



Reference guide

Insurance claim check website

Wells Fargo Home MortgageSM and Home Equity

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Overview

This document provides:

- The purpose and overall function of the insurance claim check website.
- The roles and responsibilities of the Property Loss Customer Care team.
- Website navigation for:
 - The Customer Information screen
 - The Loan Results screen
 - The Customer Claim List or “Tell Us About the Customer’s Claim” screens
 - Steps to handle loan exception scenarios
 - Steps to process an endorse and release claim
 - Steps to process a monitored claim
 - How to print important customer instructions for the insurance repair check process
 - How to enter the action you took with the customer

Website function

The new Insurance Claim Check (Branch Access) website will assist team members in determining how to process a *Wells Fargo Home MortgageSM* (WFHM) and Wells Fargo Home Equity (WFHE) insurance repair check for a property loss.

By entering information about the check, you will receive either an approval from the website for endorsement or guidance for handling checks that cannot be endorsed at the branch. When instructed to print the claim document information from the website, you can do so for your customer. The website will return data 24 hours a day, 7 days a week.

Note: The adjuster's worksheet is not required to process the check through the website.

If the customer	Action
Does not have the worksheet	Advise the customer to provide it at their earliest convenience as the Property Loss Team will need it later in the claim process.
Provides the worksheet	Fax the front and back of it to the Property Loss Team using the appropriate fax number. <ul style="list-style-type: none">• Wells Fargo Home Mortgage: 1-937-525-4270• Home Equity: 1-678-459-9203

The website can be used for the majority of insurance loss scenarios; however, it does not handle all exceptions. When you are assisting a customer with a unique scenario, you may need to contact the Wells Fargo Property Loss team for additional support. The Property Loss team member will be able to provide guidance and instructions on how to process the insurance repair check for the customer in a timely manner.

Wells Fargo Property Loss Team

Wells Fargo Property Loss team:

- Provides assistance on first mortgage loans to the *Wells Fargo Home Mortgage* sales sites and Wells Fargo branches.
- Is available to help with servicing issues that may affect our ability to provide customers with best in class service.
- Call the Property Loss Team by using the appropriate telephone number below.
 - **Mortgage client number 708/936:** 1-866-826-4902
 - **Home Equity:** 1-877-592-0185
- The Property Loss Team's hours of operation are:
 - **Monday-Friday:** 8:00 a.m. to 6:00 p.m. Central Time
 - **Saturday:** 8:00 a.m. to 2:00 p.m. Central Time

Accessing the Insurance Claim Check (Branch Access) website

- Log into the InsuranceClaimCheck.com Branch Access Website by using the link below.
[Branch Access \(Insurance Claim Check\) website](#)
- To save the Insurance Claim Check (Branch Access) website link, do the following:
 - Select the link above to access the sign-on screen.
 - Select the **click to bookmark** link on the sign-on screen, under the **Bookmarking** heading.
 - Save the link to your Internet Explorer Favorites (browser) or My Favorites (Branch Portal)

Note: After you save the link, enter your AD-ENT ID and password in the corresponding fields on the sign on screen.

Customer Information Search screen

After logging into the website, the Customer Information Search page will display. You must follow standard branch procedures for identifying customers.

Note: The adjuster's worksheet is not required to process the check through the website.

Complete the steps below to begin a search for the customer's loan.

- Enter *one* of the combinations below using the customer's:
 - Loan number and property zip code
 - Last name and last four digits of the customer's social security number
 - Property street number and name, city, state and zip code

Note:

- When entering a:
 - Mortgage loan account number; exclude the three-digit client numbers 708 and 936.
 - Home equity mortgage account number, exclude the client number 546.
 - Home equity account number, include at the beginning of the account number the same three digits that it begins with.

Example: 683683XXXXXXXXXX

- If you experience difficulty using the loan account number, try another search option. The combination being used will display in white after it is selected.

The screenshot shows the 'Branch Access' website interface. At the top, there is a green header bar with 'Branch Access' on the left and 'Website Procedures' on the right. Below the header, a search instruction reads: 'Search by loan number, last name/SSN, or by property address'. The main content area features a 'Loan and Zip Search' form. This form includes a note: 'Exclude 3 digit client number (708, 936, and 546) from the loan number.' Below this note are two input fields: 'Loan Number:' and 'Property Zip Code:'. Each field has a text box with the word 'Required' inside. To the right of these fields is a blue 'Submit' button.

