



## Insurance Change Process

1. Call your previous insurance provider to give them a notice of what date the new insurance policy coverage will start.
2. Any refund checks received from your previous insurance will need to be signed by all names listed on the check and sent to:
  - o Gateway Mortgage Group LLC
  - o ATTN: Escrow
  - o 244 South Gateway Place
  - o Jenks, OK 74037-3448
3. Advise the new insurance provider that your mortgage company will be sending the payments for your homeowner's insurance premium. Make sure they list Gateway Mortgage Group on the mortgagee clause as follows:
  - o Gateway Mortgage Group, LLC.
  - o ISAOA/ATIMA
  - o 244 South Gateway Place
  - o Jenks, OK 74037-3448
4. Request that a copy of your declaration page/invoice for your new insurance policy be sent to Gateway Mortgage Group via email or fax at:
  - o Email - [insurance@gatewayloan.com](mailto:insurance@gatewayloan.com) or Fax - (918) 858-6801
5. If you would like to follow up on the status of your insurance change, please allow 5 business days after submitting your new declaration page before calling our office.
6. If you have any questions, please call our office at 1-877-764-9319, option 3 for insurance, Monday – Friday 7:30a – 5:30p CST.

Gateway Mortgage Group, LLC. | 244 South Gateway Place, Jenks, OK 74037-3448  
[customercare@gatewayloan.com](mailto:customercare@gatewayloan.com) | P: 877-764-9319 | F: 918-236-2066  
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