

MORTGAGEE NOTIFICATION LETTER

Comprehensive Insurance Claim Notice and Payment Processing Request

PRIORITY NOTICE - TIME SENSITIVE

INSURANCE CLAIM REQUIRING IMMEDIATE ATTENTION

- Property damage claim pending
 - Your approval required for repairs
 - Time-sensitive contractor scheduling
 - Additional damage risk without prompt action
-

TRANSMISSION DETAILS

DATE: March 25, 2024

SENT VIA: ☒ CERTIFIED MAIL - Return Receipt #: 7019-2280-0000-9876-5432

☒ OVERNIGHT DELIVERY - FedEx Tracking #: 7789-4561-2307

☒ SECURE EMAIL: claims.processing@quickenloans.com - Read Receipt Requested

TO: MORTGAGE SERVICER

Quicken Loans / Rocket Mortgage

Insurance Loss Draft Department / Property Preservation

1050 Woodward Avenue

Detroit, MI 48226

ATTN: Insurance Loss Draft Department

Priority Phone: (800) 555-6789 ext. 4455

Fax: (313) 555-9876

Email: lossdraft@quickenloans.com

Online Portal: RocketMortgage.com/claims

FROM: BORROWER/PROPERTY OWNER

Michael and Jennifer Patterson

2345 Oakwood Drive

Austin, TX 78745
Phone - Primary: (512) 555-3456
Phone - Secondary: (512) 555-3457
Email: mj.patterson@email.com

LOAN AND PROPERTY IDENTIFICATION

Loan Information

- **Loan Number:** QL-2019-789456123
- **Property Address:** 2345 Oakwood Drive, Austin, TX 78745
- **Borrower Name(s):** Michael Patterson and Jennifer Patterson
- **Loan Type:** ☒ Conventional ☐ FHA ☐ VA ☐ USDA
- **Origination Date:** June 15, 2019
- **Original Loan Amount:** \$385,000
- **Current Principal Balance:** \$342,567 as of March 1, 2024

Property Details

- **Property Type:** ☒ Single Family ☐ Condo ☐ Townhouse ☐ Multi-Family
 - **Year Built:** 2015
 - **Current Occupancy:** ☒ Owner-Occupied ☐ Tenant ☐ Vacant
 - **Property Value (Pre-Loss):** \$485,000
-

SECTION 1: INSURANCE CLAIM NOTIFICATION

Loss Event Details

DATE OF LOSS: March 10, 2024 at approximately 3:45 PM
CAUSE OF LOSS: ☐ Fire ☐ Water ☒ Wind/Hail ☐ Lightning ☐ Other
CLAIM REPORTED: March 10, 2024

INSURANCE INFORMATION:

- Carrier: Allstate Insurance
- Policy Number: HO-TX-456789123
- Claim Number: 2024-WH-789456

- Adjuster Name: Susan Rodriguez
- Adjuster Phone: (512) 555-8901
- Adjuster Email: srodriguez@allstate.com

Damage Summary

SEVERITY ASSESSMENT: ☐ Minor ☒ Moderate ☐ Major ☐ Severe ☐ Total Loss

AFFECTED AREAS:

Area	Damage Description	Estimated Cost
Roof	Hail damage, multiple impact points, needs full replacement	\$18,500
Gutters	Dented beyond repair, full replacement needed	\$3,200
Windows	3 windows cracked from hail impact	\$2,800
Siding	North and west sides, extensive hail damage	\$8,500
Fence	40 feet of fence damaged by wind	\$2,400
Total Estimate		\$35,400

HABITABILITY STATUS:

- Currently Habitable: ☒ Yes ☐ No
- Security Measures: Temporary repairs completed to prevent water intrusion

SECTION 2: MORTGAGE ACCOUNT STATUS

Payment History

CURRENT STATUS: ☒ Current ☐ Past Due

Last Payment: Date: March 1, 2024 Amount: \$2,485

Next Payment Due: April 1, 2024

Monthly Payment: \$1,875 (P&I) + \$610 (Escrow) = \$2,485

Account Performance

- Payment History (12 months): 12 of 12 payments on time
- Previous Claims: None
- Loan Modifications: None
- Forbearance: No

Escrow Account

- Annual Insurance Premium: \$2,850
- Annual Property Tax: \$4,470
- Monthly Escrow: \$610
- Escrow Balance: \$1,835 as of March 1, 2024
- Analysis Date: January 15, 2024

MY COMMITMENT: I will continue making mortgage payments throughout the repair process and maintain all insurance requirements.

