



Helpful Information Regarding Insurance and Property Claims

Homeowner's insurance may seem like a big mess of papers, passwords, and premiums. That is, until the unexpected happens to your home. To make it even easier, we've put together this guide.

SOMETHING'S CHANGED WITH MY POLICY. WHAT NOW?

If there are any changes to your insurance policy or carrier, please do one of the following as soon as possible:

Fax confirmation of your updates to 866-574-3980. Be sure to include your loan number on your fax cover sheet. (Best method!)

Mail confirmation of your updates to:

Champion Mortgage
Its Successors and/or Assigns
PO Box 692399
San Antonio, TX 78269-2399

Feel free to call us at 866-646-0433 if you have any questions about communicating insurance changes. It's important we're kept in the loop on these so we can keep your account up to date.

One more thing: The following Mortgagee Clause must appear on your required insurance policy. If it's not there, contact your insurer and let them know.

Champion Mortgage
Its Successors and/or Assigns
PO Box 692399
San Antonio, TX 78269-2399

TYPES & REQUIREMENTS

WHAT KIND OF INSURANCE DO I NEED?

Here are common types of homeowner's insurance and general guidelines about who needs them. Remember, this is just an overview. That means you shouldn't assume any of these do or don't apply to you based on this list alone. A chat with your insurance carrier is the best way to be sure about your requirements.

FLOOD INSURANCE

Required if you live in an area having special flood hazards. This is determined based on flooding within the last 100 years.

WINDSTORM/HURRICANE INSURANCE

Required in high-risk areas like the Gulf Coast states and Hawaii.

SUBSIDENCE INSURANCE

May be required for properties in areas at high risk for subsidence. Subsidence is movement of the ground surface in areas overlying underground mines.

HOMEOWNER ASSOCIATION (HOA) INSURANCE

Can be required if you live in a condo or townhome. In this case, your property association manages it and includes your payments as part of your HOA dues.

HO6 HOMEOWNER INSURANCE

Can be required if you live in a condo or townhome. In this case, your property Master Policy may or may not include the "walls in" coverage of the individual unit occupied. If not covered by the Master Policy, the Homeowner is responsible to have coverage. HO6 policy must display loan number, property address, unit number, unit owner name, effective dates and coverage amount.

CONTENTS INSURANCE

Covers the contents of your home, not the home itself.



PROPERTY INSURANCE CLAIMS

PROPERTY INSURANCE CLAIMS

Count yourself a lucky homeowner if the things you're insured against never happen. But if your luck runs out and a large or small disaster strikes your home, your insurance company may issue an insurance claim check. A claim check is meant to cover various costs including repairs.

If you get an insurance claim check, please call our Loss Draft Department at 866-577-5629 to learn more. Depending on certain factors, we may either endorse the check and immediately send to you with a final inspection after work has been completed, or instead deposit it and distribute the amount to you incrementally as repairs and inspections are completed. You can also fax updates to 866-783-8425 or email ChampionLDDocs@swbc.com.

Mail updates to:

Champion Mortgage
Loss Draft Services
PO Box 1948
Scottsbluff, NE 69363-1948

OR

Overnight service to:

Champion Mortgage
Loss Draft Services
2617 College Park
Scottsbluff, NE 69361

You'll also want to review our Champion Mortgage Loss Draft Claim Package available from www.championmortgage.com home page. It contains information about steps you'll take and documents you'll need to be sure repairs are completed as quickly as possible.



PROPERTY DAMAGED WHAT YOU CAN DO NOW

If your home has been damaged, we're very sorry and we're here to help in any way we can. Here are the steps you'll need to take right away.

Step 1: Contract your homeowner's insurance provider to report the damage, determine your coverage, and file a claim. If you have flood damage and have flood insurance, you will need to call this insurance provider as well.

Step 2: Register for disaster assistance at www.disasterassistance.gov or by calling the registration phone number at 800-621-FEMA (3362). Coverage varies in your insurance policies, there may be resources available to you that are not covered under your insurance.

Step 3: Call Champion Mortgage, your home loan company, at 855-683-3095 to update your address if you have been temporarily relocated.

Step 4: If your damage is covered, your insurance provider will assign you an adjuster, who will come to your home to assess the property damage.

Step 5: If your damage is covered, your insurance company will send a loss draft or claim check to you. This check will typically need to be endorsed by you and Champion Mortgage, your home loan company.

Step 6: Helpful tip: 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 disasters like this. If at all possible, find a contractor through a recommendation.

Step 7: Our Loss Draft Department is available to assist you with more information regarding your claim package and process. Please call them at 866-577-5629.

OTHER RESOURCES

FEDERAL EMERGENCY MANAGEMENT AGENCY (FEMA)

Additional information related to the areas or programs impacted can be located at the Federal Emergency Management Agency (FEMA) website at: www.fema.gov .

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

Additional information related to the areas or programs impacted for FHA Homeowners can be located at the HUD website at:

https://portal.hud.gov/hudportal/HUD?src=/program_offices/housing/sfh/nsc/qaho0121

MORTGAGE BANKERS ASSOCIATION (MBA)

Additional information related to the areas or programs impacted can be located at the Mortgage Bankers Association (MBA) website at: www.mba.org .
