

## **Insurance Claim and Fund Disbursement Process**

We understand this can be a stressful situation, so be assured that Guild is committed to making this Insurance Claim and Fund Disbursement process as smooth and efficient for you as possible. Below is information and guidance on this process so that you can help us manage your hazard insurance claim:

### **Initiate a Claim with Your Insurance Carrier:**

If you have not done so already, you must begin the claim process by directly contacting your insurance carrier to notify them of any damage to your property. The insurance carrier may send an adjuster to your property to assess the damage and prepare a report.

Please note that Guild is not responsible for the information or conclusions contained in this report. If you disagree with the adjuster's report or the damage/property valuations contained therein, you should immediately contact the insurance carrier for more information about how to dispute the adjuster's findings.

### **Send Documents to Guild:**

If you have successfully initiated your claim, the insurance company will send you one or more checks based on the adjuster's report. All checks will be made jointly payable to you (and your co-borrower, if applicable) and Guild Mortgage Company. Please see the table below to determine whether you must endorse the check(s) prior to sending to Guild. **You (and the co-borrower, if applicable) must sign the back of any check.**

You must then mail the following documents to Guild Mortgage Company.

Attn: Loss Draft Department, 5898 Copley Drive, San Diego, CA 92111:

1. Original check with your signature(s) on the back (if required)
2. Copy of Insurance Company Adjuster's Report
3. Copy of all contractor proposals, bids, or estimates to repair the property damage

Please be advised that, **Guild must have all of the documents identified above, prior to processing your request.** Guild will notify you of any missing or inaccurate information, but it is your responsibility to provide the necessary documents.

### **Disbursement of Funds:**

After we have received, reviewed, and approved your documents, Guild will disburse your funds based on the amount of the checks and payment status of your loan, in accordance with the following schedule:

Total Amount of Check(s)	Status of Your Loan: Current	Status of Your Loan: Not Current
\$20,000 or Less	Guild will sign the back of the check and return it to you via overnight mail, for your deposit.	Guild will deposit the check in a separate "Loss Draft Account" associated with your property.
More than \$20,000*	<p>Guild will deposit the check in a separate "Loss Draft Account" associated with your property.</p> <p>One-third (<math>\frac{1}{3}</math>) of the funds will be immediately disbursed to you <b>and</b> your designated licensed contractor in the form of a check from Guild. Another one-third (<math>\frac{1}{3}</math>) of the funds will be disbursed to you after you notify Guild that 50% of the repairs have been completed (subject to a property inspection by Guild). The final one-third (<math>\frac{1}{3}</math>) of the funds will be disbursed to you after you notify Guild that 100% of the repairs have been completed (subject to a property inspection by Guild).</p> <p>NOTE: If the funds are for roof repairs, half (<math>\frac{1}{2}</math>) of the funds will be disbursed immediately and the remaining half (<math>\frac{1}{2}</math>) of the funds will be disbursed upon 100% completion of the repairs.</p>	<p>One-third (<math>\frac{1}{3}</math>) of the funds will be immediately disbursed to you <b>and</b> your designated licensed contractor in the form of a check from Guild. Another one-third (<math>\frac{1}{3}</math>) of the funds will be disbursed to you after you notify Guild that 50% of the repairs have been completed (subject to a property inspection by Guild). The final one-third (<math>\frac{1}{3}</math>) of the funds will be disbursed to you after you notify Guild that 100% of the repairs have been completed (subject to a property inspection by Guild).</p> <p>NOTE: If the funds are for roof repairs, half (<math>\frac{1}{2}</math>) of the funds will be disbursed immediately and the remaining half (<math>\frac{1}{2}</math>) of the funds will be disbursed upon 100% completion of the repairs.</p>

Please note that if you are using a licensed contractor to complete any property repairs totaling more than \$20,000, Guild will only disburse funds in the form of a check made jointly payable to you and your contractor. Furthermore, if your property repairs are subject to inspection(s) based on the above schedule, you must notify Guild when you are ready for the inspection(s) to be ordered to prevent delays in the disbursement of your funds.

**\*The disbursement schedule above is provided for informational purposes only and may be subject to change by Guild for any reason, at any time, without prior notice to you.**

We encourage you to provide periodic updates on the status of your property repairs by contacting our Customer Service Department at our toll-free number (800) 365-4441, Monday through Friday, from 6:00 a.m. to 5:00 p.m. Pacific Time.