

# Steps to Process Your Insurance Claim

## SUPPORTING YOU THROUGH YOUR PROPERTY REPAIRS

As your mortgage servicer, First Oklahoma Bank is listed on your homeowner's insurance policy and on insurance claim checks because we have a financial interest in your property.

*Our goal is to help you move through the repair process smoothly and confidently.*

### STEP 1: SUBMIT YOUR ADJUSTOR'S REPORT

- Send us a copy of the adjustor's report showing the total claim amount.
- You may bring it with you when depositing the check or email it to: InsuranceClaim@FirstOklahomaBank.com

### STEP 2: HANDLING YOUR INSURANCE CHECK

#### If your check is over \$5,000:

- Funds must be placed into an escrow account.
- Money is released when:
  - Contractor invoices are ready to be paid (*we pay them directly*).
  - Reimbursements are approved for verified out-of-pocket expenses.
  - All repairs are complete and final documentation is received.
  - Bring the check—endorsed by all listed parties—to any branch to deposit into escrow.

#### If your check is under \$5,000:

- Do not endorse the check until you are ready to deposit it.
- Bring it to a First Oklahoma Bank location for review and endorsement.

### STEP 3: SUBMIT INVOICES OR RECEIPTS

#### Invoices

- Email contractor or service provider invoices to: InsuranceClaim@firstoklahomabank.com

#### Receipts

- Email receipts to: InsuranceClaim@firstoklahomabank.com
  - Supplies purchased for self-repair
  - Payments already made to contractors



### WHAT IS ESCROW?

Escrow is a secure account used to hold insurance funds during the repair process. Money is released only after repairs are verified and documented, protecting both you and the bank's interest in the property.

### TIMELINE EXPECTATIONS

- ▶ **Initial Review:** 2–3 business days after receiving documents
- ▶ **Invoice Payments:** Within 2 business days of receiving the invoice and approval
- ▶ **Reimbursements:** Within 2 business days after receipt verification
- ▶ **Final Disbursement:** After all repairs are complete and documentation is submitted



### FREQUENTLY ASKED QUESTIONS

#### ***Why is the bank listed on my insurance check?***

Because we service your mortgage, we are required to be listed due to our financial interest in the property.

#### ***Can I cash the check myself?***

Checks under \$5,000 may be cashed or deposited at your financial institution once all payees, including First Oklahoma Bank, have endorsed the check. Larger checks must go through escrow.

#### ***How do I get reimbursed for repairs I paid for?***

Email your receipts to InsuranceClaim@FirstOklahomaBank.com. Reimbursements are issued once verified.

#### ***How long does the process take?***

Most claims are completed within 7–10 business days, depending on documentation and repair progress.

### NEED ASSISTANCE?

918-392-2500 | InsuranceClaim@firstoklahomabank.com  
Visit any First Oklahoma Bank location