2. Did the results of the search display?

Response	Action
No	A message will display indicating the results could not be retrieved and the area to contact for help.
Yes	The Loan Search Results screen will display and it will list the borrowers, loan number, and property addresses.

Loan Results screen

If the Loan Search Results screen:

- Displays the correct customer, select the loan number for the correct corresponding borrower and property address.
- Did *not* display the correct customer, select Search Again to return to the Customer Information search screen.

Loan Search Results

****Team Members will need to follow the store/branch procedures to identify the customer.****

Once Customer identification has been confirmed, please select the loan below to continue.

Client	Loan Number	Borrower	Co-Borrower	Property Street	City	State	Zip
708	0123456789	HAPPY CUSTOMER	SATISFIED CUSTOMER	123 CARRIER AVENUE	ATLANTA	GA	55555

[Search Again](#)

After the loan is selected, one of the following screens will display.

Screen	Details
Tell Us About the Customer's Claim	<ul style="list-style-type: none"> Displays when there are no existing claims on the selected loan. Prompts the team member to enter the claim details to create the claim
Claim List	<ul style="list-style-type: none"> Displays when the loan already has an existing claim. Prompts the team member to enter the insurance repair check amount.

Tell us about the Customer's Claim screen

- The Tell Us about the Customer's Claim screen will display when the customer does *not* have any existing claims on their loan.
- The purpose of this screen is to obtain the customer's claim details to ensure that the system is able to determine how to assist the customer.
- All fields on the screen must be completed before moving to the next screen, so obtain the required information from the customer to create their claim.
- You may be asked to confirm the customer's contact information after you submit the claim information. The required fields will be indicated on the claim screen.
- It is important to ensure that the claim contains the customer's correct contact information, including an accurate telephone number and mailing address if the decision returned is anything other than Endorse and Release. Verifying the information ensures that the claim documentation or disbursement checks are sent to the correct customer.

Note: Endorse and Release Claims under \$10,000 will route directly to the Claim "To Do List".






- Below are a screen example and a description for each field on the screen.

The screenshot shows the 'Tell Us About the Customer's Claim' screen. At the top, there is a Wells Fargo logo and a navigation bar with links: 'Website Procedures', 'Tell Us About Your Claim', 'FAQ', and 'Contact Us'. The main heading is 'Tell Us About the Customer's Claim'. Below it, a instruction reads: 'Please enter the Customer's claim information below to begin the process. Once completed, select the "Send" button.'

The form contains the following fields and elements, each with a numbered callout:

- 1**: 'Insurance Claim Check Amount:' with a text input field labeled 'Required'.
- 2**: 'Cause of Property Damage:' with a dropdown menu labeled 'Required'.
- 3**: 'Date Damage Occurred:' with a text input field labeled 'Required' and a blue '+' button.
- 4**: Two radio buttons: 'Customer brought in Check today' and 'Customer DID NOT bring in Check today'. A 'Required' label is next to them.
- 5**: A text box containing a note: 'At times insurance companies will issue "Emergency Checks" which is typically identified on the check voucher or accompanied by a cover letter stating that it is an emergency check. An Adjuster's Worksheet/Report is not always issued by the Insurance Company for these types of checks.' Below the text box is a checkbox labeled 'Select box if this is an Emergency Check'.
- 7**: A blue 'Send' button.

At the bottom left is a blue 'Cancel' button. At the very bottom, there is a footer: 'This website is designed and operated by Assurant Specialty Property, a Wells Fargo approved provider.' and a link for 'Privacy Policy & Terms of Use'.

Number	Field name	Description
	Insurance Claim Check Amount	Total amount of check(s) being discussed or brought in by the customer for their claim.
	Cause of Property Damage	Cause of the damage to the customer's property, which can be found on the check, check stub, or adjuster's worksheet. <i>Note:</i> Refer to note above about the adjuster's worksheet.
	Date damaged occurred	Date the damage to the property occurred, which can be found on the check, check stub, or adjuster's worksheet. <i>Note:</i> Refer to note above about the adjuster's worksheet.
	Customer brought in Check today Customer DID NOT bring in Check today	Customer brought in Check today: Select this option when the customer is in the branch with the claim check. Customer DID NOT bring in Check today: Select this option when the customer does not have the check and is requesting information only.
	Select box if this is an Emergency Check	Select this option when you have identified the check as being an emergency check. <i>Notes:</i> <ul style="list-style-type: none"> Insurance companies will issue emergency checks at times. These are typically identified on the check voucher or accompanied by a cover letter stating it is an emergency, advance, partial, or good faith check. An adjuster's worksheet or report is not always issued by the insurance company for these type of checks



Navigational Links

Links can be selected at any time during the customer session.

