



Dear Flat Branch Customer(s):

We are sorry to hear that you have experienced damage to your property. As a valued customer, our goal is to ensure you receive hazard claim funds as quickly as possible while ensuring the repairs are performed sufficiently.

Depending on your situation, Flat Branch Mortgage, Inc., releases funds for repairs based on two processes: **Monitored Disbursements** and **Non-Monitored**. Below is a summary of the criteria used to determine which process will be used and what to expect.

For either process, if the hazard claim funds exceed the amount required to pay off the loan, then excess funds will be immediately returned to you. Below is what is needed to begin the process and the full details are provided on the next page including future disbursements and inspections, if required.

	Monitored Disbursements	Non-Monitored Disbursements
Conditions	<ul style="list-style-type: none"> o Loan is 30+ days past due and/or o Claim funds <u>are greater than \$20,000</u> or 10% of the current principal balance 	<ul style="list-style-type: none"> o Loan is Current and/or o Claim funds <u>do not exceed \$20,000</u> or less than 10% of the current principal balance
Actions to Get Started	<ul style="list-style-type: none"> o Complete the Hazard Insurance Claim Disbursement Form (page 2) o Collect the Documents required (Page 2) o Send all documentation and endorsed insurance claim check to Flat Branch Mortgage, Inc. 16150 Main Circle Drive, Chesterfield, MO 63017 	<ul style="list-style-type: none"> o Complete the Hazard Insurance Claim Disbursement Form (page 2) o Collect the Minimum Documents Required o Send all documentation and non-endorsed insurance claim check to Flat Branch Mortgage, Inc. 16150 Main Circle Drive, Chesterfield, MO 63017
What Happens Next	<ul style="list-style-type: none"> o We will review your documents and follow up with additional document request or the initial disbursement check will be sent to you. This process will be completed within five (5) business days, from receipt of documents. o When the repairs are completed, please notify us to schedule a final inspection o Final disbursement of funds will be released with the receipt of final documentation requirements and final inspection cleared. 	<ul style="list-style-type: none"> o We will review your documents and follow up with additional document request or send the full disbursement check to you based on the disbursement method you requested. This process will be completed within five (5) business days, from receipt of documents.

If you have questions about the hazard claims process, you can email your questions to servicing@fbhl.com or call 877-350-0350 Monday- Friday 8:00 am-5:00 PM CST.





Hazard Insurance Claim Disbursement Request Form

	Monitored Disbursements	Non-Monitored Disbursements
Conditions	<ul style="list-style-type: none"> ○ Loan is 30+ days past due and/or ○ Claim funds are <u>greater than</u> \$20,000 or 10% of the current principal balance 	<ul style="list-style-type: none"> ○ Loan is Current and/or ○ Claim funds <u>do not exceed</u> \$20,000 or less than 10% of the current principal balance
Documentation Requirements	Minimum Documents Required	
	<ul style="list-style-type: none"> <input type="checkbox"/> Signed and Dated Hazard Insurance Claim Disbursement Form (this form) <input type="checkbox"/> Insurance claim check (Do Not Endorse) <input type="checkbox"/> Copy of entire insurance adjuster's worksheet (Loss Draft Statement) <input type="checkbox"/> Notarized Homeowner's Affidavit (form can be found in this packet) 	
	Additional Documents Required	
	Monitored Disbursements (All)	Non-Monitored Disbursements
	<ul style="list-style-type: none"> <input type="checkbox"/> Notarized Contractor's Affidavit (form can be found in this packet) <input type="checkbox"/> Copy of Contractor's license &W-9 <input type="checkbox"/> Copy of contractor's estimate or invoice for the repairs 	<ul style="list-style-type: none"> <input type="checkbox"/> No further requirements
Initiating Disbursement Process	<p><u>The disbursement process begins once the required documents are received and approved.</u> Required documentation based on the criteria above may be sent to Flat Branch Mortgage, Inc. using any of the following methods:</p> <ul style="list-style-type: none"> ○ Bring documentation to 3400 Buttonwood Drive Ste. A, Columbia, MO 65201 or 16150 Main Circle Drive, Ste. 220, Chesterfield, MO 63017 ○ Mail completed packages to: 3400 Buttonwood Drive Ste. A, Columbia, MO 65201 or 16150 Main Circle Drive, Ste. 220, Chesterfield, MO 63017 ○ Email documentation to insurance@fbhl.com 	

Borrower Name: _____ Loan Number: _____

Phone Number: _____ Email Address: _____

Property Address: _____

Mailing Address: _____

Borrower Signature

Date

Disbursement Method: Place an X next to the option you choose for us to use when sending funds for your claim.

- Mail my Check to the:
- Property Address
 - Mailing Address (above)
 - Other Address (provide address below)

The insurance funds are expected to be used to repair the property.





Hazard Claim Check FAQ

What is a Hazard Claim?

