



**\*\*FOR NON-USDA LOANS ONLY\*\***

## **Insurance Loss Claim Check Process – Effective March 25<sup>th</sup>, 2025**

Thank you for contacting us about your recent insurance claim. We are sorry to hear that your property sustained damage. We hope that you and your family are safe.

It will be important for us to work together through the insurance claim process. To get you started, please review the Insurance Loss Claim Package chart below. This packet includes important information about the insurance claim process and the documentation that will be needed to begin working on your claim.

We understand that this may be a difficult time, so we are here to help you through each step of the process.

If you have any questions about the insurance claim packet or any part of the process, please contact our Customer Service Team at (877) 350-0350, option 4, or you can email [insuranceloss@fbhl.com](mailto:insuranceloss@fbhl.com).

<b>Claim Type</b>	<b>Net Claim Amount *</b>	<b>Claim Check Requirements **</b> <i>Mortgage Loans current or less than 31 days Delinquent</i>
Quick Endorse	Less than \$40,000	Check will be endorsed and returned ***
Monitored Claim	Greater than \$40,000	Check deposited to restricted escrow Initial disbursement outlined in Insurance Claim Packet *** Subsequent disbursements throughout the duration of repairs Inspections may be required as work is in process Final disbursement once a final inspection shows work is completed <b><i>All parties must endorse check prior to sending in.</i></b>

*\*The net claim amount can be found on the Loss/Damage Report or Adjuster's Worksheet*

*\*\*Additional criteria may apply for delinquent loans*

*\*\*\* See Insurance Claim Packet for required documents. All claim types will not be processed until documentation is received.*

### **Flat Branch Servicing Contact Information**

**By Phone:** (877) 350-0350  
**By Fax:** (636) 536-9890  
**By Email:** [insuranceloss@fbhl.com](mailto:insuranceloss@fbhl.com)

**By Regular/Overnight Mail**  
Flat Branch Home Loans  
Attn: Loss Claims  
3400 Buttonwood Dr, Suite A  
Columbia, MO 65201



## Overview of the Insurance Loss Claim Process (Non-USDA Loans)

When an insurance loss claim check is issued for damage to a home, there are several steps that must be taken.

1. **Determine which claim classification you qualify for.** Use the information below to determine which process your insurance claim qualifies for.

Quick Endorse	Your Net Claim Amount is \$40,000 or Less	<ul style="list-style-type: none"><li>• If your loan is Current—you qualify for Quick Endorse.</li><li>• If your loan is Delinquent—and the total claim amount* is for \$2,500 or less, you qualify for Quick Endorse.</li><li>• If your loan is Delinquent—and the total claim amount* is greater than \$2,500, you DO NOT qualify for Quick Endorse.</li></ul>
Monitored Claim	Your Net Claim Amount is Greater Than \$40,000	<ul style="list-style-type: none"><li>• If your loan is current—you qualify for Monitored Claim. If</li><li>• your loan is Delinquent and the total claim amount is greater than \$2,500, you qualify for Monitored Claim.</li></ul>

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

2. **If you qualify for Quick Endorse**, simply provide us with the information indicated in the Loss Claim Document Checklist below, and we will endorse the check and return it to you. You can then endorse and deposit the check. **You will be responsible for ensuring that the repairs are made to your home.**
3. **If you do not qualify for Quick Endorse**, then we are required by the investor of your loan to hold your insurance proceeds and disburse them periodically, once satisfactory inspections are completed on the progress of repairs made to your home.
  - a. **If your claim is greater than \$40,000**, you are required to use a contractor. All documents listed in the Loss Claim Document Checklist below are required so that we may begin processing your claim.
  - b. **You must provide the required documentation.** You will be required to provide the information in the Loss Claim Document Checklist below so that we can process your claim. We cannot begin processing your claim without receiving all the required information.
  - c. **Insurance Funds and Inspection Orders.** Once the adjuster has finalized the reconstruction agreement and completed the estimate report, we will conduct an initial inspection to create a checklist for repairs. This initial inspection will not delay the first disbursement required to begin the reconstruction. We will hold your remaining insurance proceeds and will allow you to send progress photos via email as the repairs are completed, helping us ensure the process moves smoothly. Once you and the contractor feel the repairs are almost complete a final inspection may be required to disburse the remaining funds based on your claim.