- **Website Procedures:** Displays a PDF of these procedures for access at any time.
- **Tell Us About Your Claim:** Redirects you to the Tell Us about the Customer's Claim screen shown below.
- **FAQ:** Displays questions that are frequently received from customers. These can be used to assist the customer with questions they may have regarding the claim process.
- **Contact Us:** Displays the Property Loss Team's contact information and business hours that can be provided to the customer if needed.




Submit

Select **Send** after all the required information has been entered. This will create the claim in the system and instructions will display on the screen so that you can properly assist the customer with their insurance claim.

- After completing the Tell Us about the Customer's Claim screen, select **Send** and a Check Confirmation screen (example shown below) will open. On that screen, you **must** select the appropriate option.

Option	Action
Confirm	Re-enter the check amount in the Confirm total check amounts(s) field and select Confirm .
Cancel	Select Cancel to return to the Teller Us about the Customer's Claim screen.

Check Confirmation 

\$7,000.00

You have entered the above check amount.

Confirm total check amount(s):

Press confirm below to process with amount, or Cancel to change the check value.

Cancel

Confirm

Claim List Screen

The Claim List screen (example shown below) will display when a customer has an existing claim on the selected loan. After the information is provided by the customer or confirmed on the check, check stub, or documentation provided by the customer, complete the following steps.

1. Confirm with the customer that the information in the Property Damage and Date of Loss fields is correct for the claim the customer is discussing.
2. Was a matching claim found?

Response	Action
No	Select the Add Another Claim link to return to the Tell Us About the Customer's Claim screen to report a new claim.
Yes	Select the existing tracking number from the claim list. The Report Check Amount screen will display.

Tracking Number	Property Damage	Date of Loss	Status
7586953	HIGH SURF	07/09/2019	PENDING

Report Check Amount screen

The Report Check Amount screen (example shown below) requires you to indicate if the customer has the check with him or her at the branch **or** if the customer is requesting information about the insurance repair check process.

1. Select **one** of the options below to indicate if the customer has the check at the branch or not.
 - **Customer brought in Check today:** Select this option when the customer is at the branch and has the insurance claim check in hand.
 - **Customer DID NOT bring in Check today:** Select this option when the customer does not have the check and is only requesting information.

2. Enter the total check amount being reported by the customer in the Enter total check amount(s) field.

Note: If the customer has multiple checks to be processed, add the checks together and enter that amount in the field.

3. Determine if the check is an emergency check.

Note: At times insurance companies will issue emergency checks. These are typically identified on the check voucher or accompanied by a cover letter stating that it is an emergency check. An adjuster's worksheet or report is not always issued by the insurance company for these types of checks.

Response	Action
Yes	<ul style="list-style-type: none"> a. Select the box to indicate the check is an emergency check. b. Select Submit to receive the appropriate instructions on how to assist the customer.
No	Select Submit and the system will provide a decision based on the information that you entered for the claim.

Report Check Amount

Please select one of the options below and provide the Amount of the Check(s) being reported by the Customer today.

☐ Customer brought in Check today
 ☐ Customer DID NOT bring in Check today

NOTE: If below amount is not provided, To Do steps may be subject to change once amount is provided.

Enter total check amount(s):

At times insurance companies will issue 'Emergency Checks' which is typically identified on the check voucher or accompanied by a cover letter stating that it is an emergency check. An Adjuster's Worksheet/Report is not always issued by the Insurance Company for these types of checks.

☐ Select box if this is an Emergency Check

Submit

To Do List screen

The To Do List screen:

- Provides the required steps a team member must complete when assisting the customer with his or her insurance repair check; the steps are based on the specific customer loan and insurance repair check and claim amounts.
- Specifies how the claim will be handled.

