

Insurance Claim Repair Process

Thank you for contacting Sun West Mortgage in regards to your insurance claim. This may be a difficult time for you, but we are here to assist you. Please review the following steps to move forward with the repair process.

1. Contact your insurance company - As soon as possible after your property suffered damage contact your insurance company and file an insurance claim. Once the claim is settled, your insurance company will provide you with:

- An Estimate of Damages – Referred to as an Adjuster’s Report or Loss of Damage Report.
- An Insurance Claim Check – The check will be issued payable to you and Sun West Mortgage.
- ❖ As the mortgage Servicer, Sun West Mortgage is named on the insurance claim check. The interest we hold on the subject property entitles us to oversee the repair process and disburse the claim funds accordingly. We have a secured interest in the property and are required to ensure it is restored to its original condition or better condition, or value. As such we are required to discuss with you, the borrower, the terms of a viable repair plan. This includes any plans for repairing the property within the amounts available through insurance proceeds and borrower funds. We will review and approve the final plans for repair, including obtaining the necessary documentation to support intent to repair the property.
- ❖ Repairs are required to be completed within 6 months from the initial disbursement. If additional time is needed the repair progress may be assessed toward the end of the repair period to determine if an extension may be granted.

2. Provide documentation to Sun West

- A copy of the insurance claim full Adjuster’s Report or Estimate of Damages Report
- **Endorse** the insurance claim check you received from your insurance company and mail it to Sun West to the address below. Your check will be deposited into a trust account on your behalf and disbursement will be made accordingly.

Attn: Repair Administration Department
Sun West Mortgage Company, Inc.
6131 Orangethorpe Avenue, Suite 500,
Buena Park, CA 90620

3. Determine if you are hiring a Contractor or repairing the home yourself

- If a contractor will be involved in repairing the property, the following items are required by Sun West: (From each contactor Involved)
 1. Contractor’s Bid and/or Contract Agreement listing the items to be repaired and the repair cost, which must be signed by both you and the contractor.
 2. Contractor’s W-9 Form.

3. Completed Lien Waiver and Release form – once the repairs are complete
- If you will be repairing the damage yourself, the following items are required by Sun West:
 1. Estimate or receipts for the cost of materials that will be used to repair the damage.
 2. Signed No Contractor Certification form.

Disbursement of Insurance Claim Funds

1. Initial Disbursement:

- Upon receipt of the required documents Sun West will disburse a portion of the funds to start the repair work.
- If the cost of material listed on the contractor's bid or on the estimate you provide is higher than 40% of the total claim check, then the initial disbursement may be processed as per that higher amount.

2. Partial Disbursements:

- When additional funds are required prior to the completion of all repair work, then a property inspection must be completed to inspect the progress of the repair work. Upon receipt of the inspection report, additional funds may be released.

3. Final Disbursement:

- Upon completion of all repairs a final inspection is completed to verify the damage to the property was satisfactorily repaired. Once the inspection passes a Final Disbursement is processed.
- At the time of the Final Disbursement if either contractor's Lien Waiver and Release form or your No Contractor Certification form is not received, then **10%** of the Insurance Claim check amount will be retained until this form is received.



Repair Administration Department Contact Information

Attn: Repair Administration Department
Sun West Mortgage Company, Inc.
6131 Orangethorpe Avenue, Suite 500,
insuranceclaims@swmc.com
Buena Park, CA 90620

Phone: (800) 453-7884 ext. 7873
Fax: (866) 558-5043
E-mail:

Document Checklist

**Blank forms have been enclosed for your use*

- ✓ Adjuster's Report or Loss of Damage Report
- ✓ Endorsed Insurance Claim Check
- ✓ Contractor's Bid/Estimate
- ✓ *Contractor's W-9 Form
- ✓ *Completed Lien Waiver and Release form
- ✓ Estimate or Receipts for the cost of materials
- ✓ *Signed No Contractor Certification form

Request for Taxpayer Identification Number and Certification

**Give Form to the
 requester. Do not
 send to the IRS.**

| | | |
|---|--|---|
| Print or type See Specific Instructions on page 2. | 1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank. | |
| | 2 Business name/disregarded entity name, if different from above | |
| | 3 Check appropriate box for federal tax classification; check only one of the following seven boxes: <input type="checkbox"/> Individual/sole proprietor or single-member LLC <input type="checkbox"/> C Corporation <input type="checkbox"/> S Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate <input type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) ▶ _____ Note. For a single-member LLC that is disregarded, do not check LLC; check the appropriate box in the line above for the tax classification of the single-member owner. <input type="checkbox"/> Other (see instructions) ▶ _____ | |
| | 4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3): Exempt payee code (if any) _____ Exemption from FATCA reporting code (if any) _____ <i>(Applies to accounts maintained outside the U.S.)</i> | |
| | 5 Address (number, street, and apt. or suite no.) | Requester's name and address (optional) |
| | 6 City, state, and ZIP code | |
| | 7 List account number(s) here (optional) | |