Contact us at (877) 350-0350 if you need help determining whether you qualify for Quick Endorse, or if you have any questions.



## Insurance Loss Claim Document Checklist

After you receive the claim check from your insurance company, submit the following documentation to us to begin the loss claim process.

### **Quick Endorse**

If you qualify for Quick Endorse, you must mail us the following documents:

- ☐ *Customer Intake Form* (page 4)
- ☐ Claim check from the insurance company—Please **do not endorse the check** prior to mailing it to Flat Branch. Be sure to write your mortgage loan number on the check.
- ☐ Loss or Damage Report or Adjuster's Worksheet from the insurance adjuster ☐ *Repairs Agreement* (page 5)

### **Monitored Claim**

If your loan is current and you have a total claim amount greater than \$40,000 or if your loan is delinquent and your claim is greater than \$2,500, you must mail us the following documents:

- ☐ *Customer Intake Form* (page 4)
- ☐ Claim check from the insurance company— **The check must be endorsed by all payees** prior to mailing it to Flat Branch. Be sure to write your mortgage loan number on the check.
- ☐ Loss or Damage Report or Adjuster's Worksheet from the insurance adjuster
- ☐ *Repairs Agreement* (page 5)
- ☐ Signed agreement with the contractor
- ☐ Copy of the contractor's license (where applicable)
- ☐ Copy of the contractor's liability insurance
- ☐ *Substitute W-9* (page 7)
- ☐ *Conditional Waiver of Lien* signed by the contractor (page 8)

**Note:** If you have made advance payments to the licensed contractor, Flat Branch Home Loans is authorized to reimburse you. You must provide paid receipts or cancelled checks confirming that advance payments were made, and the work has been completed. Upon receipt of this documentation, we will disburse a check payable to you in the amount advanced from your insurance loss proceeds.



## **Flat Branch Insurance Loss Department Contact Information**

We are open from 8:00am—5:00pm Central Time, Monday through Friday.

**Phone:** (877) 350-0350

**Fax:** (636) 536-9890

**Email:** [insuranceloss@fbhl.com](mailto:insuranceloss@fbhl.com)

**Regular Mail:** Flat Branch Home Loans  
Attn: Loss Claims  
3400 Buttonwood Dr, Suite A  
Columbia, MO 63005

**Overnight Mail:** Flat Branch Home Loans  
Attn: Loss Claim  
3400 Buttonwood Dr, Suite A  
Columbia, MO 63005

### **In Office Addresses:**

**\*\*Please be advised that In Office Appointments are available from 9-11amCST Mon-Fri.\*\***

**Chesterfield Location**  
Flat Branch Home Loans  
14755 N Outer Forty Rd, Suite 110  
Chesterfield, MO 63017

**Columbia Location**  
Flat Branch Home Loans  
3400 Buttonwood Dr, Suite A  
Columbia, MO 65201



## CUSTOMER INTAKE FORM

- Please complete the following information regarding your claim.
- This form must be mailed along with your check.
- Please make a copy of this form for your records.

