Claims

04/03/2026 8:59 am EDT

What do I need to do if my home has been damaged?

Here's what you need to do first:

1. Contact your hazard insurance company to file a claim.

2. Call us at 833.253.1133, and we'll let you know what information is required to disburse claims funds you receive from your insurance company to make repairs.

3. Then, you will be able to check the status of your claims disbursement at www.propertyclaimcenter.com. On your first visit, click *Create Account* to register. You will need to enter your loan number and email address to complete registration.

I received a check from my insurance company, but the check is made out to both you and me. What do I do?

Once you have begun our claims process, you have completed the necessary documentation, and you receive a check from your insurance company, please take the following steps:

1. **Each person listed on the check needs to endorse the check with their signature on the back.**

2. **Mail the signed check to us for our endorsement:**
   Attn: Property Loss Department
   PO Box 29985
   Phoenix, AZ 85038-9985
   -OR-
   Overnight
   Attn: Property Loss Department
   827 West Grove Ave.
   Mesa, AZ 85210
   Important: *If you will need claims funds expedited back to you, you must enclose (1) a written request with the check and (2) a prepaid shipping label.*

3. **We will send claims funds to you:**
   Variables including the owner of your loan and your loan status will determine the amount of funds disbursed to you and when.

   - If the owner of your loan does not permit us to release all funds at the same time, we will endorse the check, the initial funds necessary to begin making repairs will be mailed to you, and any remaining funds

will be deposited into your escrow account and held for your future use.
- If permitted by the owner of your loan and you do not have any past-due payments, all claims funds will be mailed to you immediately.

For example, if your loan is owned by Fannie Mae (FNMA) or Freddie Mac (FHLMC) and you are not behind on payments, the first $40,000 will be mailed to you and any remaining funds will be deposited into your escrow account and released as repairs are made. Typically, inspections will be required to verify the completion of repairs before additional funds are released to you.

For information specific to your loan, please contact our Disaster Claims team at 833.253.1133.

I received a check from my insurance provider, am I able to use the funds to pay my loan in full?

You may use insurance proceeds to pay off your loan, but keep in mind, if you choose to do this, you would then own the property “free and clear.” This means you are liable for all activities associated with the property – for example, clearing debris, making repairs, paying taxes, and paying insurance.