

## Sample Letter To Mortgage Company To Release Insurance Funds

**NOTE:** This is a sample letter that must be customized to fit the facts of your individual situation and claim. All bracketed and underlined portions must be completed or revised before sending. For more information, see: <http://www.uphelp.org/pubs/getting-your-mortgage-company-release-insurance-proceeds>

[DATE]

[NAME SUPERVISOR; LOSS DEPARTMENT]

[NAME AND ADDRESS OF MORTGAGE COMPANY]

Re: Claim Number \_\_\_\_\_

Loan Number \_\_\_\_\_

Date of Loss: \_\_\_\_\_

Name of Insured: \_\_\_\_\_

Address of Insured Property: \_\_\_\_\_

Dear [MORTGAGE COMPANY SUPERVISOR; LOSS DEPARTMENT],

I am writing to request that insurance funds be promptly released to [YOUR NAME] or [NAME OF CONTRACTOR] so that repairs can be made to my damaged home. On [INSERT DATE OF LOSS] a [FIRE, FLOOD, ETC.] [DAMAGED/DESTROYED] my home. I timely filed a claim with my insurance company and they issued payment in the amount of [INSERT AMOUNT OF INSURANCE PROCEEDS] which I promptly sent to [NAME OF MORTGAGE COMPANY], an additional insured on the policy.

To date, [NAME OF MORTGAGE COMPANY] has refused release the proceeds to [ME] or [NAME OF CONTRACTOR]. It is in [NAME OF MORTGAGE COMPANY'S] interest to have my home repaired without further delay, given that it is collateral for a loan.

It is wrong for [NAME OF MORTGAGE COMPANY] to be requiring me to continue make my monthly mortgage payments while you hold up the funds needed to pay for repairs. Your refusal to release my insurance benefits is forcing me to make an involuntary deposit with you, and I am entitled to know why and how you are using that deposit. \*

I have found it very hard to communicate with someone with authority resolve this matter. Please immediately provide the name and direct telephone number and email of a person with authority to work with me on [INSERT NAME OF MORTGAGE COMPANY'S] behalf. Thank you for your time and prompt attention to this request.

Sincerely,

[YOUR NAME AND MAILING ADDRESS]

\*If you live in California, consider adding the following language: "Please be advised that [CALIFORNIA] law entitles me to interest on insurance proceeds that are wrongfully withheld by a mortgage company."

The information presented in this publication is for general informational purposes, and is not a substitute for legal advice. If you have a specific legal issue or problem, United Policyholders ("UP") recommends that you consult with an attorney. Guidance on hiring professional help can be found at <http://uphelp.org/pubs/hiring-professional-help-insurance-claim>. UP does not sell insurance or certify, endorse or warrant any of the insurance products, vendors or professionals identified at our website. © 2017 United Policyholders, All rights reserved.