Borrower Name(s): \_\_\_\_\_

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

***\*\*Please provide your preferred contact information for check disbursements and other claim correspondence\*\****

Mailing Address: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

Primary Phone: \_\_\_\_\_ Secondary Phone: \_\_\_\_\_

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

Prior to the loss, did you occupy the above property as your primary residence? \_\_\_\_ Yes \_\_\_\_ No

Are you able to occupy the above property currently? \_\_\_\_ Yes \_\_\_\_ No

Date of Loss: \_\_\_\_\_ Was it a Total Loss? \_\_\_\_ Yes \_\_\_\_ No

Reason for Loss (fire, flood, wind, etc.): \_\_\_\_\_

### **Insurance Information**

Insurance Provider: \_\_\_\_\_

Insurance Adjuster's Name: \_\_\_\_\_

Insurance Adjuster's Phone: \_\_\_\_\_

Claim Reference Number: \_\_\_\_\_

Was a Check Issued: \_\_\_\_ Yes \_\_\_\_ No

### **Contractor Information**

Contractor's Name: \_\_\_\_\_

Contractor's Address: \_\_\_\_\_

Contractor's Phone: \_\_\_\_\_

Contractor's E-mail: \_\_\_\_\_

**If you would like us to discuss and/or disclose claim information to a third party, please complete the  
*Third-Party Authorization* form on page 9.**



## REPAIRS Agreement

(Signed by Homeowner)

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

(Please print) \_\_\_\_\_ (owner(s)) and being first duly sworn, depose(s)  
and says that they are the owner(s) of the property located at:

Street Address: \_\_\_\_\_

City / State / Zip: \_\_\_\_\_

The property has been damaged and the owners seek to repair the damage. The owners agree to apply the released funds promptly to repair or reconstruct the residence on the property described above.

This affidavit is made for the purpose of inducing Flat Branch Mortgage Inc to release the proceeds of a loss claim in the amount of \$\_\_\_\_\_ to repair or reconstruct the residence. The owner(s) acknowledge that Flat Branch Mortgage Inc may release the proceeds in installments, and may condition any payment upon inspection of the completed repairs satisfactory to Flat Branch Mortgage Inc.

Please initial if the completion of repairs will take longer than 90 days. \_\_\_\_\_ (Initial)

Home Phone: \_\_\_\_\_

Business Phone: \_\_\_\_\_

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

\_\_\_\_\_



## PAYMENT DISBURSEMENT OPTIONS (Monitored Claims Only)

*Please select the payee option below that best suits your circumstances.*

If you and the contractor have agreed upon a payment schedule that differs from ours, please submit that agreement to us for review. Please be sure the agreement includes signatures from all relevant parties. Additionally, the request must include an itemized breakdown of the funds. Once received, we will review the documentation to determine whether we accept the proposed schedule.

### \_\_\_\_\_ Payee Option 1 – Borrower and Contractor (recommended)

W-9 is **REQUIRED** for contractor(s) that will be receiving checks from Flat Branch.

Disbursement check(s) will be made payable to both you and the contractor and must be endorsed by both parties. Flat Branch will mail the check(s) to you. **You will be responsible for endorsing the check and providing it to the contractor.**

### \_\_\_\_\_ Payee Option 2 – Borrower Only (available for current loans)

W-9 is **NOT** required for checks to borrower only.

Disbursement check(s) will be made payable only to you. Flat Branch will mail the check(s) to you. **You will be responsible for depositing the check and paying the contractor directly.**

### \_\_\_\_\_ Payee Option 3 – Contractor Only

W-9 is **REQUIRED** for contractor(s) that will be receiving checks from Flat Branch.

Disbursement check(s) will be made payable only to the contractor. **You will be required to provide written authorization to release funds.** Flat Branch will mail the check(s) directly to the contractor.

**I/We understand that the option I/we choose will be the disbursement method used throughout the repair/restoration process. Any funds remaining once all work has been completed and inspected will be refunded directly to me/us, along with any interest that has accrued for the period that my/our insurance claim funds were held by Flat Branch.**

\_\_\_\_\_  
Printed Borrower Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Borrower Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date



Flat Branch  
HOME LOANS

**SUBSTITUTE W-9—FOR CONTRACTOR USE ONLY**

Form **W-9**  
(Rev. January 2002)  
Department of the Treasury  
Internal Revenue Service

**Request for Taxpayer  
Identification Number and Certification**

Give form to the  
requester. Do not  
send to the IRS.

