



## INSURANCE CLAIM PACKAGE

### A GUIDE TO PROCESSING YOUR INSURANCE CLAIM FUNDS TO RESTORE AND REPAIR YOUR HOME

RoundPoint Mortgage Servicing Corporation understands this may be a difficult time and is here to help you receive your insurance claim funds as quickly as possible. We value you as a customer and, much like you, want to see your home restored as soon as possible. The below guide outlines the required documents and steps for disbursing the insurance claim funds.

#### Step 1. Report your claim to your insurance carrier and RoundPoint

- ✓ File a claim with your homeowners insurance carrier. An insurance adjuster will assess the damage and determine the settlement amount.
- ✓ Report your claim to us using the contact information below as soon as possible.

#### Step 2. Receive your insurance claim check and submit the below documents to RoundPoint

##### Provided by your insurance carrier:

- ✓ **Insurance claim check** – Make sure to sign the check before sending it
- ✓ **Insurance Adjuster's Worksheet** – This is the breakdown of the funds disbursed by your insurance carrier and details the necessary repairs to your property

##### To be completed by you:

- ✓ **Affidavit and Certification of Intent to Repair** – Included in this package

**To be completed or provided by your contractor(s)** - please note that we must receive the following items for each contractor or repairperson used:

- ✓ **Contractor's Lien Waiver Affidavit** – Included in this package
- ✓ **Affidavit of Repair Agreement / Contract** – Included in this package
- ✓ **Contractor's Estimate/Invoice** – Provided by your contractor(s)
- ✓ **Contractor's License** – Your contractor(s) should be state licensed and registered and should provide a copy of their contractor license.
  - Non-USDA loans: Contractor's License is not required if the loan is current, the total claim is less than \$40,000, and if the damage has not affected the safety, soundness, or structural integrity of the property.
  - USDA loans: Contractor's License is not required if the loan is current and the total claim is less than \$15,000.
  - In the event the state or jurisdiction does not require licensing of contractors, any contractor repairing the property must be bonded and insured for an amount equal to or greater than the insurance loss proceeds.
- ✓ **Contractor's W9** – Provided by your contractor(s)
  - Non-USDA loans: Contractor's W9 is not required if the loan is current and the total claim is less than \$40,000.
  - USDA loans: Contractor's W9 is not required if the loan is current, the total claim is less than \$15,000, the mortgage payment history does not show delinquencies of two payments or more, and the property is owner occupied.

#### Step 3. Receive your insurance claim disbursement(s) from RoundPoint

#### Step 4. Request an Inspection

- ✓ When the repairs are completed, or at each scheduled phase of completion, request a free property inspection by contacting us at 877-426-8805 or [insuranceclaim@roundpointmortgage.com](mailto:insuranceclaim@roundpointmortgage.com).



## DISBURSEMENT SCHEDULE

Your insurance claim is categorized as "Non-Monitored" or "Monitored" based on the total insurance claim amount and the status of your loan at the time we were notified of your claim.

### Non-Monitored Disbursement Schedule

Funds may be released in a single disbursement if:

- ✓ Your mortgage loan is current, and
- ✓ For Non-USDA loans: your claim is less than \$40,000
- ✓ For USDA loans: your claim is less than \$15,000, you have a good payment history, and you're living in the home.

### Monitored Disbursement Schedule

Funds are released based on periodic inspections of the property to verify the progress of repair work if:

- ✓ Your mortgage loan is delinquent, or
- ✓ For Non-USDA loans: your claim exceeds \$40,000
  - Your initial disbursement will be the greater of \$40,000; 33% of the insurance claim amount, or the amount that exceeds the sum of the unpaid principal balance, accrued interest, and advances on the mortgage loan.
- ✓ For USDA loans: your claim exceeds \$15,000, your payment history is unsatisfactory, or you're not living in the home.

### Important Notes

- Disbursement checks are mailed via USPS First Class Mail
- To allow sufficient time to schedule an inspection, please contact our Customer Service Department at least seven (7) days prior to when you would like the inspection performed



Insurance Claim Disbursement Guidelines may vary according to the Investor of your loan. The process described in this package generally applies to most loans and will be followed unless otherwise directed by the Investor of your loan or an exception is otherwise considered.

### Required documentation should be sent to:

<b>Email:</b>	<a href="mailto:Insuranceclaim@RoundPointMortgage.com">Insuranceclaim@RoundPointMortgage.com</a>
<b>Fax Toll Free:</b>	(866) 930-1018
<b>Mailing Address:</b>	RoundPoint Mortgage Servicing Corporation P.O. Box 19389 Charlotte, NC 28219-9409
<b>Overnight Address:</b>	RoundPoint Mortgage Servicing Corporation 5016 Parkway Plaza Boulevard Charlotte, NC 28217

RoundPoint appreciates your business and values you as a customer. If we can be of further assistance, please call us at 877-426-8805. Our offices are open Monday through Friday from 8:00 a.m. until 9:00 p.m. and Saturday from 10:00 a.m. until 3:00 p.m. Eastern Time.

