



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 homeowner and State Home Mortgage. **When you receive the check from your insurance company, please endorse the back of the check, 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 only to the homeowner. The homeowner will be responsible for paying the contractor of your choice.

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*).

- Required paperwork can be mailed or overnighted to:

State Home Mortgage

Attn: Loss Draft Department

60 Executive Park South, NE

Atlanta, GA 30329-2231

- Required documents may be FAXED to 770-359-3406.
- Required documents may be emailed to timothy.preston@dca.ga.gov
- To contact your SHM claims representative by phone: 404-679-0597.

Special Note: If the homeowner is planning to do the repairs without a certified contractor please submit the following for reimbursement:

- Copy of receipts documenting the cost of completed repairs.
- Copy of the invoice for materials to be purchased for repairs.

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

- Original insurance loss draft check endorsed by all of the named borrowers.
- A copy of all information provided by your insurance company, including the entire Adjuster's Settlement Worksheet.
- You will receive total funds in a return check made payable to the homeowner.
- Depending on the type of damages, State Home Mortgage may not require an inspection.

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: Insurance Claims

- 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**.
- A statement with your signature indicating specifically that you want to pay off the mortgage with the insurance claims funds. This statement must include your "wet" signature.

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

- We suggest that you make every effort to be assured 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 and can be covered by the insurance check so that your out of pocket expenses may be reduced.

What is the process after State Home Mortgage receives my insurance claims check for proceeds exceeding \$2500.00?

- Provide a copy of the contractor's Estimate, Contract or Invoice.
- Provide a copy of the Insurance Adjuster's Estimate.
- State Home Mortgage will overnight a check to the homeowner within (2) business days for a portion of the contractor's total cost to repair. This is referred to as the 1st draw. The SHM claims representative will discuss this amount with the homeowner. All checks are overnighted, unless you prefer to have the check picked up. Checks are sent to the property address, unless the homeowner submits a written request to mail to a different location.
- Upon notification from the homeowner that the contractor has completed the repairs, SHM will order an inspection. The inspector will contact the homeowner directly to make the appointment. Once the inspection has been completed the inspector will notify State Home Mortgage electronically. The \$40.00 cost of the inspection will be automatically deducted from the insurance proceeds and is paid directly to the inspection company.
- Homeowner(s) must execute a **Loss Draft Affidavit** provided by State Home Mortgage. The affidavit must be signed by the Homeowner(s) and the contractor. The original document must be **notarized** and returned to State Home Mortgage by regular mail, overnight mail or drop off. We cannot accept copies of this notarized document.
- The final draw of funds will be overnighted to the homeowner upon receipt of a 100% inspection and the return of the original Loss Draft Affidavit.

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 404-679-0597 to discuss procedures. (See the Special Note on page 1 of this document.)

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