Property Loss Claim Packet

for NON-MONITORED Insurance Claims

IS YOUR CLAIM AMOUNT $40,000 OR LESS? WE CAN ENDORSE THAT CHECK FOR YOU!

HOW DO I KNOW MY CLAIM AMOUNT?

It should equal the NET CLAIM amount on the Insurance adjuster's report.
We are sorry to hear you have damage to your property. This can be a very stressful time, but we are here to help! Below is what we need to help get you on your way to repairing your home. Please note if your claim amount is more than $40,000, there will be additional steps and paperwork required.

WHAT GATEWAY NEEDS:

1. The claim check (or checks if more than one) – Please make sure all parties have endorsed the check before sending it to Gateway for final endorsement!
2. Insurance adjuster's report/worksheet - This is the Insurance repair estimate including all pages from the Insurance Company. This itemizes your claim by the insurance company.
3. The Declaration of Intent – This is included in the packet and must be filled out in its entirety and signed by all borrowers. It is a statement signed by you affirming your intent to repair the real property to a minimum of its original condition.

WHERE DO I SEND THIS TO?

POSTAL MAIL

You can send the fully endorsed checks and documents directly to our office via regular mail or overnight mail.

Gateway Mortgage
Attn: Insurance Claims
244 South Gateway Place
Jenks, OK 74037

OR EMAIL

Lots of Documents you don't want to print? Email them to us at insuranceclaim@gatewayloan.com instead!

WHAT'S NEXT?

1. Once **all documents are received,** Gateway will verify the claim.
2. Don't forget to include your **loan number and mailing address funds should be sent** to on the Declaration of Intent.
3. Gateway will endorse the check and s**end back to the mailing address indicated** on the Declaration of Intent provided by you.
4. You can use the funds to repair the property!

WHAT IF MY LOAN IS PAST DUE NOW OR AT THE TIME OF THE LOSS?

Call us at 877-764-9319 or email us at insuranceclaim@gatewayloan.com to see how to proceed with your funds. It may need to be a monitored claim, but we can walk you through the process and provide you with instructions on how to proceed.

IMPORTANT INFORMATION

- Your check cannot be processed or retained without all fully executed required documents and a completed packet based on your claim handling. ***Any missing documents may result in checks being returned without endorsement after 3 business days*** via standard mailing, which could delay repairing your home!
- All fully endorsed checks will be sent with tracking information, which will be provided to you by the email address or phone number we have on file once it is sent.

www.GatewayFirst.com

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Gateway MORTGAGE

Loss Draft FAQs

For Mortgage Customers Navigating for NON-MONITORED

A non-monitored insurance claim typically refers to a property damage claim where the total amount is below a specified threshold (commonly under $40,000), the borrower is current on their mortgage payments, and there have been no delinquencies at the time of or since the date of loss.

File a Claim
Contact your homeowner's insurance provider to report the damage and begin the claims process.

Send Documents and Check to Gateway
Once you recieved your insurance claim check, endorse it and send supporting documents to Gateway.

Start Repairs
Endorsed check will be returned to you to start repairs!

WHY IS GATEWAY ON MY INSURANCE CHECK?

Gateway is listed as a payee because your mortgage agreement requires that insurance proceeds be used to restore the property. As your mortgage servicer, Gateway has a security interest in the home, and this ensures the funds are used appropriately to protect your home and the lender's interest.

HOW DO I FIND A CONTRACTOR TO HELP ME REPAIR MY HOME?

- Ask friends, family, or neighbors for referrals.
- Check online reviews and ratings (e.g., BBB, Google, Angi).
- Verify the contractor licensing and insurance.
- Request written estimates and timelines.

Contractor Selection Tips & Fraud Prevention

Tips for Choosing a Contractor

- Get multiple estimates from different contractors.
- Check credentials and references.
- Avoid contractors who demand full payment upfront.
- Ensure contracts are detailed and signed (no ambiguity or incomplete areas). This may include total cost, specific work to be completed, payment schedules, etc.
- Ensure contracts can fit into the draw schedule allowed for your claim and the contractor is familiar with working with mortgage companies (all mortgage companies follow the same guidelines, if they tell you we are stricter, be weary).

Avoiding Contractor Fraud

While most contractors are reputable, contractor fraud and predatory pricing are something to be conscious of. If you feel you are the victim of fraud, please reach out to the proper authorities.

- Be wary of unsolicited offers or door-to-door contractors.
- Verify contractors via local BBB or other reputable source.
- Do not sign incomplete contracts.
- Confirm permits are obtained before work begins.
- NEVER pay in cash and NEVER pay in full upfront.
- Avoid final payments until all agreed upon work is completed

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Declaration Of Intent

To Complete Repairs

Gateway Mortgage Loan Number: _____

The undersigned hereby acknowledges that I am the owner of the property located at address:

_____

("Real Property") and that the repairs in connection with the damage that occurred on (date) _____

due to (disaster type) _____
will be completed, and the Real Property will be restored to its original condition or better condition than it was at the time of the loss. The undersigned agrees to use the claim proceeds issued for claim number for the restoration of the real property and to indemnify and hold Gateway harmless against any and all claims which may arise as a result of funds being paid in advance for the above work or claim.

_____
Print Name

_____ _____
Signature Date

_____
Print Name

_____ _____
Signature Date

Mailing Address (where you the want check mailed to):

_____

Email Address:_____

_____ _____
Phone Number Other Contact Number

Expected Date to Begin Repairs: _____

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Loss Draft FAQs

For Mortgage Customers Navigating MONITORED Insurance Claims

YOU HAVE DAMAGE—WHAT NOW?

Here are some easy steps to get started:

File a Claim
Contact your homeowner's insurance provider to report the damage and begin the claims process.

Send Documents and Check to Gateway
Once you recieved your insurance claim check, endorse it and send supporting documents to Gateway.

Start Repairs
Endorsed check or first draw will be returned to you to start repairs!

WHY IS GATEWAY ON MY INSURANCE CHECK?

Gateway is listed as a payee because your mortgage agreement requires that insurance proceeds be used to restore the property. As your mortgage servicer, Gateway has a security interest in the home, and this ensures the funds are used appropriately to protect your home and the lender's interest.

I HAVE A LARGE CLAIM. CAN I RECEIVE ALL THE MONEY AT ONCE?

For larger claims, funds are released in draws based on repair progress. This protects you and ensures repairs are completed properly.

WHAT IF THE CONTRACTOR NEEDS MORE TO START THE PROJECT THAN WHAT GATEWAY GAVE ME?

Reach out to the insurance provider to see if they can increase your claim. Please also see the Contractor Selection Page for more information when choosing a contractor.

WHAT IF MY PRINCIPAL BALANCE IS LESS THAN THE INSURANCE CLAIM AMOUNT?

You can either pay off your balance or you can repair the home. If you choose to repair the home, even if your mortgage balance is low, insurance proceeds must still be used for repairs. Excess funds may be released after repairs are verified and the mortgage is current.

WHAT IF MY LOAN IS PAST DUE NOW OR AT THE TIME OF THE LOSS?

Call us at 877-764-9319 or email us at insuranceclaim@gatewayloan.com to see how to proceed with your funds. It may be handled a little differently, but we can walk you through the process and provide you with instructions on how to proceed.

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Helpful Links

Scan Me

To Navigate this process, please go to:
https://www.gatewayfirst.com/support/account-help/loss-draft-and-insurance-claims-faq

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