Sincerely,  
The RoundPoint Team



### **(Important Disclosures)**

To provide us with a Notice of Error about the servicing of your loan, or make a Request for Information about the servicing of your loan, please write to us at:

RoundPoint Mortgage Servicing Corporation  
P.O. Box 19789  
Charlotte, NC 28219-9409

Federal law requires us to advise you that RoundPoint Mortgage Servicing Corporation (NMLS ID# 18188) is a debt collector and that this is an attempt to collect a debt. Any information obtained may be used for that purpose. To the extent your obligation has been discharged or is subject to the automatic stay in a bankruptcy proceeding, this notice is for informational purposes only and does not constitute a demand for payment or an attempt to collect indebtedness as your personal obligation. If you are represented by an attorney, please provide us with the attorney's name, address, and telephone number.

**NOTICE TO CUSTOMERS:** RoundPoint Mortgage Servicing Corporation may report information about your mortgage account to credit bureaus. Late payments, missed payments, or other defaults on your account may be reflected in your credit report.

**FOR COLORADO RESIDENTS:** RoundPoint Mortgage Servicing Corporation maintains an in-state office as required by 4 Code of Colorado Regulations 903-1. Colorado Manager, Inc. 8690 Wolff Court Suite 110 Westminster, CO 80031. Phone: 303-920-4763

**FOR NORTH CAROLINA RESIDENTS:** RoundPoint Mortgage Servicing Corporation is physically located at 5016 Parkway Plaza Blvd, Charlotte, NC 28217. North Carolina Collection Agency permit no. 102965.

**FOR TEXAS RESIDENTS:** COMPLAINTS REGARDING THE SERVICING OF YOUR MORTGAGE SHOULD BE SENT TO THE DEPARTMENT OF SAVINGS AND MORTGAGE LENDING, 2601 NORTH LAMAR, SUITE 201, AUSTIN, TX 78705. A TOLL-FREE CONSUMER HOTLINE IS AVAILABLE AT 877-276-5550.

A complaint form and instructions may be downloaded and printed from the Department's website located at [www.sml.texas.gov](http://www.sml.texas.gov) or obtained from the department upon request by mail at the address above, by telephone at its toll-free consumer hotline listed above, or by email at [smlinfo@sml.texas.gov](mailto:smlinfo@sml.texas.gov).

Confirmed successors in interest to borrowers named on the Note are not liable for repayment of the debt of the original named borrower unless and until the successor assumes the loan obligation pursuant to applicable law.

**FOR NY RESIDENTS:** A list of non-profit housing counselors can be found at [http://www.dfs.ny.gov/consumer/mortg\\_nys\\_np\\_counseling\\_agencies.htm](http://www.dfs.ny.gov/consumer/mortg_nys_np_counseling_agencies.htm).

**FOR OREGON RESIDENTS:** Residential mortgage loan servicers are regulated by the Oregon Division of Financial Regulation. To file a complaint, call 888-877-4894 or visit <http://dfr.oregon.gov>.



## **TIPS TO HELP PREVENT CONTRACTOR FRAUD**

While most contractors are qualified, experienced and certifiable, contractor fraud unfortunately does occur. For help with contractor fraud, contact your state's consumer helpline or attorney general's office.

### **Useful tips to help protect yourself:**

- ✓ Be wary of contractors who offer door-to-door unsolicited repair offers
- ✓ Check each contractor's credentials and references
- ✓ Obtain a detailed written contract before allowing any work to be commenced. Make sure that the contract includes specifics such as: (1) total cost, (2) specific work to be completed, and (3) timeframe or schedules for repair
- ✓ Obtain three written estimates from licensed and insured contractors
- ✓ Never make a final payment to a contractor until their portion of the repairs are finished and you have confirmed completion of a final inspection (if required) from RoundPoint.

Don't feel pressured by a contractor or allow them to interpret your homeowners insurance policy. If you have any questions or concerns, always feel free to contact your insurance company directly



## AFFIDAVIT AND CERTIFICATION OF INTENT TO REPAIR

**This form is required** – By completing this form you certify your intent to restore your home to its original or better condition or value as quickly as possible and your acknowledgment to comply with any required property inspections, including but not limited to, a final inspection.

Name(s) of Mortgagor(s): \_\_\_\_\_

Loan Number: \_\_\_\_\_

Property Address: \_\_\_\_\_

Street, City, State and ZIP code

Approximate amount of claim: \_\_\_\_\_ Cause of Damage/Loss: \_\_\_\_\_

I/we, the undersigned mortgagor(s) hereby certify that the damages sustained to our property, will be / have been completed per the insurance adjuster's scope to its original or better condition, and will / does comply 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.

I/we the undersigned mortgagor(s) hereby certify that all bills for materials and labor will be / have been paid from the insurance loss proceeds. There will be / are no Mechanics Liens or Material providers liens filed as a result of lack of payment for the repair/reconstruction work.