SECTION 3: INSURANCE PROCEEDS INFORMATION

Settlement Details

INSURANCE SETTLEMENT BREAKDOWN:

Coverage Type	Amount	Status	Expected Date
Dwelling/Structure	\$32,600	<input checked="" type="checkbox"/> Approved	March 28, 2024
Other Structures	\$2,400	<input checked="" type="checkbox"/> Approved	March 28, 2024
Code Upgrades	\$2,500	<input type="checkbox"/> Pending	April 5, 2024
Gross Settlement	\$37,500		
Less Deductible	-\$2,500		To be paid by owner
Net Proceeds	\$35,000		

Check Information

EXPECTED PAYMENTS:

- Initial Payment (ACV):**
 - Amount: \$28,000
 - Expected Date: March 28, 2024
 - Payable to: Michael & Jennifer Patterson AND Quicken Loans
- Recoverable Depreciation:**
 - Amount: \$7,000
 - Release Condition: Upon completion
 - Timeline: May 15, 2024

SECTION 4: REPAIR PROCESS AND CONTRACTOR

Selected Contractor

CONTRACTOR INFORMATION:

- Company Name: Premier Roofing & Restoration
- License Number: TX-RCL-45678
- Insurance: Verified GL Insurance \$2M
- Bond: Yes - \$50,000
- Contact Person: James Wilson
- Phone: (512) 555-7654
- Email: jwilson@premierroofing.com
- Address: 4567 Builder's Way, Austin, TX 78750

CONTRACTOR VERIFICATION: ☒ License verified with state board

☒ Insurance certificate on file

☒ References checked

☒ BBB rating reviewed: A+

☒ No outstanding complaints found

☒ Contract signed (copy attached)

Repair Timeline

Phase	Description	Start Date	End Date	Cost
1	Permits/Planning	March 28	April 2	\$500
2	Roof Replacement	April 3	April 8	\$18,500
3	Gutter Installation	April 9	April 10	\$3,200
4	Siding Repair	April 11	April 15	\$8,500
5	Window Replacement	April 16	April 17	\$2,800
6	Fence Repair	April 18	April 19	\$2,400
7	Final Inspections	April 22	April 23	\$100
Total Duration	4 weeks			\$36,000

SECTION 5: REQUESTED ACTIONS

Immediate Needs

1. EXPEDITED ENDORSEMENT

We urgently need endorsement of insurance check(s) to:

- ☒ Pay contractor deposit (secure scheduling)
- ☒ Purchase materials (lock in pricing)
- ☒ Start work (minimize weather exposure)

Requested Timeline: Within 5 business days

2. DISBURSEMENT PROCEDURE

Please establish a disbursement procedure that:

- Minimizes delays in payment to contractors
- Provides clear requirements upfront
- Allows reasonable draw amounts
- Offers online or electronic processing

3. INSPECTION PROTOCOL

Proposed inspection schedule:

Draw %	Inspection Type	Timeline
30%	Photos only	48 hours
50%	Photos or virtual	5 days
90%	On-site or photos	5 days
100%	Final on-site	5 days

4. FEE CONSIDERATION

Given this is an insured casualty loss, I respectfully request:

- ☒ Waiver of administrative fees
- ☒ Reduction of inspection fees
- ☒ No charge for check endorsement

SECTION 6: DOCUMENTATION PROVIDED

Enclosed Documents

INSURANCE DOCUMENTATION: ☒ Insurance adjuster's detailed estimate

☒ Insurance settlement letter

- ☒ Claim summary report
- ☒ Photos of damage (23 photos)
- ☒ Copy of insurance policy dec page

