

When you receive notification that a property secured by a mortgage owned by Freddie Mac has sustained damage due to a disaster or non-disaster related event, you must monitor and coordinate the hazard insurance claim process.

This quick reference outlines the activities you must perform to notify us of the damage and manage the hazard insurance claim process. Refer to *Single-Family Seller/Servicer Guide* (Guide) Section 8202.11 for additional information about hazard insurance losses. If you have any questions about hazard insurance losses, please contact Customer Support at (800) FREDDIE.

Reporting the Damage to Us

You must notify Freddie Mac of the damage if any of the following conditions exist:

- The mortgage is in foreclosure.
- The property is abandoned, and/or you have acquired it through foreclosure or deed-in-lieu of foreclosure.
- The property has suffered a total or near total loss.
- The insured improvements cannot be rebuilt.
- You want to apply insurance proceeds to the mortgage debt instead of repairing the property.
- The insurance proceeds exceed the amount required to restore the property to its original condition.

To notify us of the damage, submit your recommendation within five business days of learning about the situation.

We also suggest that you submit copies of the following documentation to us when they are available:

- Insurance adjuster's report
- Estimate for repairs
- Insurance check or proof of funds being held
- Property inspection reports with photos from 30 days prior to the loss event, if applicable

We may request additional documentation, if necessary.

Email the notification and documentation to us at Distressed_Property@FreddieMac.com.

You may also fax the notification and documentation to us at (571) 382-4933.

Initiating Foreclosure

You must obtain our approval to initiate foreclosure if the property has sustained damage. To request our approval, submit a detailed description of the issue along with your recommendation within five business days of discovering the condition. We will approve or deny your request and provide you with further instructions.

E-mail your request to us at Distressed_Property@FreddieMac.com.

You may also fax your request to us at (571) 382-4933.