

# Disaster Assistance and Property Damage Support

## If you have property damage



Contact your insurance company to report it. Next, call Community State Bank at (904) 964-7830 and ask to speak with the loan department. We will work with your insurance company to help you start your needed repairs. We will also explain the options we may be able to offer you during the disaster relief period.

## Disaster relief for loan payments

We can provide disaster relief if you are impacted by damage to your property.



During that time we:

- Don't charge fees for late payments
- Don't send late payment notifications to credit bureaus
- Offer enhanced loan payment options based on your situation
- Provide certain foreclosure protections

We encourage you to continue your monthly payments according to your loan agreement. Keep in mind any unpaid payments will become due at the end of the disaster relief.

No matter how significant your property damage – even with a complete loss of your home – we will work with you to review all of your options.

## Frequently asked questions



**What if I can't make my mortgage payment due to property damage to my property or place of work?**



If a widespread disaster has damaged your property or caused you a financial hardship, we may be able to help. Please contact our loan department at (904) 964-7830 to discuss your options.



**Why is Community State Bank on my insurance claim check?**



As the mortgagor servicer or lienholder, Community State Bank is listed on your insurance policy because we have a financial interest in the property. We want to help you by ensuring the property is repaired and restored to its original condition.



**How do I endorse the insurance check and start the repair process?**



When you receive your insurance check, you will notice that Community State Bank is named on it. As the mortgage provider or lienholder, we have a financial interest in ensuring

your property is restored. Notify us as soon as you get your check, and we will provide you the information to get started.

? **Why does Community State Bank pay for the repairs in increments?**

✓ For some situations, like auto repairs under \$500 and home repairs under \$5,000, we may release the funds with no inspection. Otherwise, we release the funds in partial payments to make sure the property is restored to its original condition. Payments are made in this manner to ensure the repair work is completed and to help protect your interests.

? **Why does Community State Bank have to inspect the property for insurance funds to be released?**

✓ For substantial property damage claims, we want to make sure your home is fully repaired, so we order and pay for inspections.

? **What happens if I don't sign the insurance claim check?**

✓ If we receive a claim check that you have not endorsed, we will return it to you to be signed. Be sure to write your mortgage loan number on the check. We can't begin the recovery process until we receive the endorsed check and all required paperwork.

? **What should I do if my contractor needs more funds to start or continue property repairs?**

✓ We will ask the contractor to submit a written request to us. The request should be signed by both the contractor and you. We will review the request and determine whether additional funds may be released.

? **Can I use the insurance funds to pay off my loan?**

✓ Yes, if the claim amount exceeds the amount required to pay the loan in full. Our loan department can give you the payoff quote. Please send the endorsed claim check with a letter authorizing Community State Bank to pay off the loan. If the amount of the check is less than the amount owed on your loan, please include a cashier's check for the difference. Note that we are not able to apply claim funds to delinquent mortgage payments.

? **What if I don't use all the insurance money for the repairs?**

✓ Any remaining money can be refunded to you as long as:

- All repairs listed on the adjuster's worksheet are complete
- A 100% inspection has been received by Community State Bank
- Contractors and workers have been paid

Note: Your loan must be current for you to get a refund.

? **Where can I access information regarding the recent natural disaster?**

✓ Please visit FEMA's website for additional information: <https://www.fema.gov/disasters>

? **What options are available to me, since I have been impacted by a natural disaster?**

✓ If your property is located in a FEMA declared disaster zone, you may be eligible for forbearance. If your property is not located in a FEMA declared disaster zone, please monitor <https://www.fema.gov/disasters> for additional updates. If the natural disaster will cause you a financial hardship, and you are not in a FEMA declared disaster zone, please contact us for alternative options.

? **What is forbearance?**

✓ Forbearance is a temporary suspension of your monthly mortgage payment. During forbearance, your payments are suspended for a set period of time.

? **Am I eligible for forbearance?**

✓ If you have been directly impacted either due to property damage and/or financially from the recent natural disaster, you may qualify for a forbearance plan in order to recover from this difficult time. Please contact our loan department at (904) 964-7830 for assistance.

? **Am I eligible if my employer has been impacted by the natural disaster?**

✓ Yes. If your employment status has been impacted by the recent natural disaster, you may qualify for a forbearance plan due to the financial impact incurred. Please contact our loan department at (904) 964-7830 for assistance.

? **Will the bank be sending any documentation to FEMA on my behalf?**

✓ You will need to contact FEMA directly to apply for disaster relief. If you have not already done so, please contact FEMA at 1-800-621-FEMA (3362), or visit FEMA online at <http://www.disasterassistance.gov>, to review assistance options that are available to you.

? **What happens if I don't have flood insurance?**

✓ If you do not have flood insurance, please contact FEMA at 1-800-621-FEMA (3362), or visit FEMA online at <http://www.disasterassistance.gov>, to review assistance options that are available to you.