



**Default** Reporting,  
Loss Mitigation, and Claims  
Procedures Manual

# Default Reporting, Loss Mitigation, and Claims Procedures Manual

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## Introduction

United Guaranty's Default Reporting, Loss Mitigation, and Claims Procedures Manual describes our processes and procedures for lenders and servicers. You should follow these procedures for default reporting, loss mitigation, and filing claims for first-lien loans insured by United Guaranty Residential Insurance Company and United Guaranty Mortgage Indemnity Company.

We encourage you to contact us if this guide does not fully address your needs related to a particular mortgage default, work-out situation, or claim.

United Guaranty is available to answer your questions from Monday through Friday, 8:30 a.m. to 5:00 p.m. ET.

### **Default Reporting**

Phone: (888) 822-5584

E-mail: [defaultservicing@ugcorp.com](mailto:defaultservicing@ugcorp.com)

General Fax: (336) 275-2893

Notice of Delinquency Fax: (800) 253-8432

### **Loss Mitigation Department**

Phone: (800) 603-3565

Email: [workout@ugcorp.com](mailto:workout@ugcorp.com)

Fax: (336) 275-2893

### **Claims Customer Service**

Phone: (855) CS-Status (855-277-8288)

Email: [UGClaimStatus@ugcorp.com](mailto:UGClaimStatus@ugcorp.com)

General Fax: (336) 275-2893

Claim for Loss Fax: (888) 528-3273

United Guaranty Residential Insurance Company  
United Guaranty Mortgage Indemnity Company  
230 North Elm Street | Greensboro, NC 27401

855.277.8288 toll free | [www.ugcorp.com](http://www.ugcorp.com)

## Default Reporting

Although your United Guaranty Master Policy specifies a time frame for filing a Notice of Default, it is preferred that you report a loan at any time after it becomes 30 days delinquent.

Your United Guaranty Loss Mitigation Specialist (see page 5) will discuss any delinquent case with you and offer helpful suggestions to cure the loan. Working together during the delinquency offers both the servicer and United Guaranty the best opportunity to help the borrower stay in the home or to reduce losses when foreclosure cannot be avoided.

United Guaranty requests that you follow, at minimum, the procedures in the current Fannie Mae Servicing Guide or Freddie Mac Seller/Servicer Guide. Early counseling with delinquent borrowers can minimize servicing time and expense.

## Notice of Delinquency

Requirements for initial reporting of delinquent accounts may vary, depending on which Master Policy covers a particular loan. However, a good practice is to report all delinquent loans when borrowers have missed two mortgage payments.

The Notice of Delinquency form (Exhibit I) should include information about the cause of delinquency, a summary of your collection efforts to date, and the actions you anticipate taking. If you electronically report defaults, you should include the same information.

## Reporting Requirements

You must file a Notice of Delinquency (Exhibit I) with United Guaranty when an account becomes three payments in arrears or when proceedings to acquire title to the property<sup>1</sup> begin, whichever occurs first. If you don't have United Guaranty's pre-approved form, you may provide notice in another written format or by electronic format, if you use that reporting method. Please note that United Guaranty must review and approve all alternative written formats. After the initial notice of delinquency, the status of the borrower's account must be reported in a monthly summary to United Guaranty until a claim is submitted or the borrower's account becomes current.

## Status Reports

Once you report a past-due loan to United Guaranty, we will include the loan on two copies of our Delinquency Status Report sent to you at the end of each month, unless you report electronically (see next section). You should promptly complete the form and return one copy of the report to United Guaranty.

<sup>1</sup>Or which affect the loan or property or the insured's or borrower's interest therein.

If you report electronically, data related to defaults should be downloaded by the 15th of each month (or the first working day thereafter) and promptly forwarded to United Guaranty.

The status report is often the only communication between you and United Guaranty about a loan, from the onset of delinquency to the time a claim is filed. The status report is used to inform United Guaranty about the following:

- A cured default
- Initiation of foreclosure, foreclosure sale information, and foreclosure
- The correct number of past-due payments
- The borrower's filing of Chapter 7 or 13 bankruptcy
- Other general servicing information

Please report any other significant information affecting the loan, the borrower, and the property securing the loan by calling United Guaranty's Default Servicing department at (888) 822-5584; emailing us at [defaultservicing@ugcorp.com](mailto:defaultservicing@ugcorp.com); or by letter.

## Electronic Reporting Methods

You may report delinquencies via United Guaranty's online Claims Station® program, available through our MI Guide eBusiness gateway, United Guaranty's MI Guide® ([www.ugmiguide.com](http://www.ugmiguide.com)). Claims Station options for completing and updating first-lien notices of delinquency include the following:

- Individually by using the Notice of Delinquency option.
- In multiples by using the EDI File upload option. This option accommodates two file formats:
  - (1) The MI Industry Standard Delinquent Interface Tape reporting format in a TXT file and
  - (2) Excel file (XLS).

To learn more about EDI options, please email [defaultservicing@ugcorp.com](mailto:defaultservicing@ugcorp.com) for assistance with the required formats. We'll be happy to provide an example for you.

## How To Get an MI Guide Account

If you don't have an MI Guide account with United Guaranty, please go to [www.ugmiguide.com](http://www.ugmiguide.com), and complete our convenient online request form. Be sure to check the box next to Claims Station in the Applications Desired listing. One of our ReadResource Center® team members will create your account as soon as possible.

# Loss Mitigation

United Guaranty's goal is to help families stay in their homes by making it easier for you to process loan modifications for loans we insure. The guidelines that follow address mortgages that are delinquent or face imminent default due to borrower hardship. This section begins with a discussion of delegated loan modification –steps you can take to modify an insured loan without United Guaranty involvement. The discussion of non-delegated options, which require our involvement, introduces various alternatives available to help borrowers avoid foreclosure.

## Delegated Loan Modifications

### Home Affordable Modification Program (HAMP)

All servicers are delegated under the Home Affordable Modification Program (HAMP) to modify loans that are delinquent or at risk of imminent default with a verifiable hardship. The modification must meet one of the following criteria:

- Fannie Mae Home Affordable Modification Program
- Freddie Mac's Home Affordable Modification Program
- The loan is non-GSE-owned or is securitized under the Treasury's HAMP passing the NPV test (NPV "Positive")
- The loan is non-GSE-owned or is securitized under the Treasury's HAMP failing the NPV test (NPV "Negative") and does not require an advance MI claim payment

### Reporting

Although this is defined as a delegated modification, you are required to report HAMP loans that meet the criteria for delegation to United Guaranty within 30 days of the following:

- Trial-period first payment made
- Trial-period failure or cancellation
- Execution of the modification (completed HAMP modifications)

Please use the HAMP Bulk Reporting Template:

<http://www.ugcorp.com/services/affordability/UGHAMPReportingtemplateandDictionary.xls>

If you don't have United Guaranty's pre-approved form, you may provide notice in another written format. Please note that United Guaranty must review and approve all alternative written formats.

### Other Loss Mitigation Delegation (Non-HAMP)

Pre-approval from United Guaranty for forbearance or repayment plans within the parameters defined below is not required; however, we require that you report the action taken to us within 30 days.

- **Forbearance** – We encourage you to reduce or suspend monthly payments for up to 12 months in cases where there is a reasonable chance the borrower can and will cure the delinquency.
- **Repayment Plans** – Repayment plans of 18 months or less are encouraged for borrowers that can be expected to recover from financial setbacks within a few months and can resume making mortgage payments, but may be unable to pay the arrearage all at once.

