



MORTGAGE SERVICES

**Hazard Loss Claims - Current Loan
(Due for this month or Prepaid) Total Loss Claim
Greater Than \$40,000**

We recognize that dealing with property damage is never easy. Enclosed are instructions and a checklist to guide you through the loss claims process. Ameris Bank Mortgage Services wants to make this process as easy on you as possible. We also have a responsibility to ensure that the loss claims funds are used to repair the property back to its original condition or better, so we may require an inspection upon completion of the repairs to allow us to assess the property condition.

If you have any questions during the loss claims process, please contact our Customer Service Department at 1-888-248-5466, Option 6, from 8 AM to 6 PM, Monday through Friday, or 8 AM to Noon on Saturdays. You can also email us at internalescrow@lionbank.com. Please be sure to include your name and loan number in the email so expedite our ability to assist you. Thank you for being a customer of Ameris Bank!!

Basic information

As part of the loss claims process, your insurance company will make the insurance claims check payable to both Ameris Bank and you. This means the check will require our endorsement before it can be cashed. Due to the size of your loss, we are required to hold the claims money and disburse it to you in draws. An initial draw will be sent out to start the work. Then, as work is completed at certain intervals, notify Ameris Bank, and we will have an inspection completed. Upon confirmation that the work completed has reached the required percentage (outlined below), we will send additional draws. Upon completion of the repairs, the remaining funds will be disbursed. Once we are notified that the work is complete, we will schedule a final inspection to confirm the completion.

Ameris Bank requires that the work be completed by a licensed contractor, and the checks Ameris Bank disburses for draws will be made out to both the contractor and yourself.

Steps to Complete Loss Claim Process

Completed?	Step Number	Done By:	To Do:	Time for Ameris to Respond
	1	You	File Claim with Insurance Company	NA
	2	You	Contact Ameris Bank Mortgage at 1-888-248-5466, Option 6, and notify us of the loss. We will send you a FedEx envelope for the claims check.	Generally it takes Ameris approximately 1 business day to send the FedEx envelope for the check.
	3	You	Pick a licensed contractor to complete the repairs. Obtain from the contractor a copy of their current license, a completed W9, as well as a signed copy of their estimate for repairs.	NA
	4	Insurance Company	Mail Claims Check to You	NA
	5	You	Ensure that all parties on the check other than Ameris Bank Mortgage endorse the check. Then, use the FedEx envelope we provided to mail the check, contractors current license, signed contractors estimate, and completed contractors W9 to: Ameris Bank Mortgage Services 3 Corporate Square, Ste 150 Attn: Mortgage Servicing Loss Claims Atlanta, GA 30329	NA
	6	Ameris Bank	Receives the check. We will deposit it into a special interest bearing escrow account for your loan	NA
	7	Ameris Bank	Sends a check to you, made payable to you and the contractor, The check will be the greater of \$40,000 or 33% of the unpaid balance of the loan. These funds are to initiate the repairs.	Ameris will generally mail these funds by overnight mail within 3 business days of receipt of the check. Ameris will send the check to you by overnight mail.
	8	You	Complete the following forms: <ul style="list-style-type: none"> • Have the contractors complete the enclosed form called "Contractor's Lien Waiver." • You need to complete the enclosed "Intent to Repair" form. 	NA

Steps to Complete Loss Claim Process

Completed?	Step Number	Done By:	To Do:	Time for Ameris to Respond
	9	You	Obtain a copy of the Insurance Adjustors report from the insurance company. Send a copy of the Insurance Adjustors Report, the completed "Contractor's Lien Waiver", and completed "Intent to Repair" forms to Ameris Bank. You can scan a copy and email it to us at internalescrow@lionbank.com . Please include your name and loan number in the email to expedite processing. You can also mail the document to us at: Ameris Bank Mortgage Services 3 Corporate Square, Ste 150 Attn: Mortgage Servicing Loss Claims Atlanta, GA 30329	NA
	10	You	Complete approximately 50% of the repairs. Contact Ameris Bank and notify us. We will request an inspection.	Upon notification, an inspector should be contacting you to schedule an inspection within 3 business days.
	11	Ameris Bank	Once the inspection confirms that the property is approximately 50% complete, we will disburse 50% of the remaining claims funds.	Once we receive confirmation, we will disburse the check to you within 3 business days, and it will be sent to you by overnight mail.
	12	You	Complete the repairs. Then contact us at 1-888-248-5466, option 6, so we can request a final inspection.	Upon notification, an inspector should be contacting you to schedule an inspection within 3 business days.
	13	Ameris Bank	Upon completion of the final inspection showing all repairs are complete and receipt of all documents needed, we will disburse the remaining loss claims funds, payable to you and the contractor. Any interest earned from the escrow account will be sent separately, in a check made payable to you.	Once we receive confirmation, we will disburse the check to you within 3 business days, and it will be sent to you by overnight mail.



