

# Mortgage Customer Service - Frequently Asked Questions

Need a fast answer to a question or problem? You may find it right here.

## Managing Your Mortgage Loans

### Loss Claims—My Home Has Been Damaged...Where do I start?

### Loss Claims FAQ

### Understanding Escrow

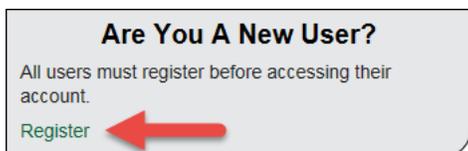
### Payoff Processing

### Contact Us

## Managing Your Mortgage Loans

1-What is your Mortgage Servicing Website address? [WestGate.Mortgage](http://WestGate.Mortgage)

2-How do I register as a new user? Locate the Box “Are You a New User?” on the Home Page of [WestGate.Mortgage](http://WestGate.Mortgage). Click on **Register**. All users must register before accessing their account.

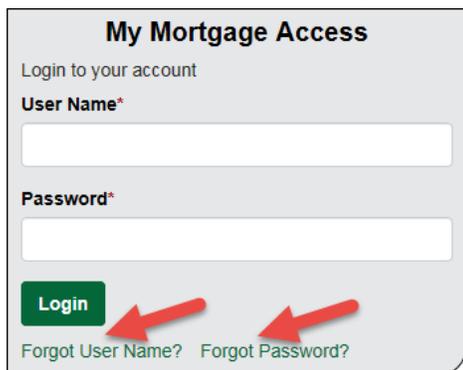


**Are You A New User?**  
All users must register before accessing their account.  
[Register](#)

A red arrow points to the 'Register' link.

3-What information do I need to register? You will need your loan number and social security number to register. One or both borrowers can register, using their own social security numbers, if they choose to do so.

4-What if I forgot my User Name or Password? In the “My Mortgage Access” section, at the bottom of the section box, there are links for **Forgot User Name?** and **Forgot Password?**. You will need your loan number and social security number to use the “forgot user name” and/or “forgot password” functions.



**My Mortgage Access**  
Login to your account  
**User Name\***  
  
**Password\***  
  
**Login**  
[Forgot User Name?](#) [Forgot Password?](#)

Red arrows point to the 'Forgot User Name?' and 'Forgot Password?' links.

## Managing Your Mortgage Loans (continued)

5- **What functions are available on the Website?** When you Log in, you have 24/7 access to important information about your West Gate Bank Mortgage loan such as:

- Make a mortgage payment using your PC, tablet, or phone
- View details about your transaction and escrow history
- Update your personal information
- Manage 'Notify Me' email alerts for payments and other transactions
- View and print 1098 Year End information

## Loss Claims—My Home Has Been Damaged...Where do I start?

**How the Loss Claim process works – *As the Servicer of your loan, we are here to help.*** As your Mortgage Servicer, we are named on the insurance proceeds check in most cases. The interest we hold in the real property requires us to oversee the repairs and disburse the insurance funds accordingly.

**Step 1:** Contact your insurance company to determine the amount of money you will need to complete repairs and restore your home. When insurance funds are issued, the check will be made payable to you and West Gate Bank as the servicer of your loan.

**Step 2:** Call us at 877-929-4545 for information on the claim process. West Gate Bank may be able to endorse the check up front. If not, we'll be asking that the check be endorsed by all borrowers. We will then deposit the check into an interest-bearing account and funds will be disbursed payable to you and the Contractor as invoices or bills are presented to us.

### ***Items needed from you:***

**The Claim Check** will be made payable to you and West Gate Bank. Please have the check endorsed on the back of the check by all named payees from the front of the check.

**A copy of the Adjustors report or worksheet:** If a copy of the contractor's estimate was used instead of an Adjustors report by your Insurance company, you must include a letter from your insurance carrier verifying this. We need to obtain complete details on the damage to the property.

**Affidavit:** A statement signed by you and notarized that the repairs to the property will be made. This **Borrower Restoration Affidavit** is prepared by West Gate Bank and sent to you for signatures.