## Non-Delegated Loan Modifications

We require that modifications must be submitted to United Guaranty for approval in the following instances:

- The loan does not meet HAMP Delegated Guidelines.
- It does not meet the Non-GSE Modification Programs using the Net Present Value (NPV) Model Guidelines.
- The loan parameters for delegation of forbearance or repayments exceed the limits outlined above.
- You do not have delegated authority.

You should submit all loan modifications that exceed the parameters outlined above to United Guaranty for review to determine acceptability. Please use our Modification Request Form (Exhibit II), which is also located online at <http://www.ugcorp.com/services/affordability/LoanModificationForm.doc>

Instructions for completing the form are located online at:

<http://www.ugcorp.com/services/affordability/LoanModFormwithInstructions.pdf>

If you don't have United Guaranty's pre-approved form, you may provide notice in another written format. Please note that United Guaranty must review and approve all alternative written formats.

## Advance Claim Payments — Retention Solutions Program

Loans that fail to qualify for all available loan modification programs (including HAMP) can be considered for United Guaranty's Retention Solutions Program (RSP) for a cash advance. Details about RSP can be found online at: [http://www.ugcorp.com/services/affordability/RSP\\_program\\_overview.pdf](http://www.ugcorp.com/services/affordability/RSP_program_overview.pdf) and [http://www.ugcorp.com/services/affordability/RSP\\_QA.pdf](http://www.ugcorp.com/services/affordability/RSP_QA.pdf)

## Loss Mitigation Specialists

United Guaranty's Loss Mitigation Specialists can work with you and your borrowers to develop a plan best suited for the borrower's situation. Under United Guaranty's workout program, one of our specialists may attempt to contact a delinquent borrower to determine whether intervention could facilitate in bringing the loan current.



After confirming that a loan is 60 days delinquent, the specialist will determine whether you have already developed a work-out plan with the borrower. If no plan is in place, and the Loss Mitigation Specialist is successful in contacting and analyzing the borrower's situation, we'll begin work on a plan to assist in bringing the loan current.

## Relief Alternatives — Borrower Retains Title

In addition to the modification options that United Guaranty delegates to you, we encourage you to consider the following workout alternatives to assist the borrower in remaining in their home. Please note that you must obtain United Guaranty's prior approval or have authorized delegation in place before taking the following actions.

**Temporary Indulgence** – This solution allows the borrower a reasonable amount of time to cure the delinquency and should be considered under the following circumstances:

- The delinquency is not severe.
- The borrower needs additional time to make delinquent payments.
- The problem appears to be short-term.
- The delinquency can be cured in 90 days or less.

**Forbearance** – You may reduce or suspend the borrower's monthly payments for up to 12 months if you have a written agreement with the borrower and there is a reasonable chance the borrower can and will cure the delinquency. Forbearance usually applies when a borrower suffers a temporary financial setback and has become several months in arrears, but will later become able to resume making regular monthly payments.

**Repayment Plan** – You may allow the borrower up to 18 months to cure the delinquency by making a fixed monthly payment in addition to the regular mortgage payment. Typically, repayment plans are appropriate when the borrower can either partially or completely recover from financial setbacks within a few months, but is unable to pay the arrearage all at once.

**Modification** – A modification may be considered when the borrower experiences difficulty in making the regular mortgage payment as a result of a permanent or long-term financial hardship. Under this option, you may change the terms of the original note through steps that include interest rate reduction, extending the loan term, or changing the loan type from an adjustable-rate to a fixed-rate mortgage to make the payments more affordable.

Requests for loan modifications should be submitted using the Modification Request Form online at <http://www.ugcorp.com/services/affordability/LoanModificationForm.doc> (Exhibit II).

**Capitalization** – When a borrower can resume making monthly payments but may be unable to make up delinquent payments, you may capitalize the arrearage of claimable interest and expenses for up to fifteen percent of the unpaid principal balance. The borrower must demonstrate the ability and willingness to resume regular payments. Please keep in mind that investor approval may be required for this option.

**Traditional Advance Claim Payment** – United Guaranty may advance part or all of a borrower’s arrearage directly to the servicer, allowing the borrower to cure the default and remain in the home. All efforts to bring an account current should be exhausted before considering this program.

- You are required to agree that the unpaid balance of the cash advance is deductible from United Guaranty’s obligation if the loan defaults and becomes a claim. Each situation is evaluated on a case-by-case basis. Also, the borrower must sign a United Guaranty-approved, non-interest-bearing promissory note payable to United Guaranty.
- Also see “Advance Claim Payments – Retention Solutions Program” above.

## Relief Alternatives — Transfer of Title

**Assumption** – When the borrower is having difficulty making payments and financial problems are long-term, we may allow assumption of debt without loss to United Guaranty if the property value is equal to, or at least nearly equal to, the debt and when the loan is not seriously delinquent. Transactions at or near the value of property with a relatively small loss must be paid before the deal can close. If the original borrower cannot pay this loss, United Guaranty will consider an advance-claim payment against our liability, provided the investor agrees the payment is deductible from any future claim that may be filed on the loan.

**Pre-Foreclosure Sale (Short Sale)** – All short sales must have prior approval from United Guaranty. Our staff of loss mitigation specialists will work with the servicer and the borrower to obtain a short sale approval that is mutually beneficial. Offers are considered on a case-by-case basis. Decisions will be generated within 24 to 48 hours after receiving all of the necessary information. Please note the following details that apply to short sales.

- If a loss is expected to be significant and the borrower does not have a verified hardship, (for example, the borrower walks away from the property as a matter of convenience or because the mortgage exceeds the value of the property), our staff will often seek the borrower’s participation in the pending loss as prerequisite to approving the short sale.

- Cases in which borrowers who have legitimate hardships – but are unwilling to contribute any funds to reduce United Guaranty’s loss – will be reviewed based on the borrower’s income, assets, and financial history to determine the ability to contribute financially.

Borrower contributions may be in the form of cash, a United Guaranty non-interest-bearing promissory note, or a combination of both. In addition, United Guaranty may consider a claim reduction as a settlement option.

**Deed in Lieu of Foreclosure** – In some cases, United Guaranty will consider a deed in lieu of foreclosure as an appropriate workout option.

- If the borrower is in Chapter 7 bankruptcy and deficiency rights do not exist, a deed in lieu may be an appropriate remedy.
- A deed in lieu may also be considered as an alternative if the hardship is the death of one of the borrowers that substantially impacts the family income.

Requests for Short Sale or Deed in Lieu approvals should be submitted using the Loss Mitigation Summary form (Exhibit IV), also located online at: [http://www.ugcorp.com/mi\\_tools/claims/lossmitsummary.pdf](http://www.ugcorp.com/mi_tools/claims/lossmitsummary.pdf)

If you don’t have United Guaranty’s pre-approved form, you may provide notice in another written format. Please note that United Guaranty must review and approve all alternative written formats.

Please submit requests to [workout@ugcorp.com](mailto:workout@ugcorp.com).

## Foreclosure

Once it is clear that foreclosure cannot be avoided, you should begin the process as soon as possible, but no later than when the loan becomes six months in default. The sooner title to – and possession of – the property can be obtained, the better. Foreclosure actions should be reported on United Guaranty’s monthly status report or on your monthly electronic reporting.