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

| | | | | | | | | | |
|---------------------------------------|--|--|--|---|--|--|--|--|--|
| Social security number | | | | | | | | | |
| | | | | | | | | | |
| - | | | | - | | | | | |
| or | | | | | | | | | |
| Employer identification number | | | | | | | | | |
| | | | | | | | | | |
| - | | | | | | | | | |

Note. If the account is in more than one name, see the instructions for line 1 and the chart on page 4 for guidelines on whose number to enter.

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
3. I am a U.S. citizen or other U.S. person (defined below); and
4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions on page 3.

| | | |
|------------------|----------------------------|--------|
| Sign Here | Signature of U.S. person ▶ | Date ▶ |
|------------------|----------------------------|--------|

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. Information about developments affecting Form W-9 (such as legislation enacted after we release it) is at www.irs.gov/fw9.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following:

- Form 1099-INT (interest earned or paid)
- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)

- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding? on page 2.

By signing the filled-out form, you:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
2. Certify that you are not subject to backup withholding, or
3. Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income, and
4. Certify that FATCA code(s) entered on this form (if any) indicating that you are exempt from the FATCA reporting, is correct. See *What is FATCA reporting?* on page 2 for further information.



LIEN WAIVER AND RELEASE

The undersigned ("Affiant"), being first duly sworn, deposes and says:

Affiant is a contractor, subcontractor, material man or an officer, agent or representative of same, who or which has furnished services, labor or materials ("Contractor") in the construction, repair, and/or replacement (the "Work") of improvements upon real property owned by:

Borrower Name: _____

SWMC Loan Number: _____

Property Address: _____

Contractor/Company Name: _____

Nature of Work: _____

Final Amount Due to Contractor: \$ _____

The total of all charges for, and in connection with, all such services, labor and/or materials performed or furnished by Contractor will be paid in full to Contractor upon receipt of completed lien waiver and any other required documentation. Affiant, as Contractor or as an officer, agent, or representative of Contractor, hereby acknowledges complete satisfaction of and forever waives and releases all claims of every kind against Borrower or the property referred to above or any other property of Borrower, including but not limited to all liens and claims of liens, that Contractor may have as a result of or in connection with performance or furnishing of such services, labor and/or material upon receipt of payment.

Affiant, as Contractor or as an officer, agent, or representative of Contractor, further represent and warrants that (a) Contractor has not assigned and will not assign any claim for payment or any right to perfect a lien against said property, (b) all persons or entities who furnished services, labor or materials to Contractor in connection with the Work have been paid all amounts to which they have or may become entitled therefore, and (c) Contractor's portion of the Work is fully completed in accordance with the final plans and specification therefore.

Affiant, as Contractor or as an officer, agent, or representative of Contractor, hereby agrees unconditionally to indemnify Borrower and hold Borrower harmless from all liability, loss, cost, or expense (including, but not limited to, attorneys' fees) now or hereafter incurred, paid, or suffered by asserted against Borrower or any of Borrower's property because of any claim or action by Contractor with respect to the claims, liens, and rights herein waived and released or arising out of any breach or untruth of any warranty or representation here in made. Affiant represents that Affiant is duly authorized to execute the document on behalf of Contractor. All the provisions of the document shall bind Affiant, Contractor, and their heirs, legal representatives, successors, and assigns, and shall inure to the benefit of Borrower and Borrower's heirs, legal representatives, successors, assigns and sureties.

Contractor Signature: _____

Date: _____

Borrower Signature: _____

Date: _____

Co Borrower Signature: _____

Date: _____

NO CONTRACTOR INVOLVED CLAUSE

Loan Number: _____

Name: _____

Property Address: _____

I, _____, certify that I self-contracted and made all /
Part of the necessary repairs to my property located at, _____
_____.

I take full financial responsibility and certify that all of the repairs have been completed. This is also to
certify that no contractors were involved in any repair work related to the property located at, _____
_____.

I take full responsibility that no mechanic's lien will be placed on the home.

I have read and understand above statement as true:

Borrower's Signature

Date: _____

Co-Borrower's Signature

Date: _____