



We understand this may be a difficult time for you, but we will work with you to ensure your property is repaired to its original condition, as quickly as possible. As your mortgage servicer, we have specific responsibilities to perform throughout the process. You, as the borrower, will need to initiate the claim and supply the requested information, outlined below.

#### Initiate a claim with your insurance company

- Insurance company may assign an adjuster to inspect the damages.
- The adjuster will submit their findings to the insurance company.
- Insurance company will determine the settlement amount and issue a check.

#### Submit check(s) and documents to Guild

**NOTE:** Submit all check(s) issued to you and to Guild. All payees must endorse the check, prior to sending to us. If the check is more than 180 days old and no expiration date is listed, please request a new check before submitting to us. This process also includes all *Settlement funds*.

#### Required Documents

**Monitored claims:** Property will be repaired, but the loan will not be paid in full, or the loan was 31+ days delinquent at the time of loss.

- **Fully endorsed check(s)**
  - Declaration of Intent to Repair
  - Full copy of the Insurance Adjuster's Report
  - All contractor bids, proposals, and/or estimates
- \*If your claim is monitored, you will be assigned a single point of contact who will work with you throughout the claim.*

**Non-monitored claims:** The loan will be paid in full or, the loan is current, and the total proceeds are less than \$40,000, or \$20,000 *for USDA Loans*.

- **Fully endorsed check(s)**
- Declaration of Intent to Repair
- Insurance Payment Letter
- If the loan will be paid in full, then submit a written request for loan payoff.

#### Timeline and general process

Allow 10 business days after *all documents and check(s) are received* before any checks will be disbursed.



**USDA Loans:**

<b>Insurance proceeds</b>	<b>Disbursement and inspection requirements</b>
Less than or equal to \$20,000	<ul style="list-style-type: none"> <li>• All funds disbursed in one payment.</li> </ul>
Greater than \$20,000	<ul style="list-style-type: none"> <li>• The mortgage is current;</li> <li>• The borrower’s payment history does not show delinquencies of two payments or more;</li> <li>• The property is occupied by the borrower;</li> <li>• The released funds may not exceed \$20,000.00;</li> <li>• disburse any remaining funds based on periodic inspections of the progress of the repair work.</li> </ul>

**All other loan types - Loans that are current at the time of loss:**

<b>Insurance proceeds</b>	<b>Disbursement and inspection requirements</b>
Less than or equal to \$40,000	<ul style="list-style-type: none"> <li>• All funds disbursed in one payment.</li> </ul>
Greater than \$40,000	<ul style="list-style-type: none"> <li>• \$40,000;</li> <li>• 33% of the insurance proceeds, or</li> <li>• the amount by which the release funds exceed the sum of the UPB, accrued interest, and advances on the mortgage loan and</li> <li>• disburse any remaining funds based on periodic inspections of the progress of the repair work.</li> </ul>

**All other loan types - Loans 31 days or more delinquent at the time of loss:**

<b>Insurance proceeds</b>	<b>Disbursement and inspection requirements</b>
Less than or equal to \$5,000	<ul style="list-style-type: none"> <li>• All funds disbursed in one payment.</li> <li>• A final inspection is required.</li> </ul>
Greater than \$5,000	<ul style="list-style-type: none"> <li>• Initial disbursement 25% of the insurance proceeds, not to exceed \$10,000; or</li> <li>• the amount by which the release funds exceed the sum of the UPB, accrued interest, and advances on the mortgage loan and</li> <li>• The remaining disbursements, up to 25% of the insurance proceeds, are based on periodic inspections of the repair work. Final Inspection required.</li> </ul>



Inspection Process for Monitored Claims:

You are responsible to notify Guild when you are ready for inspection.

- Our team will place the order for inspection, using your desired point of contact.
- An inspector will reach out to you via call or text to schedule the best day and time for the inspection to occur.
- Once the inspection has been completed you will need to let our team know.

Contact information

**NOTE:** We do not accept in-person drop off for checks or documents.

Checks must be mailed. All documents can be mailed or sent through email.

**Mailing address**

Guild Mortgage  
Attention: Property Damage Team  
5887 Copley Drive  
San Diego, CA 92111

**Email address**

[propertydamagesupport@guildmortgage.net](mailto:propertydamagesupport@guildmortgage.net)



### Acceptance of Fed Ex Delivery Service:

Please note:

- All processed funds will be mailed via USPS regular mail *unless* the option for Fed Ex has been requested.
- The option for Fed Ex does not impact the processing time but will shorten the mailing time.
- You may also provide your own pre-paid mailing label, from the courier of your choice.
- Fed Ex will not deliver to Post Office Boxes.

If you elect to use our Fed Ex service, please select from one of the following options:

Please enclose a check or money order in the amount of **\$31.42**, payable to Guild Mortgage for **one** disbursement for overnight return.

We **do not** accept cash. If you send cash, it will be mailed back to you, included with your disbursement, via regular mail.

If Fed Ex has slower delivery in your area at the time of mailing, you'll need to reach out to Fed Ex for any additional information regarding the delivery of your package.



**DECLARATION OF INTENT TO REPAIR (REQUIRED DOCUMENT)**

Loan number: \_\_\_\_\_

Borrower Name: \_\_\_\_\_

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

Amount of claim check(s): \_\_\_\_\_

Cause of damage/loss: \_\_\_\_\_

I/We hereby certify that the insurance proceeds are to be used to repair/rebuild the property to its prior condition or better.

I/We hereby certify that all repairs will be made in a timely manner.

I/We hereby certify that no material or labor liens will be filed because of labor performed or materials used.

I/We understand that a licensed contractor must be used to repair/rebuild the property.

Signature of borrower: \_\_\_\_\_

Signature of borrower: \_\_\_\_\_

This form can be emailed to our team at [propertydamagesupport@guildmortgage.net](mailto:propertydamagesupport@guildmortgage.net)



**AUTHORIZATION TO MAIL FUNDS TO AN ALTERNATE or TEMPORARY ADDRESS  
and/or RELEASE INFORMATION TO A 3<sup>RD</sup> PARTY**

This form is optional and will not hinder processing of your funds.

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

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

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

Please check appropriate box:

Mail funds to an address different than the one on file.

Make funds *directly payable to and mail to a contractor or 3<sup>rd</sup> party.*  
The borrower's name will not appear on the check(s).  
*We do not disburse funds to Public Adjusters.*

Release information only to a 3<sup>rd</sup> party.

**The desired payee and/or 3<sup>rd</sup> party name and mailing address:**

Name: \_\_\_\_\_

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

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

Signature of Borrower \_\_\_\_\_

Date: \_\_\_\_\_

Signature of Borrower \_\_\_\_\_

Date: \_\_\_\_\_