

Disaster Assistance Information

Whether you have experienced damage to your home or are having difficulty making your monthly mortgage payment, please know that we are here to help. Specialists are available to discuss your unique situation and to help guide you during this difficult time.

Please follow the steps below and we will guide you along the way...

1. If you experience damage to your home, the first step is to report the loss to your insurance company and file a claim. For questions regarding the processing of insurance claim proceeds, please contact our Loss Draft representatives at 877-592-0192.

For an overview of the *Insurance Claim* process, please click on the video link below.

[Understanding Insurance Claims](#)

2. Due to the disaster, you may be eligible for a temporary forbearance plan. This option may reduce or suspend your mortgage payment for a specific period of time to allow you to recover from this hardship. To discuss the payment assistance options available to you, please contact our Loss Mitigation specialists at 866-397-5370. A specialist will work with you to discuss your individual circumstances and options.

For an overview of the *Payment Assistance Options*, please click on the video link below.

[Payment Assistance Options](#)

3. The Federal Emergency Management Agency (FEMA) is the primary source for federal disaster assistance. FEMA advises that all impacted individuals should register for assistance at www.disasterassistance.gov or by calling 1-800-621-FEMA (3362). The [FEMA website](#) provides a wealth of information in regards to disaster assistance that may be helpful to homeowners. The FEMA website provides a document entitled [Sources of Financial Help after a Disaster](#) that may also be beneficial.

I have additional questions about the California Wildfires...

FEMA

For information specific to the California Wildfires, please visit www.fema.gov/states/california. To locate federal, state, and local resources and to register for FEMA assistance, please go to www.disasterassistance.gov or call 1-800-621-FEMA (3362).

Impacted individuals can also contact the following:

[California Office of the Governor](#)
[California Governor's Office of Emergency Services](#)
[Red Cross \(1-800-RED-CROSS\)](#)