INSURANCE LETTER

Force-Placed Insurance Cancellation & Refund Letter

10

COVERAGE EVIDENCE

Use this to document proof of required hazard coverage and request review of overlapping force-placed insurance charges.

WHEN TO USE	FEDERAL / PRIMARY REFERENCE
Use this to document proof of required hazard coverage and request review of overlapping force-placed insurance charges.	12 CFR § 1024.37(g)

Federal baseline to check

☐ Within 15 days after receiving evidence that the borrower had hazard insurance meeting the loan contract's requirements, the servicer must cancel force-placed insurance.

☐ For any period when borrower-provided hazard coverage and force-placed coverage overlapped, the servicer must refund paid force-placed premiums/fees and remove assessed charges for that overlap.

☐ These Regulation X provisions concern force-placed hazard insurance; flood-insurance force placement can be governed by separate federal rules.

BORROWER AND LOAN

Borrower name ________________________________	Property address ________________________________
Loan/account number ________________________________	Servicer name ________________________________

Borrower-provided coverage

Borrower policy effective: __________ to __________ Policy #: ____________________

Relevant date(s): ____________________ Amount(s): $____________________

Force-placed coverage period

Force-placed period charged: __________ to __________ Total charge: $__________

Notes: ____

Overlap calculation

Qualifying overlap: __________ to __________ Paid charges: $__________ Assessed: $__________

Notes: ____

Requested cancellation / account adjustment

Cancel FPI / refund paid overlap / remove assessed overlap by: ____________________

Notes: ____

Draft letter body

Date: ____________________

To: [Servicer insurance / hazard coverage address or upload channel shown on the statement or servicer website]

Re: Coverage evidence - mortgage loan/account ____________________

I am providing hazard-insurance coverage evidence and asking the servicer to review the force-placed insurance period and related account charges. I am providing dates, amounts, and supporting records so the account can be reviewed accurately.

Issue / request: ____

____

Supporting facts and records: ____

____

Requested correction, information, or written explanation: ____

____

Signature: ________________________________ Date: ____________________

Attachment checklist

☐ Declarations page or binder showing effective dates

☐ Proof of premium payment if available

☐ Force-placed insurance notices

☐ Mortgage statement showing related charges

☐ Copy of this completed template retained for your records

☐ Mailing / delivery confirmation retained if sent formally

Use notes

☐ Send evidence that shows both the policy coverage dates and enough information for the servicer to verify the policy satisfies the loan's hazard-insurance requirement.

☐ Record the date the servicer actually received the evidence; the 15-day cancellation/refund obligation runs from receipt of qualifying evidence, not from the date you created the letter.

☐ If charges remain after coverage evidence is accepted, a separate NOE may be appropriate to dispute the servicing charge; keep the coverage submission and delivery proof.

☐ Keep a complete copy of the completed template and supporting records; send copies rather than irreplaceable originals when copies are sufficient.

PRIMARY SOURCES TO CHECK

12 CFR § 1024.37(g)

Official links: https://www.consumerfinance.gov/rules-policy/regulations/1024/37/