



Property Loss Claim Packet

Non-Monitored Claim: A non-monitored claim is one where Gateway will endorse the insurance check and send back to customer when all requested documents are received.

- ✓ Please note: a final inspection will need to be completed for non-monitored claims over \$20,000.
- ✓ Please email insuranceclaim@gatewayloan.com to schedule when repairs are completed.

Monitored Claim: A monitored claim is one where **Gateway will release insurance funds in periodic installments based on the progress of the work and ongoing inspections**. Claims are typically monitored:

- When the net claim amount is greater than \$40,000
- When a loan is more than 31 days delinquent at the time of loss

To initiate our claim process for all claim types, please provide following documents:

- Insurance claim check (fully endorsed for monitored claims)
- Complete copy of the insurance estimate report
- Declaration of intent (page 4 of packet)

To release initial disbursement for monitored claims, please provide copies of the following documents:

- Contractor's invoice/ contract
- Contractor's W-9
- Contractor's liability insurance
- Contractor's license, if applicable
- Building permit, if applicable

To release final disbursement for monitored claims, please provide copies of the following documents:

- Statement of completion from the homeowner
- Notarized Mechanic Lien release from the contractor

Thank you,

Gateway Mortgage Group
Attn: Insurance Claims
244 South Gateway Place
Jenks, OK 74037
Office: 877-764-9319

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





Please take a moment to review these procedures. It will explain the claim process and assist you in completing the necessary steps. As the mortgage servicer, we are named on the insurance proceeds check. The interest we hold in the real property entitles us to oversee the repairs and disburse the insurance funds accordingly.

EXPLANATION OF CLAIM DOCUMENTS

The following information is a description of the documents we may collect from you during the processing of your insurance claim. The list below provides the document title, a description of the document, and where you would obtain the information.

Your insurance carrier will provide this to you:

Estimate of Damages: (An itemized list of the damages and the estimated cost to repair. Your insurance company may also refer to this as an adjuster's report or adjuster's worksheet.)

Your licensed contractor who is repairing your home will provide this to you:

- **Contract:** Signed agreement between you and the contractor including an itemization of the expected materials and total cost of repairs, including labor. This must be signed and dated by both you and the contractor as well as list your property address.
- **Contractor license:** A certification indicating a contractor's qualification to complete work in your state. This is typically issued by your local Contractor's State License Board.
 - In the event that your state or jurisdiction does not require licensing of contractors, this may be satisfied by ensuring the contractor is bonded & insured for an amount equal to or greater than the insurance loss proceeds.
- **Liability insurance:** Insurance the contractor has secured for their business to protect against losses arising from injury or damage to another person or property.
- **W-9:** This is an IRS form completed by your contractor which provides the contractor's Tax Identification Number.
- **Building permit:** An authorization required by local governmental bodies for new buildings and major alterations or expansion of existing structures. Building plans, estimated costs, etc. and a fee, are usually required before a building permit is issued. Such permit is normally required to be displayed on the construction site.

Gateway will provide you these documents: *(all are provided in this packet)*

- **Declaration of Intention to Complete Repairs:** A statement signed by you affirming your intent to repair the real property to a minimum of its original condition.
- **Statement of Completion and Satisfaction:** A statement signed by you stating that the repairs have been completed on the real property to your satisfaction.
- **Contractor's Statement:** A form completed by you and your contractor which provides the contractor's information, total contract amount, deposit amount requested and if a permit is required or not. The contractor is asked to provide a copy of the contract, their liability insurance, and license/registration.
- **Mechanic Lien Release:** A form to be completed by all contractors completing repairs on the real property. The mechanic lien release lists the total contract amount and the balance due on the contract. ****Original copy must be notarized and mailed back to Gateway.**

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IMPORTANT NOTES:

- All fully endorsed checks will be sent via Fed-ex. All Gateway issued draws are mailed via USPS.
- All structural repairs are to be completed by a licensed contractor.
 - In the event that your state or jurisdiction does not require licensing of contractors, this may be satisfied by ensuring the contractor is bonded & insured for an amount equal to or greater than the insurance loss proceeds.
- If you are completing cosmetic repairs without a contractor, paid receipts must be marked as such by the supplier.
- In the event you have retained a public adjuster, you are responsible for fees due to the public adjuster. These fees are not paid from the insurance claim proceeds unless your insurance carrier allotted funds for their fee.
- Repairs are to be completed within 90 days. **If you expect your repairs to require more than 90 days to be completed, please notify us of the date the repairs are expected to begin as well as the expected completion date.**
- If your real property has sustained a total loss, a copy of the blue prints for the proposed home are required. The proposed home must be comparable to the previous home in size and design, be located in the same location of your property as the destroyed home, etc. The blue prints should include the room count, square footage, and information concerning the foundation. We will review the proposed information to confirm the proposed real property is comparable. Please note you may be required to complete an appraisal to confirm the security of the mortgage is not affected. Please do not begin rebuilding until you have received confirmation, your information has been accepted.
- **If you would like to apply insurance proceeds to pay your mortgage loan in full; please mail your written request with the endorsed check to the address listed below:**