After you enter all the claim information, the site will provide one of the following basic decisions:

- [Decision Result #1:](#) This loan has been transferred to another mortgage company.
- [Decision Result #2:](#) This loan is paid in full.
- [Decision Result #3:](#) This insurance repair check must be sent to the Property Loss Team for deposit.
- [Decision Result #4:](#) This insurance repair check can be endorsed today by an authorized endorser.

Note: Some Endorse and Release claims may require an inspection after all the insurance repairs have been completed. This is typically a requirement on high-dollar claim amounts or an investor requirement. You will be prompted within the To Do List to provide the customer with an Inspection Disclosure form when this is a requirement.

If you or your customer has questions about why a claim needs to be monitored or why the check cannot be endorsed at the branch, contact the appropriate Property Loss area.

- Mortgage: Client number 708/936: 1-866-826-4902
- Home Equity: Client number 546: 1-877-592-0185

Decision Result #1 – This loan has been transferred to another mortgage company

The To Do List screen displays (example shown below) and advises you that the loan has been transferred to another mortgage company. Follow the instructions that display on the screen in the Required Branch Steps section. You **must** complete all screens that appear to ensure the transaction is processed.

The insurance repair check cannot be endorsed by Wells Fargo since the bank is no longer the lien holder. As a result, the customer's insurance company **must** reissue the check made payable to the customer and the **new** mortgage company, now considered the lien holder.

The screenshot shows a 'To Do List' header in a blue box. Below it, a white box contains the title 'This loan has been Transferred to Another Mortgage Company' and a sub-header 'Please follow the steps below to assist the customer with their Insurance Repair Check.' Below this is a section titled 'Required Branch Steps' with a blue header. It contains three numbered steps: 1. Advise customer that WFHM is not authorized to endorse this Insurance Repair Check. 2. Click here to provide the customer with their Next steps. 3. Click here to assist the customer if they do NOT know who the new Mortgage Company is. A red link 'See Documents for this Claim' is positioned above step 1. At the bottom of the steps section is a blue button labeled 'Continue Transaction'.

Provided below is an explanation of each link in the Required Branch Steps section of the To Do List screen.

Link	Details
See Documents for this claim	You can select this link to find out the status of documents the customer may have sent to the Property Loss Team or to know which documents the customer must provide.
Click here to provide the customer with their Next Steps	When you select this link, a pop-up box appears and it displays information to provide to the customer. After providing the information to the customer, select OK to return to the To Do List screen.
Click here to assist the customer if they do NOT know who the new Mortgage Company is	When you select this link, a pop-up box appears and it displays instructions on how to assist the customer. After completing the instructions, select OK to return to the To Do List screen.
Continue Transaction	<p>You must select Continue Transaction. After it is selected, the Branch Information screen appears (example on page 15) and you must select the appropriate option from the Action Taken drop-down menu.</p> <p>The options in the drop-down menu are specific to the decision returned by the system and indicate the available options for you to provide to the customer.</p>

Decision Result #2 – This loan is paid in full

The To Do List screen displays (example shown below) and advises you to provide the customer with their next steps. You **must** complete all screens that appear to ensure the transaction is processed.

The insurance repair check cannot be endorsed by Wells Fargo since the loan is paid in full and the bank is no longer the lien holder. As a result, the customer's insurance company needs to reissue the check made payable to the customer.

The screenshot shows a web interface for a 'To Do List'. At the top, there's a blue header with the text 'To Do List'. Below it, a white box contains the title 'This Loan is Paid in Full' and a sub-header 'Please follow the steps below to assist the customer with their Insurance Repair Check.' Below this, a blue box titled 'Required Branch Steps' contains a list of steps. The first step is '1. Click here to provide the customer with their Next steps.' To the right of this step is a red link 'See Documents for this Claim'. At the bottom of the 'Required Branch Steps' box is a blue button labeled 'Continue Transaction'.

Provided below is an explanation of each link in the Required Branch Steps section of the To Do List screen.