In most states, you must protect your rights (and subsequently United Guaranty’s rights through subrogation) to obtain a deficiency judgment through appropriate bidding at the foreclosure sale. We request that such rights be preserved except in those states where such a course of action would have one of the following effects:

- Require a special foreclosure action that would extend the foreclosure period beyond that of a regular foreclosure.
- Cause the redemption period to be extended beyond that of a regular foreclosure.

The bidding guidelines outlined below should protect both your rights and those of United Guaranty in cases where deficiency judgments can be obtained. Under these guidelines, please bid one of the following:

#### States Subject to Redemptions

- For properties in states subject to redemptions for less than the outstanding amount of the loan, the opening bid should not be less than the anticipated claim amount less the percent option.

#### Non-Redemption States

- The opening bid should be the lesser of (a) ninety percent (90%) of the current value or (b) the outstanding balance of the loan.

#### Competitive Bidding for Redemption and Non-redemption States

- In the event of competitive bidding at the foreclosure sale or during a subsequent bid upset period, the maximum bid should be ninety percent (90%) of the outstanding balance of the loan including interest and other costs.

Please follow state regulations related to these bids.

If you comply with United Guaranty's maximum bid request but you are not the successful bidder at the sale, we will consider your claim even though you do not have title to the property. **Please note** that these bidding guidelines do not apply in any state, or under any circumstance, in which deficiency suits are prohibited by law.

## Claims Operations Customer Service

### At Your Service

United Guaranty's Customer Service team is committed to making every claims inquiry a positive experience for you. The team ensures that, when you inquire about the status of a claim or have other questions about a claim submission, you have a single point of contact and that all questions receive a timely response.

The team's work is not limited to responding to emails and calls about claim status. Services range from responding to lender requests, to interacting with our internal Lender Claims Teams, to directly contacting you with reminders of deadlines. As United Guaranty enhances its claims process, the team is poised to fill an even broader communications role.

Please contact our Customer Service Department at (855) CS-Status (855-277-8288), or email us at

UGClaimStatus@ugcorp.com.

## Claims Procedures

### Filing a Claim

A claim should be filed using United Guaranty's Claim for Loss form (Exhibit III) or on a form approved by United Guaranty. You must submit the claim within 60 days after (1) acquisition of the borrower's title to the property, (2) redemption of the property, or (3) receipt of a notice from United Guaranty to initiate and file a claim. All fields on the Claim for Loss form must be completed.

Even though the claim should be filed within 60 days of the events itemized above, United Guaranty will accept claims for a period of one year after the applicable event. However, no interest or other charges accruing will be paid beyond the original claim due date. A claim filed late by more than one year is considered an election by the insured to waive any benefits under the policy.

You may select one of several methods to file a claim:

- Via EDI submission
- Through Claims Station on United Guaranty's MI Guide ([www.ugmiguide.com](http://www.ugmiguide.com))
- Email to [UGClaimsTeam@ugcorp.com](mailto:UGClaimsTeam@ugcorp.com)
- Mail to P.O. Box 21367, Greensboro NC 27420
- Fax to (888) 528-3273

If you don't have United Guaranty's pre-approved form, you may provide notice in another written format. Please note that United Guaranty must review and approve all alternative written formats.

### EDI Claims

This option allows you to file claims electronically with United Guaranty using the ANSI X12 standard format for claims (or a slight variation of that, which may be agreed upon by both parties). The process involves executing a Trading Partner Agreement that reflects the terms and conditions of such electronic transmissions and specifies such aspects as the standards used, the transaction sets to be transmitted, and any communication service providers to be used by both parties. If you want to file directly with United Guaranty, or if you use an outside service, we'll work with you. If you're interested in filing claims electronically, please contact our Customer Service Department at (855) CS-Status (855-277-8288), or email [UGClaimStatus@ugcorp.com](mailto:UGClaimStatus@ugcorp.com) for additional information.

## United Guaranty's MI Guide Claims Station

When you submit claims through Claims Station ([www.ugmiguide.com](http://www.ugmiguide.com)), you have instant access to information about the claim. Claims Station lets you view or print the current status of an unpaid claim and the complete status history of the claim, view missing documents that are still required, and access the Explanation of Benefits for a paid claim. For more information about Claims Station and MI Guide, please contact our Customer Service Department at (855) CS-Status (855-277-8288), or email [UGClaimStatus@ugcorp.com](mailto:UGClaimStatus@ugcorp.com).

## Recommended Document Submission Procedures

United Guaranty recommends the following methods for submitting required claims documents:

- **FTP:** File Transfer Protocol
- **Email:** [dareview@ugcorp.com](mailto:dareview@ugcorp.com)
- **Mail:** United Guaranty – Claims Control  
Attention: Claims Coordinator  
230 N. Elm Street  
Greensboro, NC 27401
- **Fax:** (888) 528-3273

Acceptable file format extension types include PDF, doc, TIF.

We cannot accept these file format extensions: HTM, docx, MHT, TXT.

## Primary Claims

The following documents are the minimum required for United Guaranty to start the claims review process:

- Copies of loan payment history (from default to the date of the claim or from inception of loan if it is a bulk loan)
- Underwriters Analysis/Approval/Worksheet or Final AUS Findings (if applicable)
- Loan approval or 1008
- Credit report used at origination to qualify the loan
- Appraisal at origination with photographs
- Promissory note
- Security Instrument (Mortgage Deed of Trust)
- Original HUD-1
- Collection history
- Verifications of employment and income (if applicable)
- All documents used during origination of the loan
- Any additional documentation that was required for the specific loan program

Please see the Document Stacking Order (Exhibit V) for more information about documents that could be required. (The stacking order form is available online at:

[http://www.ugcorp.com/mi\\_tools/claims/document\\_stacking\\_order\\_form.pdf](http://www.ugcorp.com/mi_tools/claims/document_stacking_order_form.pdf))

### Computation of Claim Amount

The following items are allowable under the Master Policy when filing a claim:

- Unpaid principal balance.
- Accumulated delinquent interest computed at the contract rate (exclusive of late charges and other penalties) from the date of default through the date the claim is filed or is required to be filed.
- Real estate taxes and hazard insurance premiums advanced during the default period and prorated through the date the claim is submitted or is required to be submitted.
- Attorney fees reasonably and necessarily incurred in acquiring the borrower's title to, or good and merchantable title to, and possession of the property [not to exceed three percent (3%) of the principal balance and the accumulated delinquent interest].
- Reasonable and necessary court expenses incurred in conducting appropriate proceedings to acquire the borrower's title to, or good and merchantable title to, and possession of the property.
- Reasonable expenses advanced for preservation of the real estate.
- Less:
  - The amount of any rents and other payments (excluding hazard insurance proceeds) collected or received, which are derived or related to the property.
  - The amount of cash remaining in any escrow account as of the last payment date.
  - Any amount paid under fire and extended coverage policies in excess of the cost of restoring and repairing the property.
  - The amount of cash to which you have retained the right of possession as security for the loan and all sums for which you have the right of set-off.

**Physical Damage** – If United Guaranty elects to purchase the property in settlement of a claim, the property must be restored to the equivalent of its condition when the loan was made, except normal wear and tear. You must cover the expense of any restoration repairs, except for repairs considered to be the result of normal wear and tear. In lieu of making the repairs, you or the investor may elect to take an adjustment to the claim for restoration costs. If United Guaranty elects to pay the option payment rather than purchase the property, then repairs are not required, and no adjustment will be made to the claim for damage to the property as long as sufficient insurance coverage exists to restore the property.

