

## PROPERTY INSURANCE CLAIM CHECKLIST

You suffered a loss and are working through your property insurance carrier towards resolution. Any funds disbursed by the insurance company will be made co-payable to both you as the property owner(s) and VHDA as the mortgage holder.

**Prior to endorsement of the check by VHDA, the following requirements must be met:**

- Write loan #M001# on the check
- Insurance Adjusters Report (ALL pages) itemizing the damages/showing the total claim amount
- Electronic pictures of the damage being claimed (acceptable formats are .pdf, .jpeg, .jpg)
  - Email documents to [insurance@vhda.com](mailto:insurance@vhda.com) (type loan number in the subject line)
- Estimates or copy of contract(s) and draw schedule for all contractors that will perform work **OR**
- A detailed signed letter stating that you are completing the repairs yourself to also include store estimates, invoices or receipts for materials needed.

Claim Amount	Special Instructions	Process
<p><b>For Loss Claims in the amount of \$14,999.99 or less *</b></p>	<ul style="list-style-type: none"> <li>• Do Not sign the check *</li> </ul> <p style="color: red;">A licensed contractor must be utilized for any repairs requiring a permit and/or inspection from your locality and any structural stability.</p> <p style="color: blue;">* If loan payment is 60 days or more past due, process for checks of \$15,000 - \$19,999.99 applies regardless of claim check amount.</p>	<ul style="list-style-type: none"> <li>• Upon receipt and satisfactory review of the above documentation, VHDA will endorse the claim check and send same back to the payee.</li> <li>• Incomplete packages will result in processing delays.</li> </ul>
<p><b>Loss Claim greater than or equal to \$15,000 - \$19,999.99</b></p>	<ul style="list-style-type: none"> <li>• Sign the check</li> </ul> <p style="color: red;">A licensed contractor must be utilized for any repairs requiring a permit and/or inspection from your locality and any structural stability.</p>	<ul style="list-style-type: none"> <li>• VHDA will issue funds toward the repairs payable to both mortgagor and contractor based upon an approved funding schedule.</li> <li>• Additional funds will be released upon written request and receipt of progress photos of completed repairs.</li> <li>• Final release of funds will be issued upon 100% work completion and inspection by VHDA</li> </ul>
<p><b>Loss Claim Checks greater than \$20,000</b></p>	<ul style="list-style-type: none"> <li>• Sign the check</li> </ul> <p style="color: red;">A licensed contractor must be utilized for claims of \$20,000 or more.</p>	<ul style="list-style-type: none"> <li>• Final release of funds will be issued upon 100% work completion and inspection by VHDA</li> </ul> <p><b>Note:</b> VHDA will disburse the claim funds in the form of a check made payable to the Borrower(s) and the applicable contractor to begin the repairs. Payments are made in increments based on the contractors approved draw schedule, invoices and/or store estimates.</p>

VHDA  
PO Box 4628  
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Documents can be emailed or faxed to:  
[insurance@vhda.com](mailto:insurance@vhda.com)  
Fax: 804-343-8735