Link	Details
See Documents for this claim	You can select this link to find out the status of documents the customer may have sent to Property Loss or to know which documents the customer must provide.
Click here to provide the customer with their Next Steps	When you select this link, a pop-up box appears and it displays information to provide to the customer. After providing the information to the customer, select OK to return to the To Do List screen.
Continue Transaction	<p>You must select Continue Transaction. After it is selected, the Branch Information screen appears (example on page 15) and you must select the appropriate option from the Action Taken drop-down menu.</p> <p>The options in the drop-down menu are specific to the decision returned by the system and indicate the available options for the team member to provide to the customer.</p>

Decision Result #3 – This insurance repair check must be sent to Property Loss for deposit

The To Do List screen displays (example shown below) and advises you that the insurance repair check must be sent to Property Loss for deposit because the claim will be monitored throughout the repair process. You **must** complete all screens that appear to ensure the transaction is processed.

The mailing instructions are provided to the customer in the claim packet that the team member will print as indicated in step 3 of the Required Branch Steps.

Notes:

- You can select the mailing address by selecting the Document Deliver Options – Mail link, which appears on the right side of the To Do List screen.
- Confirm the customer understands the check **must** be endorsed by all parties (other than Wells Fargo) before the check is sent to Property Loss. Missing endorsements will cause delays in processing.

To Do List

This Insurance Repair Check must be sent to Property Loss for Deposit.
Please follow the steps below to get the customer started with their claim process.

Required Branch Steps [See Documents for this Claim](#)

1. Advise customer that the claim will be monitored based on the Check Amount(s)
2. Advise customer to send fully endorsed check to Property Loss for processing
3. [Click here to Print Claim Packet and provide to customer](#)

Continue Transaction

Decision questions or concerns, please call Property Loss at 1-888-882-1838

Provided below is an explanation of each link in the Required Branch Steps section of the To Do List screen.

Link	Details
See Documents for this claim	You can select this link to find out the status of documents the customer may have sent to Property Loss or to know which documents the customer must provide.
Click here to Print Claim Packet and provide to customer	When you select this link, a printable PDF Monitored Claim Packet for a general monitored claim displays. The packet contains helpful information to assist the customer with their claim.
Continue Transaction	You must select Continue Transaction . After it is selected, the Branch Information screen appears (example on page 15) and you must select the appropriate option from the Action Taken drop-down menu. The options in the drop-down menu are specific to the decision returned by the system.

Decision Result #4 – This insurance repair check can be endorsed today by an authorized endorser

The To Do List screen displays (example shown below) and advises you of the steps needed to assist the customer with endorsing and releasing their insurance repair check. You **must** complete all screens that appear to ensure the transaction is processed.

To Do List

This Insurance Repair Check CAN be Endorsed today by an Authorized Endorser.

[Click to print Endorsement Checklist for customer if customer did not bring check.](#)

OR

Please follow the steps below to assist the customer to Endorse and Release their check.

Special Advisement for Customer: The claim process outlined in the steps below is subject to change based on an increase of the Claim Amount.

Required Branch Steps

[See Documents for this Claim](#)

1. Advise Adjuster's Worksheet is required prior to Inspection Request if not provided today
2. [Click here to Print Property Inspection Notice](#)
3. [Click here for Endorsement Instructions and Endorse the Check](#)
4. Copy front and back of endorsed check
5. [Click here to Print Fax Cover Sheet](#)
6. [Click here to ensure all documentation is ready to be faxed](#)
7. Fax all documentation to 937-525-8949
8. [Click here to advise the customer of important information regarding their claim](#)

Continue Transaction

Decision questions or concerns, please call Property Loss at 1-888-882-1838

Provided below is an explanation of the link that appears at the top of the screen and the links that appear in the Required Branch Steps section of the To Do List screen.

Link	Details
See Documents for this claim	You can select this link to find out the status of documents the customer may have sent to Property Loss or to know which documents the customer must provide.
Click to print Endorsement Checklist for customer if customer did not bring check	When you select this link, a printable PDF Endorsement Checklist displays and it can be provided to the customer if the customer did not bring their check.
Click here to Print Endorsement and Inspection Agreement and obtain customer signature	When you select this link, a printable PDF Endorsement and Inspection Agreement displays for the customer to sign. This document needs to be faxed to the Property Loss Department with the Fax Cover Sheet. The original signed document can be returned to the customer for their records.

Note: The signature of at least one customer listed on the check is required on the Inspection Agreement at the time the check is presented for endorsement.

