

We at 7 Servicing understand the difficulties you may be facing and are committed to helping you receive your insurance claim funds as quickly as possible. We value you as a member and share your goal of restoring your home. Please follow the steps below.

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 as soon as possible.

STEP 2. Gather the following information:

- **Insurance Claim Check.** Be sure to sign the back of the check and obtain the endorsement of any financial institution named on 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.
- **Affidavit and Certification of Intent to Repair.** Complete the form located on page 3.

STEP 3. Send the required documentation to:

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

STEP 4. 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.

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 homeowner's 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 damage 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. If applicable, at each draw request an insurance loss inspection will be scheduled to confirm the percentage of completion and funds will be released once the repairs are confirmed.

I/we the undersigned mortgagor(s) certify and acknowledge that a final inspection may be required to confirm repairs to the property have been satisfactorily completed. The inspection will be ordered at the expense of 7 Servicing.

Mortgagor(s) to Complete:

Mortgagor(s) Signature(s)

Date

Date