Print or type See Specific Instructions on page 2.	Name	
	Business name, if different from above	
	Check appropriate box: <input type="checkbox"/> Individual/ Sole proprietor <input type="checkbox"/> Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Other ▶ ..... <input type="checkbox"/> Exempt from backup withholding	
	Address (number, street, and apt. or suite no.)	Requester's name and address (optional)
	City, state, and ZIP code	
List account number(s) here (optional)		

**Part I Taxpayer Identification Number (TIN)**

Enter your TIN in the appropriate box. For individuals, this is your social security number (SSN).  
**However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 2.** For other entities, it is your employer identification number (EIN). If you do not have a number, see **How to get a TIN** on page 2.

**Note:** If the account is in more than one name, see the chart on page 2 for guidelines on whose number to enter.

Social security number								
			+			+		
or								
Employer identification number								
			+					

**Part II Certification**

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), **and**
2. I am not subject to backup withholding because: **(a)** I am exempt from backup withholding, or **(b)** I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or **(c)** the IRS has notified me that I am no longer subject to backup withholding, **and**
3. I am a U.S. person (including a U.S. resident alien).

**Certification instructions.** You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the Certification, but you must provide your correct TIN. (See the instructions on page 2.)

Sign Here	Signature of U.S. person ▶	Date ▶
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## CONDITIONAL WAIVER OF LIEN

*(Completed by Contractors)*

State of: \_\_\_\_\_

County of: \_\_\_\_\_

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

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For and in consideration of the sum of \$\_\_\_\_\_, upon receipt thereof, the undersigned hereby waives and releases any and all present and future liens that the undersigned may have or may be able to obtain, under any applicable law pertaining to mechanic's and/or material liens, upon the following described premises:

Street Address: \_\_\_\_\_

City / State / Zip: \_\_\_\_\_

Relating to the work completed by the undersigned with the above referenced insurance payment, which work consists of the following repairs/replacements: (Please list)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

If there are to be scheduled releases to the undersigned of the above-mentioned sum, then such waiver and release of liens shall occur simultaneously with each release and to the extent of such release.

Dated this \_\_\_\_\_ day of \_\_\_\_\_.

By: \_\_\_\_\_  
Contractor's Signature License Number (if applicable)

Contractor's SSN/TIN: \_\_\_\_\_

Company name: \_\_\_\_\_

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

City/State/Zip: \_\_\_\_\_

Phone Number: \_\_\_\_\_ E-mail: \_\_\_\_\_



### THIRD PARTY AUTHORIZATION FORM

***(Optional – Only Needed if 3<sup>rd</sup> Party Needs to Communicate with Flat Branch)***

- This form gives authority for us to discuss details about your insurance claim with a third party. This only needs to be completed if you wish for a third party to be able to obtain information about the handling of your insurance claim.
- If applicable, please complete this form in its entirety, and mail it back with the other claim documents.
- This form must be signed and dated for the authorization to be considered valid. No information will be released until we have received a properly completed and signed document.
- This authorization will be automatically revoked upon completion of the insurance loss claim process, or sooner if requested.

I/We \_\_\_\_\_ hereby authorize Flat Branch Home  
Borrower name(s)

Home Loans (my/our lender/servicer) to disclose any information related to our insurance loss claim for

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

To the following third party:

Third Party Name: \_\_\_\_\_

Third Party Company (if applicable): \_\_\_\_\_

Third Party Phone Number: \_\_\_\_\_ Third Party E-mail: \_\_\_\_\_

Relationship to borrower(s):  
\_\_\_\_\_

**I/We do hereby indemnify and forever hold harmless Flat Branch Mortgage, Inc. from all suits, actions, claims or other issues that result from Flat Branch Mortgage disclosing information pertaining to the claim listed above.**

\_\_\_\_\_  
Printed Borrower Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Borrower Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

## Loss Claim Disbursement Guidelines

For loans that do not qualify for Quick Endorse, Flat Branch Home Loans is 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; and
2. Your total claim amount.

