Property Damage & Claims Assistance

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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. Begin the claims process with On Tap: Call 833.253.1133, and we'll let you know what is required for claims funds issued by your insurance company to be disbursed to you.
3. From there, you will be able to check the status of your claims disbursement at . On your first visit, click *Create Account* to register. Please note, 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:**
   On Tap
   Attn: Property Loss Department
   PO Box 29985
   Phoenix, AZ 85038-9985
   -OR-
   Overnight
   On Tap
   Attn: Property Loss Department
   7350 N Dobson Rd, Suite 101 Scottsdale, AZ 85256
   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.

Disaster Assistance

I am having trouble making mortgage payments due to a disaster. What can I do?

If a recent disaster has affected your ability to conduct normal financial business, we understand this may result in late or missed mortgage payments. We are here to help, so please see our Financial Hardship FAQs and reach out to our Homeowner Assistance Team. We will guide you on mortgage assistance options available, how to apply, and what to expect.

Other Resources for Disaster Assistance:

The Federal Emergency Management Agency (FEMA) offers disaster assistance programs and resources. For information, visit:

- disasterassistance.gov
- fema.gov/disasters
- fema.gov/national-flood-insurance-program