**Incomplete Construction/Rehabilitation** – For a claim to qualify for payment, a property considered as new construction (or rehabilitation) must be completed without regard to settlement of the claim. Once the property is completed, we'll determine whether to purchase the property in settlement of the claim or simply pay its contractual optional payment.

**Payment of Primary Claims** – If the property has not been sold when the claim is filed, United Guaranty has the option to pay the insured percentage of the qualified claim and leave title to the property with the investor, or pay the entire qualified claim amount and take title to the property. We must have access to the property in order to thoroughly evaluate it. If we decide to purchase the property, it must be vacant prior to payment of the purchase amount.

If the property has been sold prior to filing the claim, please submit the HUD-1 from the sale with the required documents. If the property sells after the claim has been filed, and prior to claim payment, please submit the HUD-1 as a supplemental document.

With each claim payment, United Guaranty places an Explanation of Benefits form online. This form states the amount for each item submitted on the servicer's claim form, along with the authorized amounts and an explanation of any differences. The Explanation of Benefits also includes a timeline that shows you and the investor any excess days in obtaining title to the property and in submitting the claim.

## Pool Claims

You are required to submit and settle your claim under any primary policy before a claim may be filed under the pool policy. If you negotiate a claim settlement on conditions other than those stated in the primary policy, you must obtain the written consent of United Guaranty to such a settlement. You may file a claim using the Claim for Loss form (Exhibit II) within 60 days after you have conveyed title to the property pursuant to an **approved sale**. In addition to the minimum required documents for a primary claim, a pool claim needs a full payment history from origination through the claim date, primary settlement explanation of benefits (EOB), current value information appraisal or Broker's Price Opinion, and the final HUD-1 from the REO sale.

**Claims Without a Primary Policy** – If applicable, a claim may be filed using the Claim for Loss form (Exhibit III) within 60 days after the insured has conveyed title to the property following an **approved sale**.

**Restoration** – If the property has suffered physical loss or damage, you must repair damage at your own expense. Repairs should be made as soon as you acquire title to and control of the property, so that marketing of the property will not be unduly delayed.

As soon as title to the property is acquired, you should establish contact between your REO section and United Guaranty's REO Asset Managers who will work together to market the property. This may involve steps such as selecting a real estate broker, obtaining estimates of repair costs, allocating responsibility for such costs, having repairs completed, and marketing the property. The real estate agent should call in offers, upon receipt, to a United Guaranty REO Asset Manager for a prompt response. Most pool policies require that United Guaranty approve all offers.



### Computation of Pool Claim Amount

United Guaranty allows the following items when you file a pool claim:

1. The unpaid principal balance at the time of the approved sale of the property.
2. The accumulated delinquent interest computed on the principal balance (taking into account the timely application of funds received from claim payments), and/or sale of the property at the mortgage note rate, but excluding applicable late charges and penalty interest.
3. Advances made for taxes and hazard insurance.
4. Reasonable expenses incurred in obtaining title to and possession of the property and to maintain and preserve the property.

### Settlement Options and Payment of Claims

United Guaranty has the option to pay the claim as follows, according to the requirement for a primary policy and to the combined benefit limit:

- The sum of items 1 through 4 above, less any primary policy claim payment or other previously made payments. As a condition to the claim payment under this option, the insured shall provide United Guaranty with good and merchantable title to the property, unless it has been conveyed in accordance with a primary policy.

Any claim payment due the insured shall be payable within 30 days after the claim is properly filed with United Guaranty.

## Electronic Claims Payment

Are you looking for a way to cut time processing claims payments?

United Guaranty offers an alternative to paper checks in the form of Automated Clearing House (ACH), an electronic network for financial transactions. Using ACH eliminates the need to process paper checks while providing faster access to the funds we electronically transfer (EFT).

United Guaranty's ACH form appears at the end of this supplement (Exhibit VI) and is available online for your convenience at [www.ugcorp.com/mi\\_tools/forms.html](http://www.ugcorp.com/mi_tools/forms.html).

If you have questions about the form or ACH set-up, please contact Andrea Garrison at [andrea.garrison@ugcorp.com](mailto:andrea.garrison@ugcorp.com).

## Conclusion

In conclusion, we ask that you use the appropriate United Guaranty form – or other form of written communication – to send information to us. Please provide a contact name and telephone number on all correspondence. Sample forms appear in the Exhibits section that follows.

United Guaranty is committed to giving prompt attention to all of your requests. Please let us know how we can help you.

## United Guaranty Contact Sheet

### Many Contact Options, Multiple Ways to Help

From phone calls and emails to faxes and regular mail, United Guaranty is there for you.

Below is a list of contacts for virtually any need you may have.

#### United Guaranty Headquarters

(available 8:00 a.m. to 5:30 p.m. ET) (800) 334-8966

#### Main Claims Customer Service Number

(available 8:30 a.m. to 5:00 p.m. ET) (855) CS-Status (855-277-8288) UGClaimStatus@ugcorp.com

#### Claims Appeal Team

appeals@ugcorp.com

#### Help with EDI

(855) CS-Status (855-277-8288)

#### FTP Set-Up

(855) CS-Status (855-277-8288)

#### Home Retention

(available 8:00 a.m. to 9:00 p.m. ET) (800) 603-3565 workout@ugcorp.com

#### Short Sale/Deed in Lieu

(800) 603-3565 workout@ugcorp.com

#### REO

(800) 334-8966 reoteam@ugcorp.com

#### Premiums

(888) 822-5584 ugcqc@ugcorp.com

#### Default Reporting

(888) 822-5584 defaultservicing@ugcorp.com

#### To Submit a Claim

**By email:** contact United Guaranty Claims Team at UGClaimsTeam@ugcorp.com

**By Fax:** (888) 528-3273

**By FTP:** (855) CS-Status (855-277-8288) or email UGClaimStatus@ugcorp.com for instructions

**By Postal Mail:** United Guaranty Claims Control  
ATTN: Claims Coordinator, First Lien  
230 N. Elm Street  
Greensboro, NC 27401

#### To Obtain an MI Guide Account

Visit [www.ugmiguide.com](http://www.ugmiguide.com) and complete the convenient online request form. Be sure to check the box next to Claims Station in the "applications desired" list. You will need to provide your name, email address, telephone number, lender name and Lender Master Policy Number. You will receive a return email with your username and password.