I/we the undersigned mortgagor(s) acknowledge that upon execution of this Affidavit and Certification of Intent to Repair, insurance claim proceeds will be released per applicable RoundPoint Mortgage Servicing Corporation guidelines, in compliance with the Investor of my loan, and I/we agree to apply released funds promptly to repair or reconstruct the property. At each draw request an insurance loss inspection will be scheduled to confirm percentage of completion and will be released only upon satisfactory results.

I/we the undersigned mortgagor(s) certify and acknowledge that a final inspection is required to confirm repairs to the property have been satisfactorily completed if my insurance claim is greater than \$20,000, or my mortgage account is more than thirty (30) days delinquent at the time of receipt of my insurance claim, and will contact Customer Service Center at 877-426-8805 to request that a final inspection be ordered. The inspection will be ordered at the expense of RoundPoint.

### Mortgagor(s) to Complete:

Mortgagor (s) Signature(s): \_\_\_\_\_

Date: \_\_\_\_\_

\_\_\_\_\_

Date: \_\_\_\_\_



## CONTRACTOR'S LIEN WAIVER AFFIDAVIT

**This form is required** - It will be completed by your contractor(s) and certifies that the contractor will waive any claims of lien once full payment for labor and materials is received. To avoid delays always make sure the form is completely filled out before you submit it.

- If multiple contractors are used, it is required that a separate Contractor's Lien Waiver Affidavit be completed for each contractor.

Name(s) of Mortgagor(s): \_\_\_\_\_

Loan Number: \_\_\_\_\_

Property Address: \_\_\_\_\_  
Street, city, state and ZIP code

I, the undersigned Contractor/Company Officer, hereby certify that all labor and materials used in the performance of the repair of the above listed property will be / have been paid for in full and no Mechanic or Materialman's Lien will be attached to the property as a result of the repairs.

The notary section only needs to be filled out for properties in the state of **Texas, Wyoming, and Mississippi**

Contractor/Company Officer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Title: \_\_\_\_\_

Contractor/Company Name (Please Print): \_\_\_\_\_

Contractor/Company Phone Number: \_\_\_\_\_

Sworn to before me and subscribed in my presence on this \_\_\_\_ day of \_\_\_\_, 20\_\_.

State of: \_\_\_\_\_ County/Parish of: \_\_\_\_\_ Notary Signature: \_\_\_\_\_

My Commission Expires: \_\_\_\_\_ Notary Seal



## AFFIDAVIT OF REPAIR AGREEMENT / CONTRACT

Page 1

**This form is required** – It will be completed by you and your contractor(s) and certifies the existence of a contract for repair and summarizes the terms and conditions of the agreement/contract. (Two Pages)

- If multiple contractors are used, it is required that a separate Affidavit of Repair Agreement / Contract be completed for each contractor.

We, the undersigned mortgagor(s) and contractor, hereby declare the existence of a contract for repairs whereby:

I, the undersigned contractor, hereby declare that I am duly licensed under applicable laws and regulations, all liens will be waived upon payment as noted, I am qualified to perform the type of work contracted, financially able to complete the repair or reconstruction within scheduled time frames, will comply with applicable codes and regulations governing residential repair/reconstruction (including, but not limited to, building code and zoning, permit and inspection regulations), and I will be repairing damage at the property listed above as reported in the Insurance Adjuster's Worksheet unless specifically noted.

I, the undersigned contractor, hereby declare that the total Estimated Cost of Repair agreed to is \$\_\_\_\_\_  
and the agreed to maximum amount that I may charge is \$\_\_\_\_\_. From the date in which work commences, Contractor estimates repair/reconstruction to be completed within \_\_\_\_\_.  
(Days/Weeks/Months/etc. Please specify).

I, the undersigned contractor, hereby declare that I am / or am not using the adjustor's worksheet/scope as an estimate  
(Please circle the correct response)

Contractor will furnish all labor and materials for performance of the repair/reconstruction in a workman like manner in accordance with the agreed to plans and specifications described below. (Attach Copies of any contracts/plans for reconstruction evidencing the estimated schedule for completion of the repair/reconstruction, including each phase of construction, if applicable).

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I/we, the undersigned mortgagor(s), hereby declare that the above information is accurate and valid.

**(Signatures on Page 2)**



**AFFIDAVIT OF REPAIR AGREEMENT / CONTRACT**

**Page 2**

**Contractor/Company Officer to Complete:**

Contractor/Company Officer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Title: \_\_\_\_\_ Date: \_\_\_\_\_

Contractor/Company Name (Please Print): \_\_\_\_\_

Contractor/Company Phone Number: \_\_\_\_\_

The notary section only needs to be filled out by the contractor/notary in the states of **Texas, Wyoming, and Mississippi.**

Sworn to before me and subscribed in my presence on this \_\_\_\_ day of \_\_\_\_, 20\_\_

State of: \_\_\_\_\_ County/Parish of: \_\_\_\_\_ Notary Signature: \_\_\_\_\_

My Commission Expires: \_\_\_\_\_ Notary Seal

**Mortgagor(s) to Complete:**

Mortgagor (s) Signature(s): \_\_\_\_\_ Date: \_\_\_\_\_

\_\_\_\_\_ Date: \_\_\_\_\_