## Loss Claims—My Home Has Been Damaged...Where do I start? (continued)

### *Items needed from your Contractor(s):*

**W9:** An IRS form completed by your contractor providing their tax identification number. The contractor will also need to indicate the tax classification, address and sign and date the form. This form can also be obtained online at the Internal Revenue Website.

**Contract:** A signed agreement between you and the contractor including materials and labor. The Contract must be signed by both you and the contractor. This may also include any billing statements or invoices.

**Contractor's License:** A certification indicating that the Contractor is licensed.

### *West Gate Bank will:*

**Deposit the claim check** in an interest bearing account.

**Review:** review and approve plans for repair.

**Make disbursements** payable to the borrower(s) and the contractor, if necessary pursuant to investor regulations.

**Monitor** and inspect repairs as completed to verify the repairs comply with the repair plan.

**Order** a final inspection of the completed repairs.

Please deliver or mail the following documents to:

West Gate Bank Mortgage Servicing  
P O Box 67069  
Lincoln NE 68506-7069

Additional procedures may need to be completed depending on the requirements your investor may have on your loan.

## Loss Claims FAQ

**1-Why does my insurance check have the bank's name on it?** As your Mortgage Servicer, we are named on the insurance proceeds check in most cases. The interest we hold in the real property requires us to oversee the repairs and disburse the insurance funds accordingly.

**2-Can I go to one of the branches and have my checks endorsed?** All of our loss claim processes are handled by the West Gate Bank Mortgage Division, including the endorsing of the checks. The West Gate Bank Mortgage Division is located at 6003 Old Cheney Road, Suite 300, Lincoln, NE, 68516; our hours of operation are 8:30 AM to 5:00 PM, Monday through Friday. Our toll free telephone number is: 1-877-929-4545. It is not necessary, however, for you to come to our office personally to complete this process; we can assist you entirely by mail, and send you a postage paid envelope to send us back the required paperwork.

**3-I have completed all of the repairs and paid for them myself...What is the procedure?** If you have completed all of the repairs, please contact us at 1-877-929-4545. We will need the Borrower Restoration Affidavit to be completed, the endorsed claim check, and the Insurance Adjustor's Worksheet. We will need paid invoices from your contractor or from other suppliers, and other evidence of restoration, depending on the amount of the claim. Please call us at least two weeks in advance so we can schedule an inspection to verify all damage has been repaired.

**4-My contractor needs half of the contract amount up front for a down payment to get the work started. What is the procedure?** In order for the down payment to be released, we need the Borrower Restoration Affidavit, the complete Insurance Adjustor's Worksheet, the endorsed claim check, the signed contract for repairs, and a W-9 completed by the contractor.

**5-How long do I have to complete the repairs?** Your individual adjustor has given you a timeline for completing the repairs, and we abide by those directives from your adjustor. We would like all of the repairs to be completed within 24 months, if possible.

**6-What is the cost for inspections on my property when the work is completed?** There is a nominal inspection cost for each inspection performed; you will be billed for the cost of each inspection. Please also see "Loss Claims – My Home has been damaged. Where do I start? "

## Understanding Escrow

**1-What is an escrow account?** When a mortgage loan closes, an escrow account is established by the lender to pay the borrower's real estate taxes, homeowners insurance, and if applicable, mortgage insurance on their behalf. This ensures those bills are paid in full and on time, without the customer having to save large amounts of money and keep track of due dates. A portion of these funds will be collected with each monthly mortgage payment for deposit into the escrow account.

**2-Why does my payment change?** The monthly escrow amount will change throughout the life of the loan. This is because actual real estate taxes and homeowners insurance premiums may increase or decrease annually, or a customer may decide to increase their homeowner's insurance coverage. Each year, the account will be analyzed to make sure the escrow portion of the monthly mortgage payment adequately covers projected real estate taxes and homeowners insurance premiums.

**3-What if I have an escrow overage or shortage?** There could be escrow account shortages and/or overages. The Servicer estimates the amount needed and timing of payments and calculates a monthly escrow amount that is level.

**Shortage** – If actual taxes and insurance payments are higher than expected the account may have a shortage. The Servicer will offer different payment options to resolve the shortage.

