

7 Servicing, understands the difficulties you may be facing and is committed to helping you receive your insurance claim funds as quickly as possible. We value you as a customer and share your goal of restoring your home promptly. Please review the form in its entirety and the steps provided to disburse the insurance claim funds.

**STEP 1. Report your claim to your insurance carrier and 7 Servicing:**

- File a claim with your homeowners insurance carrier. An insurance adjuster will assess the damage and determine the settlement amount.
- Report your claim to us using the contact information below as soon as possible.

**STEP 2. Receive your insurance claim check and submit documents to 7 Servicing as follows:**

1. If your mortgage loan is current or less than 31 days delinquent at the time of the loss event and your claim is less than or equal to \$40,000, you have a good payment history, and you're living in the home, then:

**Provide the following documents from your insurance company:**

- **Insurance claim check**—please endorse the check
- **Insurance Adjuster's Worksheet**—this is the breakdown of the funds disbursed by your insurance carrier and details the necessary repairs to your property
  - If the date of loss is not on any of these documents, please hand write it on the check stub.

2. If your mortgage loan is 31 or more days delinquent at the time of the loss event and your claim exceeds \$40,000, your payment history is unsatisfactory, or you're not living in the home, then:

**A) Provide the following documents from your insurance company:**

- **Insurance claim check**—make sure to sign the check before sending it
- **Insurance Adjuster's Worksheet**—this is the breakdown of the funds disbursed by your insurance carrier and details the necessary repairs to your property
  - If the date of loss is not on any of these documents, please hand write it on the check stub.

**B) Complete and return the following document:**

- **Affidavit and Certification of Intent to Repair**—included in this package and to be completed by you

**C) Have your contractor(s) complete or provide the following**—please note that we must receive the following items for each contractor or repairperson used:

- **Contractor's Lien Waiver Affidavit**—included in this package
- **Affidavit of Repair Agreement / Contract**—Included in this package
- **Contractor's Estimate/Invoice**—Provided by your contractor(s)
- **Contractor's W9**—provided by your contractor(s)

**STEP 3. Receive your insurance claim disbursement(s) from 7 Servicing.** Disbursements are dependent on the total insurance claim amount and the status of your loan at the time of the loss event:

- If your mortgage loan is current or less than 31 days delinquent at the time of the loss event, your claim is less than or equal to \$40,000, you have a good payment history, and you're living in the home, then funds may be released in a single disbursement.
- If your mortgage loan is 31 days or more delinquent at the time of the loss event, your claim exceeds \$40,000, your payment history is unsatisfactory, or you're not living in the home, then:
  - Generally, funds are released based on periodic inspections of the property to verify the progress of repair work.
    - If your mortgage loan is current or less than 31 days delinquent at the time of the loss event and your claim amount is greater than \$40,000, your initial disbursement will be the greater of \$40,000, 33% of the insurance claim amount, or the amount that exceeds the sum of the unpaid principal balance, accrued interest, and advances on the mortgage loan.
    - If your mortgage loan is 31 days or more delinquent at the time of the loss event and your claim is less than or equal to \$5,000, then funds may be released in a single disbursement.
    - If your mortgage loan is 31 days or more delinquent at the time of the loss event and your claim is more than \$5,000, your initial disbursement will be an initial disbursement of 25% of the claim amount but no more than \$10,000. Remaining funds will be disbursed in increments not to exceed 25% of the insurance loss proceeds following inspection of the repairs.

**STEP 4. Request an Inspection.**

- When the repairs are completed, or at each scheduled phase of completion, request a free property inspection by contacting us at 877.313.9677 or 7servicing@7.coop.
- **Periodic Inspections**—periodic inspections will be required if either the mortgage loan is 31 days or more delinquent at the time of the loss event or the insurance claim is greater than \$40,000.
- **Final Inspection**—a final inspection will be required if the mortgage loan is 31 days or more delinquent at the time of the loss event.

**Important Notes**

- Disbursement checks are mailed via USPS First Class Mail
- To allow sufficient time to schedule an inspection, please contact our Customer Service Department at least seven (7) days prior to when you would like the inspection performed



The guidelines for insurance claim disbursement may differ based on the Investor of your loan. The process outlined in this package generally applies to most loans and will be followed unless instructed otherwise by the Investor of your loan or under special circumstances.

**Send the required documentation to:**

**Email:** 7servicing@7.coop  
**Fax:** 865.813.0112  
**Mailing Address:** 7 Servicing  
2077 Town Center Blvd, Suite 304  
Knoxville, TN 37922

**Overnight Address:** 7 Servicing  
2077 Town Center Blvd, Suite 304  
Knoxville, TN 37922

Although the majority of contractors are qualified, experienced, and trustworthy, instances of contractor fraud do exist. If you experience and require assistance with contractor fraud, please reach out to your state's consumer helpline or attorney general's office.