Click here for Endorsement Instructions and Endorse the Check

When you select this link, a pop-up box appears and displays an example of how to endorse the insurance repair check for the customer. Select **OK** to return to the To Do List screen.

Click here to Print Fax Cover Sheet

When you select this link, the internal Branch Package Fax Cover Sheet displays. You **must** complete the Check Amount field. After that field is completed with the total amount for all the checks the customer has presented, you can then print the fax cover sheet and use it to fax the documentation to the Property Loss Team.

Click here to ensure all documentation is ready to be faxed

When you select this link, a pop-up Branch Endorsement Fax List screen appears. It displays a list of items that must be faxed to the Property Loss Team on behalf of the customer.

Click here to advise the customer of important information regarding their claim

When you select this link, a pop-up screen appears and it displays information to provide to the customer about the potential next steps on the claim.

Continue Transaction

You **must** select **Continue Transaction**. After it is selected, the Branch Information screen appears (example on page 15) and you **must** select the appropriate option from the Action Taken drop-down menu. The options in the drop-down menu are specific to the decision returned by the system and indicate the available options for the team member to provide to the customer.

Note: If you select the Endorsed and Released Check option from the drop-down menu, you are indicating the customer's check was endorsed at the branch. After you select **Complete Transaction** on the Branch Information screen, the Check Information screen will display and you **must** complete it to reflect the information shown on the check.

Branch Information screen

- The Branch Information screen displays after the To Do list screen.
- The options in the Action Taken drop-down menu on the Branch Information screen are specific to the decision returned by the system and indicate the available options for you to provide to the customer.
- If the decision returned is one of the following listed below, the screen will display the options in the Action Taken drop-down menu as shown in the example below.
 - This loan has been transferred to another mortgage company.
 - This loan is paid in full.
 - This insurance repair check must be sent to Property Loss for deposit.

Branch Information

Please fill out the information below

Team Member Name: George Greenman

Team Member Lan ID:

Classification: EnhancedEndorseAndRelease

Action Taken: Advised of Information Only ▼

Advised of Information Only

Close Complete Transaction

- If the decision returned is 'This insurance repair check can be endorsed today by an authorized endorser.', then the Branch Information screen will display the options in the Action Taken drop-down menu as shown in the screen example below.

Branch Information

Please fill out the information below

Team Member Name: George Greenman

Team Member Lan ID:

Classification: NONMONITORED

Action Taken: Advised of Information Only ▼

Advised of Information Only

Advised to Send Check to Property Loss

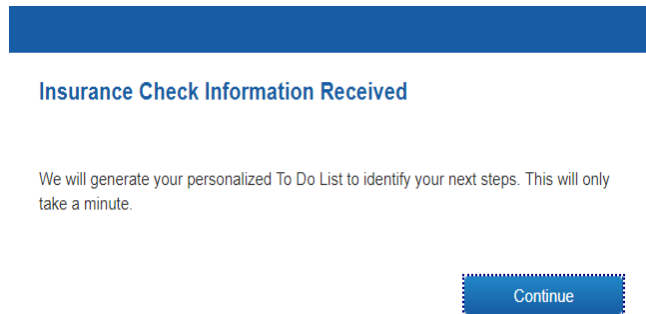
Endorsed and Released Check

Close Complete Transaction

- On the Branch Information screen, you **must**:
 1. Select the appropriate option from the Action Taken drop-down menu.
 2. Select **Complete Transaction** to access the next screen, which will be *one* of the following:
 - Insurance Check Information Received Successfully
 - Check Information

Insurance Check Information Received Successfully screen

- The Insurance Check Information Received Successfully screen displays (example shown below) after the Branch Information screen and appears only if you selected the 'Advised of Information Only' or the 'Advised to Send Check to Property Loss' option from the Action Taken drop-down menu on that screen.
- You must select **Continue** on the Insurance Check Information Received Successfully screen to complete the transaction.



Check Information screen

- The Check Information screen displays (example shown below) after the Branch Information screen and appears **only** if you selected the 'Endorsed and Released' option from the Action Taken drop-down menu on that screen.
- Informational hover options are available on the screen and they describe the information being requested.
- You are responsible for entering accurate information from the insurance repair check in the correct fields on the screen.
- If more information is needed on how to complete the Check Information screen, click the Sample Check Image link that appears in the upper right section of the screen. All the payee's names that are listed on the check **must** be provided on the screen. You can select the Additional Payee link to enter additional names.
- All checks **must** be signed by an authorized endorser and you **must** include that team member's name and AU number on the screen.
- After completing the fields on the Check Information screen, you **must** select **Submit**. The Insurance Check Information Received Successfully screen (example shown above on this page) will display and you must select **Continue** to complete the transaction.