**Overage** – If actual taxes and insurance payments are lower than expected and the account is current, the customer may receive a refund check.

The annual account analysis serves to always keep the escrow balance and escrow payment adequate to cover upcoming required outflows, but not more than is needed. There are specific regulations that all banks are required to follow when setting up analysis amounts and collecting for future disbursements for taxes and insurance. Please contact us at 1-877-929-4545 if you receive your escrow analysis statement and you have questions.

## Payoff Processing

To request a mortgage payoff from West Gate Bank, please fax us the payoff request and the signed Borrower's Authorization for payoff to 402-434-7800. The Borrower's Authorization for payoff is provided by the party requesting the payoff, typically a title company, bank or insurance company. West Gate Bank will respond to written requests for payoff statements within 7 business days. West Gate Bank will include a payoff date on each payoff statement, and an additional interest per day figure for funds received after the quoted payoff date.

Payoff figures are subject to final verification from West Gate Bank. Figures may be adjusted if any check/money order previously received is rejected by the institution upon which it was drawn.

The escrow balance is subject to audit and may change due to receipts and/or disbursements from the account prior to payment in full.

Issuance of this statement does not suspend the contract requirement to make the mortgage payments when due. A late charge will be added to the payoff total if received after that time.

### Wiring Instructions:

West Gate Bank

ABA: 104901584

Account# 1160070

All wired funds must include loan number and borrower name. Wire cutoff time is 3:00 PM (CST). Funds received after 3:00 PM may be credited on the next business day.

### Overnight Mail Instructions:

West Gate Bank Mortgage

6003 Old Cheney Road Suite 300

Lincoln NE 68516 Phone: 1-877-929-4545 Fax: 402-434-7800

If funds are not sufficient to satisfy the full indebtedness, the payoff funds will be returned. This delay will cost the borrower additional interest, as interest continues to accrue on the indebtedness until the total amount required for payoff is received.

Please provide any changes to the borrower's mailing address in order to forward reconveyance documents accordingly.

## Contact Us

Telephone: 1-877-929-4545

Fax: 402-434-7800

Hours of Operation: 8:30 AM to 5:00 PM (CST), Monday through Friday.

**BORROWER RESTORATION AFFIDAVIT**

**West Gate Bank**

**Loan Number:** \_\_\_\_\_

AFFIDAVIT

STATE OF \_\_\_\_\_ )

COUNTY OF \_\_\_\_\_ )

I/We \_\_\_\_\_, being first duly sworn upon oath, depose and state that I/we are the name insured in a policy issued by \_\_\_\_\_ **(Insurance Company)** and identified as **Policy Number** \_\_\_\_\_ covering real estate and improvements thereon located at \_\_\_\_\_ **(Property Address)** . I further state that on \_\_\_\_\_ **(Date)** the dwelling (or other improvements as identified: \_\_\_\_\_ **(Property Address)**) at said address was damaged by \_\_\_\_\_ **(Hail, Wind, etc)**. to the extent of \_\_\_\_\_ **(Amount)** and further state that said damage \*will be repaired entirely, and that all bills pertaining thereto will be paid, and that said real estate and the dwelling or other above identified improvements will be restored to a condition at least as good as the existing prior to said loss and that no construction liens or mechanics liens have been permitted to attach to said real estate and improvements, including the dwelling.

**\*If total loss to the dwelling exceeds \$10,000.00, and the claim meets Insurance Claim Processing policy as prescribed by West Gate Bank, borrower must agree to send evidence of restoration when work is completed, including pictures and paid receipts for work done.**

\_\_\_\_\_  
**(Borrower)**

\_\_\_\_\_  
**(Co-Borrower)**

**On this** \_\_\_ **day of** \_\_\_\_\_, **20** \_\_, before me, personally appeared \_\_\_\_\_ personally known to me (or proved to me on the basis of satisfactory evidence) to be the person(s) whose name is/are subscribed to the within instrument and acknowledge to me that he/she executed the same in his/her authorized capacity, and that by his/her signature(s) on the instrument the person, or entity upon behalf of which the person acted, executed the instrument.

\_\_\_\_\_  
Notary Public