**Useful tips to help protect yourself:**

- Use caution when approached by contractors offering unsolicited repair services door-to-door.
- Verify the credentials and references of each contractor.
- Prior to commencing any work, obtain a comprehensive written contract that includes specific details such as the total cost, scope of work, and repair timeframe or schedule.
- Obtain written estimates from at least three licensed and insured contractors.
- Withhold final payment until the contractor has completed their assigned repairs and you have confirmed the completion of a final inspection.
- Do not feel pressured by a contractor or allow them to interpret your homeowners insurance policy. If you have any questions or concerns, contact your insurance company directly for clarification.



# AFFIDAVIT & CERTIFICATION OF INTENT TO REPAIR

**This is a required form.**

By submitting this form, you confirm your intention to restore your home to its original or improved condition or value as expeditiously as possible. Additionally, you acknowledge your commitment to comply with any necessary property inspections, including but not limited to a final inspection.

\_\_\_\_\_  
Names of Mortgagor(s)

\_\_\_\_\_  
Loan Number

\_\_\_\_\_  
Property Address

\_\_\_\_\_  
Street / City / State / zip

\_\_\_\_\_  
Approximate amount of claim

\_\_\_\_\_  
Date of the loss event

\_\_\_\_\_  
Cause of Damage / Loss

I/we, the undersigned mortgagor(s) hereby certify that the damages sustained to our property, will be / have been completed per the insurance adjuster's scope to its original or better condition, and will / does comply with all applicable state and local codes and regulations governing residential repair or reconstruction, including, but not limited to building codes, zoning codes, work permits and inspections.

I/we the undersigned mortgagor(s) hereby certify that all bills for materials and labor will be / have been paid from the insurance loss proceeds. There will be / are no Mechanics Liens or Material providers liens filed as a result of lack of payment for the repair/ reconstruction work.

I/we the undersigned mortgagor(s) acknowledge that upon execution of this Affidavit and Certification of Intent to Repair, insurance claim proceeds will be released per applicable 7 Servicing guidelines, in compliance with the Investor of my loan, and I/we agree to apply released funds promptly to repair or reconstruct the property. At each draw request an insurance loss inspection will be scheduled to confirm percentage of completion and will be released only upon satisfactory results.

I/we the undersigned mortgagor(s) certify and acknowledge that a final inspection is required to confirm repairs to the property have been satisfactorily completed if my insurance claim is greater than \$20,000, or my mortgage account is more than thirty (30) days delinquent at the time of the loss event, and will contact Customer Service Center at 877.313.9677 to request that a final inspection be ordered. The inspection will be ordered at the expense of 7 Servicing.

**Mortgagor(s) to Complete:**

\_\_\_\_\_  
Mortgagor(s) Signature(s)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date





# AFFIDAVIT OF REPAIR AGREEMENT / CONTRACT

**This is a required form.**

**Page 1 of 2**

You and your contractor(s) are to complete this form jointly, which confirms the existence of a repair contract and provides a summary of the terms and conditions of the agreement. (Two Pages)

**Important Note**—if multiple contractors are used, it is required that a separate Affidavit of Repair Agreement / Contract be completed for each contractor.

We, the undersigned mortgagor(s) and contractor, hereby declare the existence of a contract for repairs whereby:  
I, the undersigned contractor, hereby declare that I am duly licensed under applicable laws and regulations, all liens will be waived upon payment as noted, I am qualified to perform the type of work contracted, financially able to complete the repair or reconstruction within scheduled time frames, will comply with applicable codes and regulations governing residential repair/reconstruction (including, but not limited to, building code and zoning, permit and inspection regulations), and I will be repairing damage at the property listed above as reported in the Insurance Adjuster’s Worksheet unless specifically noted.

I, the undersigned contractor, hereby declare that the total Estimated Cost of Repair agreed to is \$\_\_\_\_\_ and the agreed to maximum amount that I may charge is \$\_\_\_\_\_. From the date in which work commences, Contractor estimates repair/reconstruction to be completed within \_\_\_\_\_ (Days/Weeks/Months/etc. Please specify).

I, the undersigned contractor, hereby declare that I am / or am not using the adjustor’s worksheet/scope as an estimate (Please circle the correct response).

Contractor will furnish all labor and materials for performance of the repair/reconstruction in a workman like manner in accordance with the agreed to plans and specifications described below. (Attach Copies of any contracts/plans for reconstruction evidencing the estimated schedule for completion of the repair/reconstruction, including each phase of construction, if applicable).

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I/we, the undersigned mortgagor(s), hereby declare that the above information is accurate and valid.

**(Signatures on Page 2)**



# AFFIDAVIT OF REPAIR AGREEMENT / CONTRACT

**Contractor / Company Officer to complete.**

**Page 2 of 2**

\_\_\_\_\_  
Contractor / Company Officer Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Title

\_\_\_\_\_  
Contractor / Company Name

\_\_\_\_\_  
Contractor / Company Phone Number

The notary section only needs to be filled out for properties in the state of **Texas, Wyoming, and Mississippi**

Sworn to before me and subscribed in my presence on this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_.

State of: \_\_\_\_\_ County / Parish of: \_\_\_\_\_

\_\_\_\_\_  
Notary Signature

Notary Seal

\_\_\_\_\_  
My Commision Expires

**Mortgagor(s) to Complete:**

\_\_\_\_\_  
Mortgagor(s) Signature(s)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date