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Hazard Insurance Property Damage Form- Declaration of Intent to Complete Repairs

Loan Number _____ Loss Claim Number _____

Borrower Name: _____ Co-Borrower Name: _____

Preferred Phone Number: _____ Claim Amount: _____

Property Address: _____

Please Include City, State, and Zip Code

Cause of Loss/Damage: _____

The undersigned acknowledges that the insurance claims funds in the amount listed above are to be used for restoration/repairs of the property listed above, in connection with the damage that occurred on _____. Repairs/Restoration will be completed and the property will be restored to as good a condition, or better than it was previous to the loss and that the repairs will be made in a timely fashion. The undersigned also states that no material or labor liens will occur as a result of the labor or materials being used to complete the repairs.

The undersigned agrees to indemnify and hold Ameris Bank harmless against any and all claims which may arise as a result of funds being paid in advance for the above work or claim.

Borrower: _____ Date _____

Co-Borrower: _____ Date _____

Please complete this form and return it to Ameris Bank by mail to:

Ameris Bank Mortgage Services
3 Corporate Square, Suite 150
Attn: Mortgage Servicing Loss Claims
Atlanta, GA 30329

Or you can scan the signed document and email it to: InternalEscrow@lionbank.com. Please be sure to include your loan number in the email subject. If you have any questions regarding your loan, please call Ameris Bank Mortgage Customer Service at 1-888-248-5466, option 6. We are available 8 AM to 6 PM Monday through Friday, and Saturday 8 AM to Noon.



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Contractor's Lien Waiver

This form must be completed by your contractor(s). It confirms that the contractor will waive any claims of lien once full payment for labor and materials is received. It is your responsibility to ensure that the contractors are paid out of the claims money. Ameris Bank will send any draw checks made payable to both you and the contractor. **If multiple contractors are used, each must submit their own, separate Contractor's Lien Waiver in order for us to submit payment.**

To avoid delays, please make sure all fields on this form are completed before you submit it. Once you have completed this form, you can scan and email it to use at internalescrow@lionbank.com or you can fax it to us at 1-404-745-8012. Additionally, the form can be mailed to us at:

Ameris Bank Mortgage, Attn: Mortgage Servicing Loss Claims
3 Corporate Square, Ste. 150, Atlanta, GA 30329

Borrower Information (to be completed by Borrower)

Loan Number _____ Loss Claim Number _____

Borrower Name: _____ Co-Borrower Name: _____

Preferred Phone Number: _____ Claim Amount: _____

Property Address: _____

Please Include City, State, and Zip Code

I/We acknowledge that by signing below, I/we agree with the information provided in this document.

Borrower: _____ Date _____

Co-Borrower: _____ Date _____

Contractors Declaration (To Be Completed by Contractor)

I, the undersigned contractor, hereby declare that I am duly licensed under applicable laws and regulations. I am qualified and experienced 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 or reconstruction (including, but not limited to, building codes and zoning, permit and inspection regulations), and I will be repairing damage at the property listed above as reported in the insurance adjuster's report unless specifically noted. I further state that all liens will be waived upon payment as noted. I/We acknowledge that by signing below, I/we agree with the information provided in this document.

Contractor Name: _____ Title: _____

Company Name: _____ Contractor Phone Number: _____

Contractor/Company Officer Signature: _____ Date: _____

Ameris Bank Mortgage Services
PO Box 105075, Atlanta, GA 30348-5075
1-888-248-5466 Option 6
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