United Guaranty Residential Insurance Company  
United Guaranty Mortgage Indemnity Company

# First Lien/ Notice of Delinquency

**Telephone**  
336.373.0232  
**Nationwide**  
888.822.5584

**Facsimile**  
800.253.8432

Date / /

## LENDER INFORMATION

UGC Certificate # \_\_\_\_\_ Servicer Loan # \_\_\_\_\_  
Servicer/Insured Name \_\_\_\_\_ Servicer/Insured Phone # \_\_\_\_\_  
Servicer/Insured Address (Include City/State/ZIP) \_\_\_\_\_ Servicer/Insured Fax # \_\_\_\_\_  
Servicer/Insured Contact Name \_\_\_\_\_ Investor: ☐ Fannie Mae ☐ Freddie Mac ☐ Other

## BORROWER INFORMATION

Borrower Name \_\_\_\_\_ Co-Borrower Name \_\_\_\_\_  
Social Security # (Last 4 Digits Only) \_\_\_\_\_ Social Security # (Last 4 Digits Only) \_\_\_\_\_  
Phone # \_\_\_\_\_ Phone # \_\_\_\_\_  
Property Address (Include City/State/ZIP) \_\_\_\_\_ ☐ (Same as Borrower)  
Mailing Address, if different \_\_\_\_\_ Mailing Address, if different \_\_\_\_\_

## LOAN INFORMATION

Current Principal Balance (Exclude all Delinquent Interest, etc.) \$ \_\_\_\_\_

Total Delinquent Amount \$ \_\_\_\_\_

Loan Due for Date: Month \_\_\_\_\_ Day \_\_\_\_\_ Year \_\_\_\_\_

Reason for Non-Payment (Check One):

- |   |   |   |
|---|---|---|
| <input type="checkbox"/> Unemployment     | <input type="checkbox"/> Temporary Loss of Income | <input type="checkbox"/> Moved/Vacated                    |
| <input type="checkbox"/> Marital Problems | <input type="checkbox"/> Bankruptcy               | <input type="checkbox"/> Dissatisfaction with Property    |
| <input type="checkbox"/> Illness          | <input type="checkbox"/> Excessive Use of Credit  | <input type="checkbox"/> Energy/Environmental Cost        |
| <input type="checkbox"/> Death            | <input type="checkbox"/> Business Failure         | <input type="checkbox"/> Servicer Problem (Explain Below) |

Explanation: \_\_\_\_\_

Date of Last Mortgage: Month \_\_\_\_\_ Day \_\_\_\_\_ Year \_\_\_\_\_

Conversation: \_\_\_\_\_

## Servicer's Next Action (Check One)

- |   |  |
|---|--|
| <input type="checkbox"/> Loan Modification/Workout                | <input type="checkbox"/> Foreclosure   |
| <input type="checkbox"/> Recommend Mortgagor List For Sale        | <input type="checkbox"/> Negotiate Payment Plan                              |
| <input type="checkbox"/> Offer to Take Voluntary Conveyance (DIL) | <input type="checkbox"/> Promise to Pay — Date (If Available) ____/____/____ |
| <input type="checkbox"/> Pending Refinance                        |  |

## Describe Servicer's Collection Efforts:

## Bankruptcy

File Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Chapter \_\_\_\_\_

## Is this a First Payment Default?

☐ Yes ☐ No

## Occupancy Status (Check One)

☐ Mortgagor ☐ Tenant ☐ Other

United Guaranty Residential Insurance Company | United Guaranty Mortgage Indemnity Company | P.O. Box 21367 | 230 N. Elm Street | Greensboro, NC 27401 | www.ugcorp.com | United Guaranty is a marketing term for United Guaranty Corporation and its subsidiaries. Coverage is available through admitted company only. Please contact the Loss Management Department at 800.334.8966 with questions regarding this form.



**United Guaranty Residential Insurance Company**  
**P. O. Box 21367**  
**Greensboro, NC 27420-1367**  
**Phone: 888.822.5584 (select Option 1)**  
**Fax: 800.253.8432**

## Modification Request Form

**Use this form for delinquent and non-delinquent loans.**

**E-mail the completed form as follows:**

**Delinquent loans:** workout@ugcorp.com

**Non-delinquent loans:** loanmods@ugcorp.com

<b>Modification Request Type:</b>			
Refi with Cert Mod (includes HARP loans) <input type="checkbox"/> Loan Mod (Distressed borrower) <input type="checkbox"/> Loan Mod (Traditional) <input type="checkbox"/>			
<b>Lender Identification #</b>	<b>Existing UGC Certificate #</b>	<b>Servicer/Insured Existing Loan #</b>	<b>Servicer/Insured New Loan #</b>
<b>Servicer/Insured Name:</b>			
<b>Servicer/Insured Address: (Include City, State, and ZIP Code)</b>			
<b>Investor Name:</b> Fannie Mae <input type="checkbox"/> Freddie Mac <input type="checkbox"/> Other <input type="checkbox"/>			
<b>Borrower Name(s): (Include First, Last, and Middle Initial)</b>			
<b>Property Address: (Include City, State, and ZIP Code)</b>			

<b>Modification Information:</b>																																									
Initial Request <input type="checkbox"/> Revised Request <input type="checkbox"/> Final Request <input type="checkbox"/>																																									
Modification Effective Date/New Loan Closing Date (Required upon final request): _____																																									
First- or Second- Lien Modification? _____ Will a New Note be Executed? <input type="checkbox"/> Yes <input type="checkbox"/> No First Payment Due Date: _____																																									
<b>Existing Loan Payment Information:</b>																																									
For loans with changing payments, enter the P&I or interest-only payment made the most frequently during the last 12 months, or since the Note date of the Mortgage being refinanced if less than 12 months. \$ _____																																									
Currently Due For: _____																																									
Currently more than 30 days delinquent? <input type="checkbox"/> Yes <input type="checkbox"/> No																																									
Any 60+ day late payments in last 12 months? <input type="checkbox"/> Yes <input type="checkbox"/> No																																									
Any 30 day late payments in the last 12 months? <input type="checkbox"/> Yes <input type="checkbox"/> No How many? _____																																									
If a new loan, what is the amount of estimated closing costs, financing costs, and prepaid items financed in the new loan amount? (May not exceed the lesser of 4% of the loan amount or \$5,000) \$ _____																																									
Estimated cash back to borrower: (May not exceed \$250) \$ _____																																									
New Appraised Value: \$ _____																																									
Occupancy Type (New loan): _____ (Primary, Second Home, or Investor)																																									
<table border="1"> <thead> <tr> <th></th> <th><b>Existing Terms:</b></th> <th><b>New Terms:</b></th> </tr> </thead> <tbody> <tr> <td>Current Balance/Payoff Amount:</td> <td>\$ _____</td> <td>\$ _____</td> </tr> <tr> <td>Interest Rate:</td> <td>_____ %</td> <td>_____ %</td> </tr> <tr> <td>P&amp;I Only (or IO payment if applicable):</td> <td>\$ _____</td> <td>\$ _____</td> </tr> <tr> <td>Debt-to-Income Ratio:</td> <td>_____ %</td> <td>_____ %</td> </tr> <tr> <td>Remaining Term:</td> <td>_____ (mos.)</td> <td>_____ (mos.)</td> </tr> <tr> <td>Fixed-Rate/Fixed-Payment:</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>ARM:</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>    w/Potential Neg. Am.</td> <td><input type="checkbox"/></td> <td>Ineligible</td> </tr> <tr> <td>Interest-Only:</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>Interest-Only Term: (if applicable)</td> <td>_____</td> <td>_____</td> </tr> <tr> <td>Coverage Percentage:</td> <td>_____ %</td> <td>_____ %</td> </tr> <tr> <td colspan="3">(May not increase)</td> </tr> </tbody> </table>			<b>Existing Terms:</b>	<b>New Terms:</b>	Current Balance/Payoff Amount:	\$ _____	\$ _____	Interest Rate:	_____ %	_____ %	P&I Only (or IO payment if applicable):	\$ _____	\$ _____	Debt-to-Income Ratio:	_____ %	_____ %	Remaining Term:	_____ (mos.)	_____ (mos.)	Fixed-Rate/Fixed-Payment:	<input type="checkbox"/>	<input type="checkbox"/>	ARM:	<input type="checkbox"/>	<input type="checkbox"/>	w/Potential Neg. Am.	<input type="checkbox"/>	Ineligible	Interest-Only:	<input type="checkbox"/>	<input type="checkbox"/>	Interest-Only Term: (if applicable)	_____	_____	Coverage Percentage:	_____ %	_____ %	(May not increase)			<p><b>Complete this information if the new loan type is an ARM or other non-fixed payment loan.</b></p> <p>Index Name _____</p> <p>Margin _____</p> <p>Mos. to First Interest Rate Adj. _____</p> <p>Mos. interest Rate Adj. After First Adj. _____</p> <p>First Rate Adj. Cap _____</p> <p>Interest Rate Cap Per Adj. _____</p> <p>Max. Interest Cap (Life Cap) _____</p> <p><b>Complete if a second-lien modification.</b></p> <p>Increase in credit line? <input type="checkbox"/> Yes <input type="checkbox"/> No</p>
	<b>Existing Terms:</b>	<b>New Terms:</b>																																							
Current Balance/Payoff Amount:	\$ _____	\$ _____																																							
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Interest-Only Term: (if applicable)	_____	_____																																							
Coverage Percentage:	_____ %	_____ %																																							
(May not increase)																																									