Check Information

[Sample Check Image](#)

Please fill out the information below

Payor: Amount:

Check#: Check Date:

Cause of property damage:	Date damage occurred:
FIRE	02/01/2019

Void After:

Payee Last Name: First Name: [+ Additional Payee?](#)

Financial Institution Name on Check:

Endorser Name:

Endorser AU Number:

Sample Check Image

INSURANCE COMPANY NAME

COLUMBUS, OH 43240

CLAIM NO 55-7R52-256 INSURED SMITH, JOHN & SOPHIE
LOSS DATE 01-21-2016

DATE 05-04-2016
DATE MM DD YYYY

EXACTLY ONE
HUNDRED SIXTY-NINE THOUSAND NINE HUNDRED NINETY AND 20/100 DOLLARS

Pay to the Order of: JOHN SMITH & SOPHIE SMITH & WELLS FARGO BANK NA 936 ITS SUCCESSORS AND OR ASSIGNS

Signature Present
AUTHORIZED SIGNATURE

"Void after" date is not present on this check. Selection will be "Unknown"

1 13 282701 J

2 \$***169,990.20

1 Issuer

2 Amount

3 Check #

4 Check Date

5 Void After

6 Payee Last Name

7 First Name

8 Financial Institution on Check

+ Additional Payee?

9 Payee Last Name

10 First Name

INSURANCE COMPANY NAME

P.O. Box 123456
Bonita Springs, FL 34136-1360

CLAIMS ACCOUNT

CHECK NO. 649055

Wells Fargo Bank, N.A.
Tallahassee, Florida 32303
63-121000

Twenty-two thousand dollars and 00/100

DATE 06-03-2016

AMOUNT *****\$22,000.00***

PAY TO THE ORDER Carlos Santana and Maria Santana and WELLS FARGO BANK N.A. and Homeowner Claims Consultants LLC

Signature 1 Present Signature 2 Present

VOID IF NOT CASHED WITHIN 90 DAYS

1 Issuer

2 Amount

3 Check #

4 Check Date

5 Void After

6 Payee Last Name

7 First Name

8 Financial Institution on Check

+ Additional Payee?

9 Payee Last Name

10 First Name

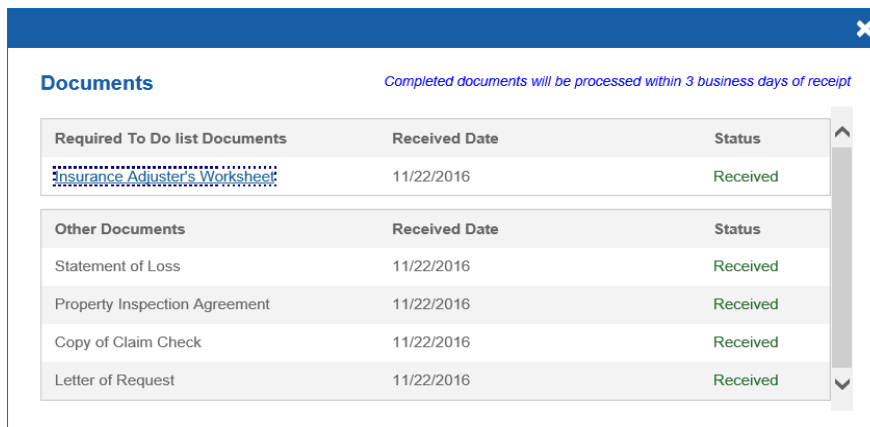
See documents for this claim link

On each of the decision screens, you can select the *See Documents for this Claim* link to assist the customer with questions about the status of documents that have been sent to the Property Loss Team or to know which documents the customer needs to provide.

When you select the *See Documents for this Claim* link, the Documents screen appears and it displays the following fields.