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.

If Your Loan Is Current	
Your Total Claim Amount is More than \$40,000.00.	<ol style="list-style-type: none"> <li>1. A contractor must be used for all repairs.</li> <li>2. <b>Once you submit all the documents required in the Loss Claim Document Checklist</b>— We will hold back 10% of the total claim amount and disburse approximately 1/3 of the remaining insurance proceeds received (up to \$40,000) or 1/3 of the insurance proceeds received, whichever is greater.</li> <li>3. <b>Once we receive inspection results showing that the repairs are 50% or more complete</b>—We will disburse the insurance proceeds up to the percentage of completion.</li> <li>4. <b>Once we receive inspection results showing that the repairs are 95-100% complete</b>—We will disburse the remaining insurance proceeds received, including the 10% holdback.</li> </ol>
If Your Loan Is Delinquent	
Your Total Claim Amount is More than \$2,500.	<ol style="list-style-type: none"> <li>1. A contractor must be used for all repairs.</li> <li>2. <b>Once you submit all the documents required in the Loss Claim Document Checklist</b>—We will disburse 25% of the insurance proceeds received (up to \$10,000) payable to you and/or your contractor.</li> <li>3. <b>Once we receive the inspection results showing that the repairs are 50% or more complete</b>—We will disburse the next 25% of the insurance proceeds received payable to you and/or your contractor.</li> <li>4. <b>Once we receive the inspection results showing that the repairs are 75% or more complete</b>—We will disburse the next 25% of the insurance proceeds received payable to you and/or your contractor.</li> <li>5. <b>Once we receive the inspection results showing that the repairs are 100% complete</b>—We will disburse the final 25% of the insurance proceeds received payable to you and/or your contractor.</li> </ol>

***\*\*Please note for all total loss claims, the total insurance loss proceeds must be at least 100% of the total estimated cost to rebuild the property\*\****

## Frequently Asked Questions

- **Why is Flat Branch included on my check?** Flat Branch is listed on the check because we are a loss payee on the insurance policy. We are required to be a loss payee by the investor of your loan, which has a security interest in the property. Our responsibility is to ensure the property is repaired in the event of damage and restored to its original value or better.
- **How do I get my documents notarized?** Banks and credit unions usually have a notary public who will notarize documents at little or no cost. Notaries can also be found at the local post office or mailing center, school, or city hall. A directory of public notaries in your area can be found at [www.asnnotary.org](http://www.asnnotary.org).
- **Do I have to rely exclusively on my insurance company's adjuster?** No. However, if you choose a public adjuster, the fee for their services will NOT be paid with the insurance claim proceeds and you will be required to pay their fee out of pocket.
- **Am I required to use a licensed contractor?** Yes. If you do not qualify for Quick Endorse, you will not be allowed to obtain the funds from the insurance claim without having the repairs made to your home.
- **How will Flat Branch contact me during the loss claim process?** We will make attempts to contact you via telephone and mail. The Insurance Claim team will use your billing address, email or telephone number as the best ways to reach you. If you have a temporary address or phone number that you are using during the repairs, please notify us to update your contact information.
- **I qualify for Quick Endorse. Do these guidelines apply to me?** No. If you qualify for Quick Endorse, we can endorse and return your check to you quickly once we receive the information required in the Loss Claim Document Checklist.
- **Why does Flat Branch release my insurance proceeds in increments?** If you do not qualify for Quick Endorse, we will be required to hold and release your insurance proceeds in increments under the guidelines required by the investor of your loan.
- **What happens if I don't sign the insurance claim check?** If you do not qualify for Quick Endorse, you must mail us your insurance check endorsed by all listed payees. If we receive your check without endorsements by all listed payees, we will return it to you to be signed. Be sure to write your mortgage loan number on the check. We will not be able to begin processing your loss claim until we receive the endorsed check, and all information required in the Loss Claim Document Checklist.
- **What should I do if my contractor needs more than the initial disbursement to begin the repairs?**



You can submit to us a written request from the contractor that is signed by you and the contractor. The request must include an itemized breakdown of funds. We will review the request and determine whether additional funds may be released. The contractor may not request more than 50% of the total insurance proceeds received to begin the repairs.