A hazard claim or insurance claim will occur when there is damage to your home, typically due to weather. When you file a claim with the insurance company, the insurance carrier will send an adjuster to assess the damage. Based on the adjuster's work, the insurance carrier will issue a check to the policyholder and Flat Branch Mortgage, Inc. The reason Flat Branch Mortgage, Inc. is included is because both you and Flat Branch Mortgage, Inc. have interest in ensuring the property is repaired in order to maintain the value of the property.

How will the disbursement occur on Monitored Disbursements?

A disbursement will not occur until all required documentation is submitted. Once the documents are reviewed and the disbursement type has been determined, the initial disbursement will occur. An initial draw will be disbursed in the amount of one-third of the total claim proceeds. Example: Total Claim for \$22,000.00, initial disbursement will be \$7,334.00. (Total Claim amount divided by 3 = initial disbursement) All drafts will be payable to you, the customer, and your contractor until the contract is paid-in-full. The initial disbursement will be completed within five (5) business days, from receipt of documents. Future disbursements will be made after the completion and review of inspection report(s).

For Non-Monitored Disbursements, this will be the only disbursement made. This process will be completed within five (5) business days, from receipt of documents.

Do I have to hire a contractor?

On all monitored hazard insurance claims, Flat Branch Mortgage, Inc. requires that the homeowner(s) uses a licensed contractor. **Contractor documentation is required for each contractor including contractor affidavits, and licenses.** All other documentation is required.

What if I have already paid the contractor myself?

If advance payments have already been made to the contractor, a check may be issued to your name only for the amount equaling the advance payments. Please submit all receipts and invoices confirming the advance payments were made and you will be reimbursed promptly.

Why do you require a final inspection at my home?

Flat Branch Mortgage, Inc. requires that a final inspection is completed due to the scope of repairs (Loss over \$20,000 or 10% of unpaid principal). The inspection company will coordinate an onsite inspection to ensure that the appropriate work/repairs are completed. The inspection company assigned will be aware of what type of property damage you incurred and will be knowledgeable on the requirements necessary to complete the work.

Where can I forward additional documents?

For prompt reviews, additional requested or missing documents can be sent by Email: insurance@fbhl.com. Please include customer's last name and property address in the email. For original documentation please refer to page 1 of the request form.

Questions about your escrow account or loss draft can be directed to Customer Service by calling 877-350-0350 Monday-Friday 8:00am- 5:00 pm CST. You can also send an email to servicing@fbhl.com





Homeowner's Affidavit

Borrower's Name: _____ Approx. Draft Amount \$ _____

Loan Number: _____

Property Address: _____

1. I/We, acknowledge that the damage sustained to our property will be/has been repaired per the insurance adjustor's Damage and Repair Statement and complies fully with all applicable state and local codes and regulations governing residential repair or reconstruction (including, but not limited to, building codes, zoning codes, work permits and inspections).

- Have been fully paid
- Will be fully paid for with the proceeds from the Loss Draft

2. I/We, the undersigned mortgagor(s)/insured(s), hereby state that all bills for materials and labor will be/have been paid in full, including any agreed contract amounts in excess of insurance funds. There will be no Mechanic's Lien(s) or Material man's Lien(s) filed as a result of lack of payment for the repair/reconstruction work.

- Have been fully paid
- Will be fully paid for with the proceeds from the Loss Draft

3. INDEMNIFICATION- By signing this, customer agrees to indemnify and hold harmless Flat Branch Mortgage, Inc. ("Lender and/or servicer") their successors and or assigns against any and all claims, damages, loss liabilities, reasonable costs or expenses whatsoever related to any and all improvements or repairs made to the referenced property.

Witness My Hand This _____ Day of _____, 20_____

Signature of Borrower

Subscribed and Sworn to before me this _____ day of _____, 20_____.

Notary Public

Complete the form, notarize,
and return original to:
Flat Branch Mortgage, Inc.
16150 Main Circle Drive, Suite 220

Notary Public In and For
County of _____
State of _____
Expiration Date of Commission _____





Contractor's Affidavit

Borrower's Name: _____

Property Address: _____

Before me, the undersigned authority, on this day personally appeared _____
_____ (contractor), and who being duly sworn, states on his oath as follows:

That he has or will complete all repairs requested by _____,

Which occurred on _____ with a loss of \$ _____,

To the property at _____, owned by _____

_____ and all labor and material used in the performance of this work has been or is
expected to be fully paid for by the mortgagor and no Mechanic or Material man's Lien will be attached to the property
as a result of the repairs.

Signature of Contractor

Subscribed and Sworn to before me this _____ day of _____, 20_____.

Notary Public

Complete the form, notarize,
and return original to:
Flat Branch Mortgage, Inc.
16150 Main Circle Drive, Suite 220

Notary Public In and For
County of _____
State of _____
Expiration Date of Commission _____