Field	Details
Required To Do List Documents	Lists the documents the customer is required to send to the Property Loss Team.
Received date	Indicates the date the document was received by the Property Loss Team.
Status	<ul style="list-style-type: none"> The status will indicate if the document has not been received, has been received, or is not accepted. There are various reasons why a document may not be accepted. The Property Loss Team's contact telephone number will display on the screen and you can provide it to the customer.
Other Documents	Documents listed in this section are not considered required for the claim process; however, the customer may have provided them.

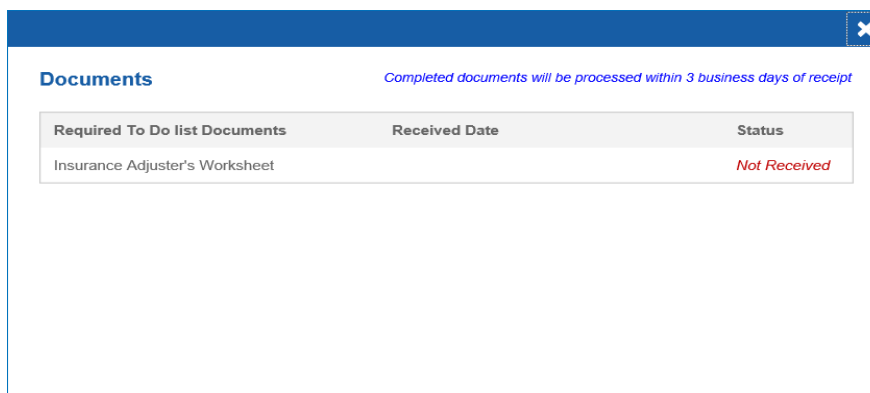
Provided below are two examples of the Documents screen showing the required documents, the received date, and the status for each document.



Documents Completed documents will be processed within 3 business days of receipt

Required To Do list Documents	Received Date	Status
Insurance Adjuster's Worksheet	11/22/2016	Received

Other Documents	Received Date	Status
Statement of Loss	11/22/2016	Received
Property Inspection Agreement	11/22/2016	Received
Copy of Claim Check	11/22/2016	Received
Letter of Request	11/22/2016	Received



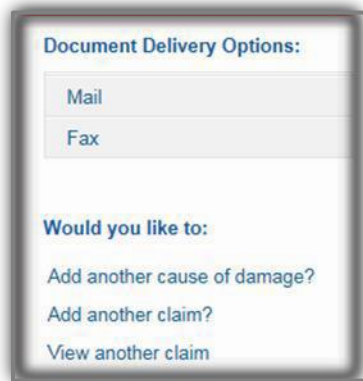
Documents Completed documents will be processed within 3 business days of receipt

Required To Do list Documents	Received Date	Status
Insurance Adjuster's Worksheet		Not Received

To Do List screen – Optional Links

The To Do List screen provides optional links that you can select to either view additional information or take an additional action.

The last step within each To Do List screen is the “Click here to complete the Transaction” link and you **must** select this link to complete the insurance repair check branch process.



Provided below is an explanation of the optional links that appear in the two sections on the screen.

Section	Link	Details
Document Delivery Options	Mail	Displays the <i>Wells Fargo Home Mortgage</i> Property Loss mailing address you can provide to the customer if needed.
	Fax	Displays the <i>Wells Fargo Home Mortgage</i> Property Loss fax number that you can provide to the customer if needed.
Would you like to	Add another cause of damage	Displays the Cause of Property Damage Reported screen for you to add an additional cause of damage to the selected claim. An additional cause of loss must have the same date of damage as the selected claim.
	Add another claim	Displays the Add Another Claim screen for you to confirm that another claim will be added. Once confirmed, you will be redirected to the Tell Us About the Customer’s Claim screen to report a new claim.
	View another claim	This link only appears if the loan selected has more than one claim within the system. When you select this link, the claim list is displayed for the option to select and view another claim with the customer.



Call the Property Loss team using the appropriate telephone number below.

Property Loss team	Telephone number	Hours of operation
Mortgage	<ul style="list-style-type: none"> • Client number 708/936: • 1-866- 826-4902 	<ul style="list-style-type: none"> • Monday-Friday: 8:00 a.m. to 6:00 p.m. Central Time • Saturday: 8:00 a.m. to 2:00 p.m. Central Time
Home Equity	<ul style="list-style-type: none"> • 1-877-592-0185 	