**Distressed Borrower Loan Modification Only****(Please send executed modification documents to [workout@ugcorp.com](mailto:workout@ugcorp.com))**

Capitalized Amount: \$ \_\_\_\_\_

Borrower Contribution: \$ \_\_\_\_\_

Principal Forbearance Amount: \$ \_\_\_\_\_

Is there a known financial hardship? ☐ Yes ☐ No

If "yes," explain: \_\_\_\_\_

Step-Rate: ☐

(Complete information below if checked for "new terms")

No. of Years \_\_\_\_\_

Year 3 Rate \_\_\_\_\_%

Year 1 Rate \_\_\_\_\_%

Year 4 Rate \_\_\_\_\_%

Year 2 Rate \_\_\_\_\_%

Year 5 Rate \_\_\_\_\_%

**Comments or additional loan details:****Servicer Representative Information:***The undersigned represents and certifies that the above information is correct and complete, and acknowledges that continuation of mortgage insurance coverage by United Guaranty is provided in reliance upon the representations noted above.*

Authorized Representative Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Phone # \_\_\_\_\_ (including area code)

E-mail Address: \_\_\_\_\_

Fax #: \_\_\_\_\_



**United Guaranty Residential Insurance Company**  
**United Guaranty Mortgage Indemnity Company**  
**Loss Management Department**  
**P.O. Box 21367 Greensboro, NC 27420-1367**  
**Phone: 855.277.8288 Fax: 336.275.2893**

# CLAIM FOR LOSS

1. Primary Claim	2. Claim Type: <input type="checkbox"/> Full Documents: complete sections 4, 7-48, 57-58 <input type="checkbox"/> Supplemental Please complete all sections [see section 56 for required documentation].	4. Date This Claim Submitted:
5. P. O. Box 21367 Greensboro, NC 27420-1367	230 N. Elm Street Greensboro, NC 27401	6. Mortgage Insurer Telephone Number: 855.277.8288
7. Insured's Name:	8. Insured's Loan Number:	
9. Address:	10. Certificate Number:	
11. City State ZIP Code	12. Master Policy Number	
13. Borrower Name(s)	14. % Coverage	15. Type of Coverage
16. Property Address (including city, state and ZIP code)		
17. Servicer Name (if different from Insured's name)	18. Servicer Loan Number	
19. Servicer Address (including city, state and ZIP code)		
20. Payee Name (if different from Insured's name)	21. Payee Loan Number	
22. Payee Address (including city, state and ZIP code)		
23. Investor Name (if different from Payee's name)	24. Investor Loan Number	

## CLAIMABLE ITEMS:

25. Unpaid Principal Balance (interest paid through \_\_\_\_\_) \$ \_\_\_\_\_
26. Accumulated Interest:  
From \_\_\_\_\_ to \_\_\_\_\_ = \_\_\_\_\_ days @ \_\_\_\_\_ % \_\_\_\_\_
27. Subtotal Principal and Interest (Line 25 + Line 26) \$ \_\_\_\_\_

## EXPENSE INFORMATION:

28. Attorney's Fees \$ \_\_\_\_\_
29. Property Taxes (paid through \_\_\_\_\_) \_\_\_\_\_
30. Hazard Insurance Premiums (paid through \_\_\_\_\_) \_\_\_\_\_
31. Property Preservation Costs \_\_\_\_\_
32. Statutory Disbursements \_\_\_\_\_
33. Other Disbursements \_\_\_\_\_
34. Subtotal Claimable Items (total Lines 27 through 33) \$ \_\_\_\_\_

## DEDUCTIBLE ITEMS:

35. Escrow Account Balance \$ \_\_\_\_\_
36. Net Rental Proceeds \_\_\_\_\_
37. Pledged Savings, Buydowns, or Other Funds Held for Insured \_\_\_\_\_
38. Insurance Proceeds \_\_\_\_\_
39. Other Deductions (attach explanation) \_\_\_\_\_
40. Subtotal Deductible Items (total Lines 35 through 39) \$ \_\_\_\_\_

41. Total Claim Amount (line 34, minus Line 40) \$ \_\_\_\_\_

42. Less Adjustments if any (attach explanation) \$ \_\_\_\_\_

43. Adjusted Claim Amount (Line 41, minus Line 42) \$ \_\_\_\_\_

44. Comments:

**CLAIM AUTHORIZATION**

I hereby certify that the statements contained herein are true, correct and complete. I understand that a claim will not be complete until all applicable documents have been received by the Insurer. We are not aware of any facts indicating that the subject property is or might be subject to any environmental contamination or hazard, except as disclosed in accompanying attachments.

45. \_\_\_\_\_  
Authorized Signature

46. \_\_\_\_\_  
Contact Name (please type or print)

47. \_\_\_\_\_  
Title/Department

48. (\_\_\_\_\_) \_\_\_\_\_  
Phone

49. ARM Interest Rate Information

Rate	From	To	Number of Days	Unpaid Principal Balance (from Line 25)	Amount
1. _____%	_____	_____	_____	\$ _____	\$ _____
2. _____%	_____	_____	_____	_____	_____
3. _____%	_____	_____	_____	_____	_____
4. _____%	_____	_____	_____	_____	_____
				Total (enter on Line 26)	\$ _____

**EXPENSE INFORMATION**

Type	Date Paid	Period Covered/Description	Amount
50. Attorney's Fees	_____	_____	\$ _____
	_____	_____	_____
			Total (enter on Line 28) \$ _____
51. Property Taxes	_____	_____	\$ _____
	_____	_____	_____
	_____	_____	_____
	_____	_____	_____
			Total (enter on Line 29) \$ _____
52. Hazard Insurance Premiums	_____	_____	\$ _____
	_____	_____	_____
			Total (enter on Line 30) \$ _____
53. Property Preservation Costs	_____	_____	\$ _____
	_____	_____	_____
	_____	_____	_____
	_____	_____	_____
			Total (enter on Line 31) \$ _____
54. Statutory Disbursements	_____	_____	\$ _____
	_____	_____	_____
	_____	_____	_____
	_____	_____	_____
	_____	_____	_____
	_____	_____	_____
			Total (enter on Line 32) \$ _____

