

## GUIDE TO HAZARD INSURANCE CLAIMS

When damage occurs to a home, homeowners submit their claim to their homeowner's insurance company. Where the home secures a mortgage, the homeowner's insurance company is required to issue any checks for the claim (often called "loss drafts") in the name of both the homeowner and the lender. This guide will help you understand how your insurance claim check will be processed by New American Funding.

### INSURANCE CLAIMS CAN BE COMPLICATED

That's why New American Funding has Stamp & Go. Stamp & Go is an easy process to get your insurance claim check endorsed so that you can cash it. Only certain kinds of claims will qualify for Stamp & Go.

#### To Qualify for Stamp & Go

If your loan is current, your total claim amount must be \$40,000 or less (USDA loans have a \$15,000 limit).

You can find the total claim amount for your insurance claim on the Loss or Damage Report or Adjuster's Worksheet that you should receive from your insurance adjuster.

### SUBMITTING YOUR CLAIM

In order for us to process your insurance claim check, you will need to submit a Claim Packet.

You can obtain a Claim Packet on our website at <https://www.newamericanfunding.com/manage-my-loan#homeinsurance> or by contacting us at 1-888-884-5314.

If you qualify for Stamp & Go, you must submit the following:

- Claim check from the insurance company (do not endorse it)
- Adjuster's report from the insurance company
- Mail to:

Regular Mail:  
NEW AMERICAN FUNDING c/o PFIC  
Attention: Loss Draft Department P.O. Box 7125  
Troy, MI 48007-7125

Overnight Mail:  
NEW AMERICAN FUNDING c/o PFIC  
Attention: Loss Draft Department 5225 Crooks Road  
Troy, MI 48098

Remember that only current loans that do not exceed the claim amount above qualify for Stamp & Go.

If you do not qualify for Stamp & Go, you must submit the following for the Monitored Claim Process:

- Completed Monitored Claim Procedure Packet
- Endorsed claims check from the insurance company (must be endorsed by all parties)
- Adjuster's report from the insurance company
- Contractor's estimate/proposal signed by the borrower
- Release of liens by the contractor after the initial draw

Remember that loans that are delinquent or have claims over \$40,000 (\$15,000 for USDA loans) will be subject to the Monitored Claim Process.

### NOW WHAT HAPPENS?

Once you submit your insurance claim check and Claim Packet, we will review your request to ensure that we have everything that we need.

If you qualify for Stamp & Go and your documentation is complete, we will endorse your check and return it to you so that you can deposit or cash it.

If you do not qualify for Stamp & Go, we will be required by the investor of your loan to hold your insurance proceeds and disburse them to you as inspections are completed on your home. How and when disbursements are made will depend on:

1. Whether your loan is current;
2. Whether your loan is a VA or FHA loan; and
3. Your total claim amount.

Proceeds of insurance claims that do not qualify for Stamp & Go are typically paid in phases, with a portion of the funds being returned to you once your complete claims documentation is submitted. We are not allowed to pay the remaining funds to you until progress is made on the repairs. As a result, we will require inspections at various points throughout the repairs process in order to verify the progress and disburse additional funds. If you would like to schedule an inspection, please contact us at 1-888-884-5314. You can find more details about the requirements for disbursements in our Disbursement Guidelines at <https://www.newamericanfunding.com/manage-my-loan#homeinsurance> .

### WHY DOES NEW AMERICAN FUNDING HOLD THE FUNDS FROM MY CHECK?

Investors and insurers of mortgage loans, such as Fannie Mae, Freddie Mac, VA and HUD, require us to hold the funds on all insurance claims that do not qualify for Stamp & Go. We disburse the funds as repairs are complete and inspections are performed in order to meet the investor and insurer requirements that apply to your loan.

#### CAN I GET MY INSURANCE FUNDS FASTER?

We strive to provide excellent customer service and try to provide you with funds promptly after the inspections have been performed. If you would like to schedule an inspection, please contact us at 1-888-884-5314.

#### WHAT IS THE STATUS OF MY CLAIM?

We are happy to assist you! Please contact us at 1-888-884-5314 if you have any questions or would like an update on the status of your request. Get more information on our website at [www.newamericanfunding.com/manage-my-loan](http://www.newamericanfunding.com/manage-my-loan) or by contacting us at 1-888-884-5314.