disburse in any given installment will depend on the total amount of the loss and/or any supplemental loss claim funds received.

### **WHY IS CHAMPION MORTGAGE ON THE CLAIM CHECK?**

Champion Mortgage services the reverse mortgage loan, which is secured by a lien against your home. Therefore, we are listed as a "loss payee" on your insurance policy in order to protect the lien and our interest in the home. Since Champion is a loss payee, we will be listed as a payee on any claim check issued.

### **DO I NEED TO ENDORSE THE CLAIM CHECK?**

Yes, you will need to endorse ("sign") the back of the claim check and send it to Champion so that we may also endorse the claim check.

### **WHAT HAPPENS IF I DO NOT ENDORSE THE CLAIM CHECK?**

An insurance check that is not fully endorsed will be returned to you. The process may be delayed until we receive a fully endorsed claim check and all required paperwork. Please make sure you include your loan number on the check when you send it to us so we can timely and properly apply the proceeds to your loan account.

### **HOW DO I REQUEST INSTALLMENTS FROM THE CLAIM CHECK PROCEEDS?**

When an additional disbursement is required, please contact us at 866-577-5629 to request a property inspection. Our property inspection company will contact you to arrange a convenient time to inspect the property and confirm the progress of repairs. A disbursement will be processed based upon the results of the inspection. A 100% inspection is required for final disbursement.

### **HOW WILL I RECEIVE MY DISBURSEMENTS?**

Disbursement checks are mailed by first class mail to the mailing address associated with the loan account. If your mailing address has changed or you have been relocated due to the disaster, please contact us immediately at 866-577-5629 to update your contact information.

### **WHAT IF MY CONTRACTOR NEEDS A PAYMENT SCHEDULE?**

If your contractor needs a payment schedule that differs from Champion's disbursement schedule, please submit the request in writing along with a copy of your written agreement with the contractor. We will evaluate the request to



ensure that the proposed schedule is reasonable and protects your interest, as well as the interest of Champion Mortgage.

**CAN THE CLAIM FUNDS RESOLVE A DELINQUENCY?**

No, you may not use the insurance funds to pay down a default balance or pre-pay your loan balance.

**CAN THE CLAIM FUNDS BE APPLIED TO PAY OFF THE LOAN BALANCE?**

Yes, this option may be available to you. Please call us at 866-577-5629 and request a payoff quote. You must send us a letter authorizing Champion Mortgage to use the insurance claim funds to pay off the loan balance, and include the fully endorsed claim check. If the insurance claim funds are insufficient to pay off your loan balance, you must send certified funds in an amount that makes up the difference. If the insurance claim funds are more than required to pay off the loan balance, the overage amount will be released to you after your loan is paid in full.

**CAN I USE A PUBLIC ADJUSTER TO ASSIST ME IN THIS PROCESS?**

You may decide to engage a public adjuster, but it is not necessary to do so. If you do engage a public adjuster, please know that the cost cannot be paid from the insurance claim funds.

**WILL MY CONTRACTOR HAVE TO PROVIDE INFORMATION TO CHAMPION?**

Your contractor will need to provide certain information concerning the repairs. The scope of the information required will be explained in full detail in the Loss Draft Claim Package we will provide to you.

**WHAT IF I HAVE A DISPUTE WITH MY ORIGINAL CONTRACTOR OR NEED TO CHANGE CONTRACTORS?**

The contract between you and your contractor does not involve Champion, and therefore, we do not get involved in any disputes. You are responsible for ensuring that all contractors engaged in the repairs are paid in full for the work they completed and that a "mechanics lien" is not filed against the home for failure to make payment to any contractor. If you decide to change contractors while repairs are in process, please contact us at 866-577-5629 as soon as possible.

**HOW DO I PROVIDE UPDATES ON MY REPAIRS?**

You can provide updates on the completion of repairs in any of the following ways:



- Online: Create an on-line account regarding your insurance claim at [www.LossTrak.com/Champion](http://www.LossTrak.com/Champion) and upload documents as repairs are completed.
- Fax: 866-783-8425
- Email: [ChampionLDDocs@swbc.com](mailto:ChampionLDDocs@swbc.com)
- Regular Mail:  
Champion Mortgage  
Loss Draft Services  
PO Box 790665  
San Antonio, TX 78279-0665

OR

- Overnight Mail:  
Champion Mortgage  
Loss Draft Services  
4500 Lockhill-Selma Rd  
San Antonio, TX 78249

Please make sure you include your loan number on all documents being submitted so we can timely and properly update your loan account.

#### **WHEN SHOULD MY REPAIRS BE COMPLETED?**

Repairs to the property should be completed within a reasonable timeframe. The property is required to be in good repair during the life of the loan and that includes completing insurance loss repairs.

#### **WHAT IF I HAVE ADDITIONAL QUESTIONS?**

If you have any additional questions about the loss draft process or your insurance claim, please contact our Loss Draft Department at 866-577-5629.

#### **OTHER RESOURCES**

Additional information related to impacted areas or assistance programs available can be located at the following website:

#### **FEDERAL EMERGENCY MANAGEMENT AGENCY (FEMA)**

[www.fema.gov](http://www.fema.gov) .

#### **U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT (HUD)**

[https://portal.hud.gov/hudportal/HUD?src=/program\\_offices/housing/sfh/nsc/qaho0121](https://portal.hud.gov/hudportal/HUD?src=/program_offices/housing/sfh/nsc/qaho0121)