55. Other Disbursements \_\_\_\_\_ \$ \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 Total (enter on Line 33) \$ \_\_\_\_\_

56. **UNITED GUARANTY REQUIRED CLAIMS DOCUMENTATION\***

**Loan Origination File Documents**

- |  |   |
|--|---|
| <input type="checkbox"/> Loan Application (1003)             | <input type="checkbox"/> Proof of Residence/Citizenship |
| <input type="checkbox"/> Underwriting Transmittal (1008)     | <input type="checkbox"/> Paystubs                       |
| <input type="checkbox"/> IRS Form 4506-T                     | <input type="checkbox"/> Title Search                   |
| <input type="checkbox"/> Origination Appraisal Pictures      | <input type="checkbox"/> Purchase Agreement             |
| <input type="checkbox"/> Loan Approval Form                  | <input type="checkbox"/> Tax Returns                    |
| <input type="checkbox"/> Automated Underwriting              | <input type="checkbox"/> Verification of Deposit        |
| <input type="checkbox"/> Borrower's Authorization to Release | <input type="checkbox"/> Verification of Employment     |
| <input type="checkbox"/> Origination Credit Report           | <input type="checkbox"/> Verification of Mortgage/Rent  |
| <input type="checkbox"/> Gift Letter(s)                      | <input type="checkbox"/> W-2(s)                         |

**Closing Documents**

- ☐ HUD-1 Settlement Statement  
☐ Security Instrument (Mortgage/Deed)  
☐ Promissory Note

**Servicing Documents**

- ☐ Collection History  
☐ Foreclosure Documentation  
☐ Payment History

\*Additional documents may be requested

57. Is property ☐ vacant or ☐ occupied? If occupied, please provide name of occupant: \_\_\_\_\_

Key to property may be obtained from: \_\_\_\_\_ Telephone: (\_\_\_\_) \_\_\_\_\_

58. Date Foreclosure Filed \_\_\_\_\_ Date of Sale \_\_\_\_\_ Bid Amount \$ \_\_\_\_\_

Date \_\_\_\_\_ ☐ Borrower ☐ Co-Borrower ☐ Both filed Chapter ☐ 7 ☐ 13 ☐ 11 bankruptcy. Date stay lifted: \_\_\_\_\_

Date \_\_\_\_\_ ☐ Borrower ☐ Co-Borrower ☐ Both filed Chapter ☐ 7 ☐ 13 ☐ 11 bankruptcy. Date stay lifted: \_\_\_\_\_

Borrower current address \_\_\_\_\_ Telephone: (\_\_\_\_) \_\_\_\_\_

Current employer \_\_\_\_\_ Telephone: (\_\_\_\_) \_\_\_\_\_

Co-Borrower current address \_\_\_\_\_ Telephone: (\_\_\_\_) \_\_\_\_\_

Current employer \_\_\_\_\_ Telephone: (\_\_\_\_) \_\_\_\_\_

Any person who knowingly presents a false or fraudulent claim for payment of a loss or benefit or knowingly presents false information in an application for insurance is guilty of a crime and may be subject to fines and confinement in prison.

For your protection, California law requires the following to appear on this form: Any person who knowingly presents a false or fraudulent claim for payment of a loss is guilty of a crime and may be subject to fines and confinement in state prison.

The following statement applies to insured parties residing in and to those who make claims with respect to Insured loans secured by properties located in New Jersey: Any person who knowingly and with the intent to defraud any insurance company or other person files an application for insurance or statement of claim containing any materially false information, or conceals, for the purpose of misleading, information concerning any fact material thereto, commits a fraudulent insurance act, which is a crime.

For your protection, Washington, D.C. law requires the following to appear on this form: WARNING: It is a crime to provide false or misleading information to an insurer for the purpose of defrauding the insurer or any other person. Penalties include imprisonment and/or fines. In addition, an insurer may deny insurance benefits if false information materially related to a claim was provided by the applicant.

For your protection, Florida law requires the following to appear on this form: Any person who knowingly and with intent to injure, defraud, or deceive any insurer files a statement of claim or an application containing any false, incomplete, or misleading information is guilty of a felony of the third degree.

For your protection, New York law requires the following to appear on this form: Any person who knowingly and with intent to defraud any insurance company or other person files an application for insurance or statement of claim containing any materially false information, or conceals for the purpose of misleading, information concerning any fact material thereto, commits a fraudulent insurance act, which is a crime, and shall also be subject to a civil penalty not to exceed five thousand dollars and the stated value of the claim for each such violation.





United Guaranty Residential Insurance Company  
 United Guaranty Mortgage Indemnity Company  
 Loss Mitigation Department  
 PO Box 21367 | Greensboro, NC 27420-1367  
 Phone: 800.334.8966 | Fax: 336.275.2893  
 Email: [workout@ugcorp.com](mailto:workout@ugcorp.com)

## LOSS MITIGATION SUMMARY

Please submit form, with a current credit report, via **encrypted** email or other secure channel to: [workout@ugcorp.com](mailto:workout@ugcorp.com)

PRESALE \_\_\_\_\_ DEED IN LIEU \_\_\_\_\_ HAFA \_\_\_\_\_

Servicer \_\_\_\_\_ Contact \_\_\_\_\_ Phone \_\_\_\_\_ Loan No. \_\_\_\_\_ Email: \_\_\_\_\_  
 Investor \_\_\_\_\_ Contact \_\_\_\_\_ Phone \_\_\_\_\_ Loan No. \_\_\_\_\_ Email: \_\_\_\_\_

United Guaranty Certificate Number: \_\_\_\_\_

Total Payoff: \$ \_\_\_\_\_ as of \_\_\_\_\_ (date)

\*Some items may not be allowed by master policy

OFFER: \$ \_\_\_\_\_ Sales Price  
 \_\_\_\_\_ Commission  
 \_\_\_\_\_ Points/Buyer's NRCC  
 \_\_\_\_\_ Seller's Closing Costs  
 \_\_\_\_\_ Repairs  
 \_\_\_\_\_ Other  
 \$ \_\_\_\_\_ Total Closing Costs

Proposed Closing Date \_\_\_\_\_

Net Proceeds

\$ \_\_\_\_\_

	Date	As-Is Value	Repaired Value	Repair Costs
Broker's Price Opinion/Appraisal	_____	\$ _____	\$ _____	\$ _____
Broker's Price Opinion/Appraisal	_____	\$ _____	\$ _____	\$ _____
Broker's Price Opinion/Appraisal	_____	\$ _____	\$ _____	\$ _____

### BORROWER INFORMATION

Borrower's Name: \_\_\_\_\_

Borrower's Address: \_\_\_\_\_

Subject Property Address: \_\_\_\_\_

(if different from subject property address): \_\_\_\_\_

Borrower Phone: \_\_\_\_\_ Work: \_\_\_\_\_ Co-Borrower: \_\_\_\_\_ Work: \_\_\_\_\_

Estimated Foreclosure Sale Date: \_\_\_\_\_ Due Date: \_\_\_\_\_

Brief Hardship Summary: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

### FINANCIAL STATEMENT

Borrower	Co-Borrower	
		Gross Wage Income
		Rental Income
		Investment Income
		Overtime Pay
		Other _____
		Combined Totals

### Liquid Assets

\$	
	Checking
	Savings
	Mutual Funds
	Stock Value
	401(k) Balance
	Other Tax-deferred