LOSS DRAFT PROCESSING CENTER CONTACT INFORMATION:

**Gateway Mortgage Group, LLC
Attn: Insurance Claims
244 South Gateway Place
Jenks, OK 74037
877-764-9319
insuranceclaim@gatewayloan.com**

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DECLARATION OF INTENT TO COMPLETE REPAIRS

Gateway Mortgage Group, LLC - Mortgage Loan Number: _____

The undersigned hereby acknowledges that I am the owner of the property located at:

("Real Property") and that the repairs in connection with the damage that occurred on _____

due to _____

will be completed, and the Real Property will be restored to its original condition or better condition than it was at the time of the loss. The undersigned agrees to use the claim proceeds issued for claim number for the restoration of the real property and to indemnify and hold Gateway Mortgage Group, LLC harmless against any and all claims which may arise as a result of funds being paid in advance for the above work or claim.

Print Name

Signature

Date

Print Name

Signature

Date

Mailing Address: _____

Email Address: _____

Phone Number

Other Contact Number

Expected Date to Begin Repairs: _____

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CONTRACTOR'S STATEMENT

Gateway Mortgage Group, LLC Mortgage Loan Number: _____

The undersigned hereby acknowledges that it/he/she has entered into a contract to complete repairs to property located at:

("Real Property") Owned By _____
("The Owner") and that all work will be completed within industry standards in a satisfactory manner by competent and experienced personnel and will restore the real property to its original or better Condition, prior to the time of loss. The undersigned hereby further acknowledges, represents and warrants that it/he/she will comply with all applicable laws, including but not limited to obtaining all required building permits and in addition, providing an executed and acknowledged lien release to the owner upon completion and payment for the work performed.

The contract amount is \$ _____. **Attach copy of signed contract.**

A deposit in the amount of \$ _____ has been paid.

Permit required for job _____, (Yes)/ _____, (No). **Attach copy of permit.**

Contractor's Signature Date

Contractor's Printed Name Contractor's Phone

Contractor's Address City State Zip

_____ Attach copy of license.

Business or Contractor License Number: _____





STATEMENT OF COMPLETION AND SATISFACTION

Gateway Mortgage Group, LLC Mortgage Loan Number: _____

This is to certify that the repairs to the property located at: _____

_____ ("Real Property") which was damaged by _____.

on the date of _____, have been completed and the real property has been restored to its original condition. This is to further certify that the proceeds of loss draft claim number _____, received from _____,

Insurance claim number _____ **name of insurance company** _____ on the date of _____, have been used to pay all outstanding bills for labor and/or materials that could create a lien against the real property. To the extent that any contractor, subcontractor, supplier, or materialman has not been paid in full and files a lien against the subject real property, the undersigned agrees to indemnify and hold Gateway Mortgage Group, LLC harmless from any and all losses associated with such lien, including attorney's fees and costs incurred in resolving any such lien rights and agrees to defend Gateway Mortgage Group, LLC from the enforcement of any such lien rights in a court of law.

Borrower Signature

Date

Co-Borrower Signature

Date





MECHANIC LIEN RELEASE

Gateway Mortgage Group, LLC Mortgage Loan Number: _____ Date: _____

The undersigned hereby acknowledges a contract in the amount of \$ _____ with a current balance due of \$ _____ for all labor, skill, and material furnished or to be furnished to the following real property located at:

("Real Property") Owned By: _____

and for value received hereby waives all rights acquired by the undersigned to file or record a mechanic's lien against said real property for labor, skill or material furnished to said real property. The undersigned affirms that all materials furnished by the undersigned have been paid for, and all subcontractors employed by the undersigned have been paid in full.

Authorized Signature

Print Name

Print Company Name

*****Acknowledgement*****

State of _____

County of _____

This instrument was acknowledged before me on _____ by

_____.

(Signature of Notary Public)

My Commission Expires: _____

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