



PO Box 5099 Troy MI 48007-5099

Borrower  
Borrower  
123 Main Street  
Maui, HI 12345

September 1, 2023

**Re:** Insurance Claim Procedures  
**Loan Number:** 123123113  
**Property Address:** 123 Main Street, Maui, HI 12345

Dear loanDepot.com, LLC Customer(s):

Thank you for contacting loanDepot.com, LLC regarding the damage to your property. We realize that dealing with damage to your home can be very stressful and we will work hard to process your claim as quickly and efficiently as possible. This letter is intended to provide a summary of the loss process as well as details regarding what will be required to process your claim.

We are sure you are aware that loanDepot.com, LLC or the investor will be named as payee on your settlement checks, as we have a financial interest in your property. Any funds received for emergency advances or personal property will be endorsed and released to you without delay. If the total amount of the loss includes personal property, this amount will be deducted from the total loss amount to determine how the claim will be processed.

Please contact loanDepot.com, LLC immediately if the damage resulted in a total loss or near total loss of property as there may be additional considerations.

**For losses of \$40,000 or less (if your loan is current)**, we will require the claim check and the adjuster's report from your insurance company. Upon receipt of these documents, the claim check will be endorsed and mailed back to you.

**For losses greater than \$40,000 (and all loss amounts if your loan is delinquent)**, loanDepot.com, LLC will require your endorsement of the claim check and funds will be placed in a restricted escrow account so that repairs can be monitored. It is extremely important that loanDepot.com, LLC receive all items listed below in order to process the initial draw for your claim. loanDepot.com, LLC will do its part to ensure the claim process moves as quickly and smoothly as possible, however we will not be able to release any funds until the required documents are received and complete. Please allow 7-10 business days for the initial draw once the completed documents are received:

- Claim check with back signed by all parties other than loanDepot.com, LLC.
- The complete/fully itemized adjuster's report issued by your insurance company.
- Signed and accepted contractor's proposal.
- loanDepot.com, LLC Loss Draft Claim Form (please complete page 4 and return to us).
- Contractor's signed and completed W9 (if your loan is delinquent).

Please include your loan number on all documents and check(s). Forward to our office at:

**Overnight Mail:**

**loanDepot.com, LLC c/o PLP**  
Attention: Loss Draft Department  
700 Tower Drive, Suite 400  
Troy, MI 48098-2808

**Regular Mail:**

**loanDepot.com, LLC c/o PLP**  
Attention: Loss Draft Department  
PO Box 5099  
Troy, MI 48007-5099

Notifications of Error, Requests for Information, or Qualified Written Requests concerning your loan must be directed to:

loanDepot  
PO Box 251027  
Plano, TX 75025



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loanDepot.com, LLC will release additional funds based on the percentage of work complete. Work completion will be verified with an inspection.

After the initial draw, the following items will be required each time a draw is requested:

- Inspection verifying percentage of work complete
- Waiver of lien/sworn statement from the contractor

If your loan is current all disbursed funds will be made payable to you. If a contractor completes any repairs, the waiver of lien document will need to be completed by the contractor and submitted to us.

If your loan is delinquent all disbursed funds will be made payable to yourself and your contractor. The waiver of lien document will need to be completed by the contractor and submitted.

**If you have hired or plan to hire a Public Adjuster** or retain any other third party to settle your loss claim, these fees are your sole responsibility. Fees will not be paid from insurance proceeds.

If you have any questions, please contact us at the toll-free number below.

Insurance Claim Specialist  
loanDepot.com, LLC

Phone: 888-884-5322 8:30am-5:00pm EST  
Fax: 248-710-1635  
Email: [loandepotld@proctorlp.com](mailto:loandepotld@proctorlp.com)



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## THIRD PARTY AUTHORIZATION FORM

Borrower  
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123 Main Street  
Maui, HI 12345

September 1, 2023

**Loan Number:** 123123113

**Property Address:** 123 Main Street, Maui, HI 12345

Dear Borrower:

We have received your homeowner's loss draft claim information. If you would like us to communicate with a Third Party concerning your loss draft claim, please complete the below information. Please provide this information as soon as possible to avoid any delays in processing your claim.

Third Party Name: \_\_\_\_\_ Third Party Phone Number: \_\_\_\_\_

Third Party Address: \_\_\_\_\_

Please check all that apply.

☐ Communicate directly with my Third Party concerning my loss.

☐ Send disbursements to my Third Party directly.

*I/we hereby authorize the Third Party listed above to obtain information concerning my loss draft file process including all directives indicated above. My signature approves the authorization of the Third Party. This authorization expires one year from the date signed unless cancelled earlier or when the loss draft file claim closes.*

\_\_\_\_\_  
Signature of Borrower

Date: \_\_\_\_\_

\_\_\_\_\_  
Signature of Co-Borrower

Date: \_\_\_\_\_

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**Regular Mail:**

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## loanDepot.com, LLC Loss Draft Claim Form

This form needs to be completed and returned with all items listed in the procedure letter. The information you provide below will help us better serve you during your loss.

**Loan Number:** 123123113

**Property Address:** 123 Main Street, Maui, HI 12345

**Phone Number:** \_\_\_\_\_

**Email:** \_\_\_\_\_

**Preferred Contact Method (phone, email, or mail):** \_\_\_\_\_

**Preferred Contact Time (morning, afternoon, or evening):** \_\_\_\_\_

**Insurance Adjuster's Name:** \_\_\_\_\_

**Insurance Adjuster's Phone Number:** \_\_\_\_\_

**Please name all persons authorized to speak on claim, not previously listed:**

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\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**Please complete and return to:**

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## Waiver of Lien

My/our contract with: \_\_\_\_\_ (Homeowner/Borrower Name)

To provide: \_\_\_\_\_ (Description of Services provided)

**Loan Number:** 123123113

**Property Address:** 123 Main Street, Maui, HI 12345

(Check One)

\_\_\_\_\_ Full Conditional

Having been fully paid and satisfied, all my/our construction lien rights against such property are hereby waived and released. This waiver is conditioned on actual payment of \$\_\_\_\_\_.

\_\_\_\_\_ Full Unconditional

Having been fully paid and satisfied, all my/our construction lien rights against such property are hereby waived and released.

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Company: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

## Sworn Statement

All workers and all merchandise obtained by us/me will be the responsibility of the undersigned.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

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