### Debts (monthly)

Balance	Payment	
		Subject Mortgage
		Other rent or mortgage
		Auto Loans
		Credit cards
		Other Loans
		Other _____

### MOST RECENT TAX RETURN \_\_\_\_\_ YEAR

_____	Wages
_____	Interest
_____	Dividend
_____	State Refund
_____	Capital Gain/Loss
_____	Business Income
_____	Rental Income
_____	Other: _____
_____	<b>TOTAL</b>
_____	Refund or Remit

Schedule "E" if subject is a rental:  
 \_\_\_\_\_ Rental Gain/Loss  
 \_\_\_\_\_ Depreciation Allowance

### PAY STUB INFORMATION

Monthly Gross Income  
 Savings Deduction  
 401(k) Deduction  
 Savings Bond  
 Other \_\_\_\_\_

Borrower	Co-Borrower

### BANKRUPTCY INFORMATION

	Borrower	Co-Borrower	
Chapter Filed	7 or 13	Yes No	Yes No
	Dismissed	Yes No	Yes No
	Relief from Stay	Yes No	Yes No
	Discharge	Yes No	Yes No

... If no bankruptcy, stop here

COMMENTS: \_\_\_\_\_

# Document Stacking Order for Claims

All documents listed may not be required. Please refer to your loan program.

**UNITED  
GUARANTY®**

UG Cert No. \_\_\_\_\_ Loan No. \_\_\_\_\_

**Document Type (select one)**

- ☐ Full doc      ☐ SIVA      ☐ SISA      ☐ No Ratio  
☐ Other (please describe): \_\_\_\_\_

<b>1. Loan Origination Documents</b>	<input type="checkbox"/> Final, signed 1003 loan application <input type="checkbox"/> Underwriters 1008 Transmittal Summary <input type="checkbox"/> Underwriters Analysis/Approval/Worksheet or Final AUS Findings <input type="checkbox"/> Property Appraisal (full report, pictures, comp map, sketches) / 442 Completion Certificate and photos <input type="checkbox"/> Origination Credit Bureau Report used to qualify the loan <input type="checkbox"/> Proof of US Citizenship (if borrower is not a US Citizen) <input type="checkbox"/> Complete Preliminary Title Report/Search <input type="checkbox"/> All Additional Documentation that was required for the specific loan program
<b>2. Income Documentation</b>	
2a. Full Documentation Loans	<input type="checkbox"/> Pay stubs <input type="checkbox"/> Tax returns <input type="checkbox"/> W2s for previous two years <input type="checkbox"/> 24 or 12 months' personal bank statements <input type="checkbox"/> Business license or CPA letter
2b. Stated Income Stated Assets (SISA)	<input type="checkbox"/> Verbal Verification of current and previous employment <input type="checkbox"/> Business license or CPA letter <input type="checkbox"/> 4506T IRS Form – Unaltered Only <input type="checkbox"/> Verification of Assets/Deposits/Reserves
2c. Stated Income Verified Assets (SIVA)	<input type="checkbox"/> Verbal Verification of current and previous employment <input type="checkbox"/> Verification of Assets/Deposits/Reserves <input type="checkbox"/> 4506T IRS Form – Unaltered Only
2d. No Ratio	<input type="checkbox"/> Verbal Verification of current and previous employment <input type="checkbox"/> Verification of Assets/Deposits/Reserves <input type="checkbox"/> 4506T IRS Form – Unaltered Only
Other	<input type="checkbox"/> Please provide specific program under which loan was closed: _____
<b>3. Purchase Money Loans</b>	<input type="checkbox"/> Complete Final Signed Purchase Contract <input type="checkbox"/> Gift Letter and supporting documentation <input type="checkbox"/> Verification of previous mortgage(s) or rent
<b>4. Refinance Transactions</b>	<input type="checkbox"/> Payoff Statement(s) <input type="checkbox"/> Verification of previous mortgage(s)
<b>5. Closing Documentation</b>	<input type="checkbox"/> Note – signed by all borrowers <input type="checkbox"/> Deed of Trust/Mortgage – signed by all with property interest and notarized/recorded <input type="checkbox"/> HUD1 settlement statement – signed by all parties or stamped true and certified by attorney/title company
<b>6. Servicing Documentation</b>	<input type="checkbox"/> Payment Histories (from inception of loan if it is a bulk loan) <input type="checkbox"/> Collection Notes <input type="checkbox"/> Foreclosure Information (sale date, specific foreclosure documents required by the state) <input type="checkbox"/> For insured properties in deficiency states - need specific documents required by the state <input type="checkbox"/> Tax Coverage Information – coverage periods, date paid, penalties and interest <input type="checkbox"/> Deed In Lieu recorded date <input type="checkbox"/> HUD1 settlement statement from pre-foreclosure sale (short sale) <input type="checkbox"/> HUD1 settlement statement from post-foreclosure sale (REO sale) <input type="checkbox"/> Breakdown from Attorney on Third Party Sale <input type="checkbox"/> Promissory note from pre-foreclosure short sale or DIL (if applicable)
<b>7. Other Loan-Specific Documents</b>	<input type="checkbox"/> Bankruptcy Documentation <input type="checkbox"/> Divorce Decree/Separation Documentation <input type="checkbox"/> Child Support Order(s) Quit Claim Deeds <input type="checkbox"/> Cancelled Checks <input type="checkbox"/> HUD-1 on previously owned property
<b>8. Foreclosing Documents</b>	<input type="checkbox"/> BPO/Appraisal from the time of the foreclosure
8a. Non-Judicial State	<input type="checkbox"/> Sherriff's Deed <input type="checkbox"/> Trustee's Deed
8b. Judicial State	<input type="checkbox"/> Foreclosure Deed or Mortgage <input type="checkbox"/> Certificate of Title or Certificate of Sale <input type="checkbox"/> Judgment with Court Case #

Disclaimer: At any time, United Guaranty reserves the right to request additional documents not listed on this page. If documents are not provided to United Guaranty, the assumption will be that the documents are unobtainable. CMC/00 Projects/Claims Forms 07212011



United Guaranty Corporation  
P.O. Box 21567  
Greensboro, NC 27420-1367  
Phone: 800.334.8966

## ACH Registration Form

United Guaranty offers an alternative to paper checks in the form of an electronic funds transfer via Automated Clearing House (ACH), an electronic network for financial transactions. This option eliminates the need to process paper checks, and you receive faster access to the funds we electronically transfer (EFT).

To enroll:

- Please provide the following information requested and forward this form to United Guaranty **by fax** to the attention of Andrea Garrison at 336.412.3032.
- If you've received this form as a Word file, you can **securely email** a saved version or a scan of the completed document to [andrea.garrison@ugcorp.com](mailto:andrea.garrison@ugcorp.com).

## Contact Information

Servicer Name	
Street Address	
City ST ZIP	
Please provide at least two and up to four contacts for notification of transferred funds:	
Contact 1 name   email address	
Contact 2 name   email address	
Contact 3 name   email address	
Contact 4 name   email address	
Phone	- -
United Guaranty Servicer ID Number	

## Banking Information for Funds Transfer

Bank Name	
Bank ABA–Routing Number	
Bank Account Number	



**United Guaranty Residential Insurance Company | United Guaranty Mortgage Indemnity Company**

230 North Elm Street, Greensboro, North Carolina 27401 | tel: 800.334.8966 | [www.ugcorp.com](http://www.ugcorp.com)

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