CONTRACTOR DOCUMENTATION: ☒ Signed contractor agreement

- ☒ Contractor's detailed estimate
- ☒ Contractor's license (verified)
- ☒ Contractor's insurance certificate
- ☒ Contractor's W-9 for payment
- ☒ Payment schedule

FINANCIAL DOCUMENTATION: ☒ Proof of last 3 mortgage payments

- ☒ Current homeowner's insurance
- ☒ Property tax receipts (current)

SECTION 7: DISBURSEMENT PROPOSAL

Recommended Payment Structure

PROPOSED DRAW SCHEDULE:

Draw #	Milestone	% of Total	Amount	Documentation Required
1	Contract signing/materials	30%	\$10,500	Signed contract, permits
2	Roof completion	30%	\$10,500	Photos, inspection
3	Siding/gutters complete	25%	\$8,750	Photos, inspection
4	Final completion	15%	\$5,250	Final inspection, lien waivers

SECTION 8: COMPLIANCE AND COMMITMENTS

Borrower's Commitments

I/WE COMMIT TO:

1. Financial Obligations

- Continue all mortgage payments on time
- Maintain hazard insurance
- Pay property taxes when due
- Cover insurance deductible

2. **Property Maintenance**

- Complete repairs expeditiously
- Use licensed contractors only
- Maintain property during repairs

3. **Documentation**

- Provide all requested documentation
- Submit invoices and receipts
- Photo document progress
- Obtain lien waivers

4. **Communication**

- Weekly progress updates if requested
- Immediate notice of any issues
- Respond to requests within 48 hours

SECTION 9: TIME SENSITIVITY

Critical Deadlines

WHY IMMEDIATE ACTION IS NEEDED:

Issue	Deadline	Consequence if Missed	Cost Impact
Contractor scheduling	April 1	Lose slot, 6-week delay	+\$2,000
Material pricing	March 31	8% price increase	+\$2,800
Weather window	April 30	Rainy season begins	+\$5,000
Insurance deadlines	May 31	May affect depreciation	-\$7,000

TOTAL ADDITIONAL COST IF DELAYED: \$9,800

SECTION 10: REQUEST FOR CONFIRMATION

Please Confirm Receipt and Provide:

WITHIN 24-48 HOURS:

1. Acknowledgment of receipt of this letter

2. Your claim reference number
3. Direct contact person's name and phone

WITHIN 5 BUSINESS DAYS:

1. Complete disbursement requirements
 2. Required forms (fillable PDFs preferred)
 3. Timeline for check endorsement
 4. Any additional requirements
-

CONCLUSION

I have provided comprehensive information about the insurance claim affecting the mortgaged property. The damage is significant but repairable, and I have taken all appropriate steps to protect your interest in the property.

Time is of the essence for multiple reasons outlined above. Each day of delay increases costs and extends the repair timeline. I have selected a qualified contractor and am ready to begin repairs immediately upon your approval.

I request your immediate attention to this matter and look forward to working cooperatively to restore the property quickly and efficiently. Please contact me at your earliest convenience to begin the disbursement process.

Thank you for your prompt attention to this urgent matter.

SIGNATURE

Respectfully submitted,

Michael Patterson

Date: March 25, 2024

Jennifer Patterson

Date: March 25, 2024

ENCLOSURES

Complete List of Attached Documents:

1. Insurance adjuster's estimate (8 pages)
2. Insurance settlement letter (2 pages)
3. Contractor agreement (12 pages)
4. Contractor's license and insurance (4 pages)
5. Damage photos (23 photos)
6. Proof of mortgage payments (3 pages)
7. Insurance declaration page (2 pages)
8. Property tax receipt (1 page)

Total Pages Enclosed: 55

COPY DISTRIBUTION

cc:

- Susan Rodriguez, Allstate Insurance
- Premier Roofing & Restoration
- File