



## Mortgage Insurance Claim Information

Phone: 1-888-622-9220

Email: [MortgageHazardClaims@umpquabank.com](mailto:MortgageHazardClaims@umpquabank.com)

Fax: 1-866-856-2799

13535 SE 72nd Ave, Tigard, Or 97223

**Umpqua Bank Custom Construction** will assist you with repairing your home. If Umpqua Bank Services your loan for an investor such as Fannie Mae or Freddie Mac, we will follow their guidelines which are included in our policies below.

**Please provide the following documents when notifying Umpqua Bank of your Insurance Claim:**

- A copy of the final insurance claim showing line item damages, include adjustor's name and phone number.
- A copy of the signed contract with your builder for repairs to include itemization of repairs to be made as well as total budget.
- Plans and Specs if applicable
- If you do not have a contractor, please provide a letter detailing your experience if you wish to do repairs yourself.
- The claim check signed by all parties listed on check.

**Claims Totaling Over \$10,000 for loans sold to GNMA and over \$40,000 for all other investors:**

If the total claim amount is over \$10,000 for loans held by GNMA or over \$40,000 for any other investor, Umpqua Bank is required to monitor and document the repairs to your home. Insurance checks will be signed by all required parties and deposited into an interest bearing account with in your loan at Umpqua Bank. Funds will be disbursed as repairs are completed. If funds are needed for emergency repairs please contact us.

**Disbursement of Funds:**

Funds can be disbursed directly into an Umpqua Bank account in your name. A Cashier's check can also be Fed-Ex'd directly to you or your contractor with invoice. Please discuss your preferred method with us.

When we receive a request for draw, an inspection will be ordered immediately, if necessary, to verify the status of repairs on the home. The inspection is performed within 1 to 3 business days from the time we receive the request. When the inspector verifies the repairs, the request will be funded. The borrower will be notified via phone call or e-mail as to the amount deposited or check issued. Please note that the funds may not be

available until the next business day.  
**Please wait for verification of receipt of funds prior to issuing checks.**

**Initial Draw:**

An initial draw can be requested for emergency services or site preparation expenses as itemized on the Insurance Claim. We will also disburse funds for upfront expenses such as permits upon verification. We will not make another disbursement until a progress inspection is obtained.

**Deductible:**

Your deductible amount will be used first to pay expenses associated with your claim. For example, if you have a deductible of \$500 and the first invoice submitted is for \$2000. \$500 will be paid out of pocket by the borrower and the balance of \$1500 will be paid by claim proceeds.

**Disbursements:**

Borrowers can contact Custom Construction by one of the following:

- Fax your request to 1-866-856-2799
- Call Toll Free at 1-888-622-9220
- Email your request to:  
[MortgageHazardClaims@UmpquaBank.com](mailto:MortgageHazardClaims@UmpquaBank.com)

An inspection will be ordered and payment will be made based upon repairs completed. If a contractor is requesting payment, please forward a copy of the invoice.

\*\*\*PLEASE NOTE: disbursements are made based upon the amount your insurance company has allowed. If the actual cost of a line item is more than insurance allows, the difference will be a borrower out of pocket expense. If the amount of the actual cost is less than insurance allows, the full amount will be released\*\*\*

If cost overruns occur, it is the borrower's responsibility to contact their Insurance Adjuster for additional payment, if allowed.

**Inspections:**

Leeway Inspections has been contracted on behalf of Umpqua Bank to perform

inspections of the repairs which includes taking photos of the progress. The cost of the inspections is paid by Umpqua Bank.

**Deposits:**

Vendors for cabinets, appliances or any other specialty improvement that require custom craftsmanship sometimes require deposits. Umpqua Bank will release up to 50% of the total amount budgeted in the specific line item for the following deposits:

- Cabinets
- Special order appliances
- Flooring

**Pre-Paid Items:**

The borrower can be reimbursed for out of pocket expenses as long as they are included in the insurance claim and can be verified as complete with an inspection.

**Upgrades and Add On's:**

Any upgrades or add on's beyond the scope of your insurance claim will be your responsibility. If the upgrades or add on's are included in your contractors scope of work provided to the bank, the difference will be paid first by borrower's out of pocket funds.

**Final Draw Request:**

Final disbursement will be made when the repairs are complete. The borrower can request the remaining Insurance Claim funds, provided that the Final Conditions are satisfied:

- Final Progress Inspection
- County Building Inspection card with final signature and Recorded
- Notice of Completion (if applicable)
- Lien waiver signed by your contractor
- Contractor final invoice signed by borrower authorizing payment.

When all required repairs per the insurance claim are complete, any unused funds will be refunded directly to the borrower.