- **What is considered a total loss to my property and is it handled differently?** A property is considered to have a total loss when the amount of the claim exceeds 80% of the insurance coverage amount. The contractor is required to provide a copy of the permits and/or building plans in the event of a total loss, along with all other required forms.
- **Why does my total claim amount need to be at least 110% of the total estimated cost to rebuild the property after a total loss?** It is very common for unexpected problems to arise during major construction projects. This allows a 10% contingency reserve to protect you from unforeseen expenses. The 10% contingency reserve is based on investor guidelines for construction and renovation loans.
- **Why does Flat Branch have to inspect the property for the funds to be released?** The property is inspected to ensure all required repairs have been complete before a disbursement can be made.
- **What if I don't use all the insurance claim funds for the repairs?** When repairs are 100% complete, all inspections have occurred, and all contractors have been paid in full, any remaining money is refunded to you, the borrower\*. All mortgage payments must be current for you to receive the remaining claim funds.
- **May I use the claim funds to pay off my mortgage?** Yes, but only if the funds are used to pay the mortgage in full. If the amount of the claim exceeds the amount required to pay the mortgage in full, you should send the endorsed claim check with a letter authorizing Flat Branch Mortgage Inc to use the funds to pay off the mortgage. If the amount of the check is less than the amount owed, you must send certified funds for the difference along with the endorsed claim check and a letter authorizing Flat Branch to pay off the mortgage. To obtain the payoff amount, contact us at (877) 350-0325.
- **Can I bring my check into your office to be endorsed?** You are welcome to make an appointment at either one of our locations. Buttonwood office at 3400 Buttonwood Dr. Ste A, Columbia, MO 65201 or our Servicing Office at 14755 N Outer 40 Rd #110, Chesterfield, MO 63017 by contacting us at (877) 350-0350. However, we will need required documents sent prior to your appointment. Appointments are a first come first serve basis. Appointment times are limited to 9amCST-11amCST. Appointments are subject to change due to availability of signers in our office. Please be sure to have a point of contact updated so we may reach you for any change in appointments that are scheduled.

\*For loans backed by the USDA Rural Development program, any remaining funds may be used to reduce the principal balance of your loan.

## Explanation of Terms and Documents

- **Claim Check**—When a property is damaged, the insured will contact the insurance company which will document the damages and issue a check to the insured for repairs. Generally, the borrower(s) and mortgage servicer will be named on the check.
- **Conditional Waiver of Lien**—This is a form completed by the contractor who made repairs on the property. This document states that the contractor will release any liens on the property and the job (or designated portion of the work) is considered paid in full.
- **Contractor's Liability Insurance**—The contractor should have liability insurance to cover any injuries or damages that the contractor may be responsible for during the completion of the repairs or reconstruction.
- **Loss or Damage Report; Adjuster's Worksheet**—When the insured files a claim with the insurance company, an adjuster should be sent to inspect the home and provide a report with details about the damages. If you do not have this document, please contact your insurance company to obtain one.
- **Signed Agreement with the Contractor**—This refers to the contract between the borrower(s) and the contractor who will be completing the repairs. This agreement should be signed by both the contractor and the borrower(s).
- **Substitute W-9**—This is a form that will be completed by your contractor to provide their Tax ID Number if we are required to issue an IRS Form 1099-MISC.
- **Total Claim Amount**—The total claim amount is your insured loss amount minus depreciation and your insurance deductible. You can find the total claim amount on the Loss or Damage Report or Adjuster's Worksheet that you receive from your insurance adjuster.