



Homeowner's Insurance Claim Handout

WESTconsin Credit Union is required to review your Insurance Loss Claim to follow servicing guidelines set for Fixed Rate Mortgages, Adjustable-Rate Mortgages, and Home Equity Line of Credit loans.

The loan will be individually reviewed to determine the requirements Mortgage Servicing must follow based on the loan parameters and severity of the insurance loss. To help ensure we can process your request as quickly as possible, please provide the following documents to your local WESTconsin Credit Union office:

- Insurance Check - Funds will be deposited to the Membership Savings Account, a hold will be placed on these funds and disbursement will take place after the loan and claim review is complete.
- Insurance Paperwork – Evidence of Insurance Claim, an Explanation of Benefits, and/or the Adjustor's Report.
- Additional Paperwork – Initial invoices or estimates for the work, if available.

Once the above documentation is received, the Mortgage Servicing team will review the claim within one to three business days, and then contact you to discuss next steps.

While processing the claim, we may require:

- Pictures of damage prior to repair.
- Invoices or estimates as work progresses.
- A licensed contractor to perform repairs, depending on severity of damage and your specific loan information.

Once repairs are complete, we may require the following:

- Pictures of completed work.
- Invoice from licensed contractor for work completed.
- Final Inspection of the property, in which WESTconsin Credit Union will advise.

Please submit the documents listed above to your local WESTconsin office or to mortgageservicing@westconsincu.org.

Contact the Mortgage Servicing Team with any questions or concerns at mortgageservicing@westconsincu.org or (800) 924-0022 ext. 7200.