

FAQ

What is An Adjustor's Report?

- Your insurance company's itemized list of damages and the estimated costs to repair.

How does First Federal Credit Union determine if my claim is monitored or non-monitored?

- Based on your loan and amount of loss will determine the type of claim.

What is a restricted escrow account?

- A separate escrow account to hold insurance funds to be disbursed to you and your contractor as work is completed.

If my claim check is larger than my principal balance may I payoff my loan with the funds?

- Yes, so long as the insurance check will fulfill the calculated payoff amount. Any funds exceeding the payoff will be refunded to you.

If you have any questions, please contact our Mortgage Department:

- Phone: 319.743.7806
- Fax: 319.362.1067
- E-Mail: LoanDepartment@firstfedcu.com



INSURANCE LOSS CLAIM

First 
Federal

CREDIT UNION

Please take a moment to review this brochure to better understand the claim process.

First Federal Credit Union, as your mortgage lender, is listed as payee on your insurance claim check. The interest we hold in the real property warrants us to oversee the repairs and disburse the insurance claim funds accordingly.

First Federal Credit Union requires the following documentation:

- Claim check endorsed by all parties prior to sending to First Federal Credit Union for endorsement
- Copy of the Insurance Adjustor's Report
- Restoration Affidavit signed by all borrowers, found in this brochure
- Contractor bid/estimate (if available)

Type of Claims:

First Federal Credit Union will classify your insurance loss based on your loan and amount of loss as **monitored** or **non-monitored**.

Non-Monitored Claim:

- Check is issued to borrowers for full amount to be used for payment of repairs
- Once repairs are completed:
 - Send evidence of restoration (paid receipts & pictures) to LoanDepartment@firstfedcu.com
 - Loan servicing will endorse depreciation check (if applicable)

Monitored Claim:

- Check is deposited into a restricted escrow account to be disbursed in increments upon request.
- Inspection(s) periodically and at completion*
- Contractor(s) completed W-9 form prior to completion.
- Check is made payable to borrowers and contractor for completed repairs

*Inspection time may vary due to volume which could delay disbursement checks

Borrowers Restoration Affidavit

Member Number: _____

I / We , _____
(Print Name of Borrower) (Print Name of Co-Borrower)

The undersigned borrowers (s) hereby state damages have been sustained at our property located at

(Print Street Address) (Print City, State)

By _____, on or about _____
(Cause of Damage) (Date of Damage)

I / We further state that restorations have been or will be made and that all bills for labor or repairs will be or have been fully paid for with the proceeds from the Insurance Claim to ensure that no lien will be attached to the property as a result these repairs.

Non-Monitored Claim Borrowers(s) agree to send evidence of restoration when complete, including pictures and paid receipts for work done.

Monitored Claim Borrower(s) agree to the scheduling of property inspection(s) to confirm restoration has been made to the property by a First Federal Credit Union representative at an agreeable date and time. Any inspection fee(s) will be assessed to the borrower.

By: _____
Borrower's Signature Date

By: _____
Co-Borrower's Signature Date