



# INSURANCE CHECK CLAIM QUESTIONS

## RECEIVING YOUR FUNDS

Your insurance company will mail you a check for the insurance claim. It will generally be made out to you and Citizens Community Federal. Everyone listed on the check needs to sign it before delivering it to CCFBank.

## WHAT IS MY FIRST STEP?

Bring to your nearest branch / send to CCFBank:

- The check, endorsed by all parties
- Adjustor's report
- Contractor's bid with the amount of funds your contractor(s) require to start repairs (if applicable) signed by each of you. If you need multiple contractors to complete the repairs, we will need a copy of each signed contract/estimate.

Sign the Declaration of Intent to Repair

## WHEN CAN I RECEIVE FUNDS?

The first portion of your funds will be released upon receiving the above documentation.

- The amount of funds released will be determined by the total amount of your claim and the amount due to your contractor(s) to begin repairs. This will be made out to you and your contractor.

The remaining portion of your funds will be released once the repairs are complete and have been inspected. This will be made out to you and the contractor (if applicable).

- Sign the Statement of Completion and Satisfaction and return to CCFBank.

## ANY QUESTIONS?

Please contact us at 1.800.590.9920 or 715.836.9994

### CCFBank

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