

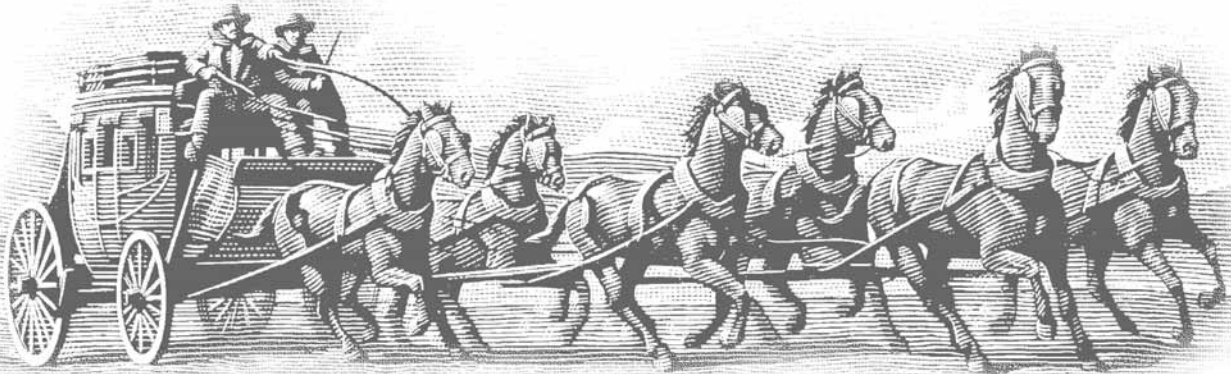
**WELLS
FARGO**

**HOME
MORTGAGE**

The Next Stage®

Your Guide To Mortgage Solutions For Declared Disaster Areas

Helping You Put Your Life Back In Order



Contents

| | |
|---------------------------------------|----|
| Introduction | 3 |
| Getting Started | |
| First Steps | 4 |
| Eligibility And Types Of Aid | 4 |
| Applying For Assistance | 5 |
| Insurance Coverage | |
| Filing Your Claim | 7 |
| Policy Coverage | 7 |
| Insurance Settlements | 10 |
| Mortgage Payments | 11 |
| Financing Options | |
| Government Assistance Loans | 13 |
| HUD Loan Details | 13 |
| Rebuilding | |
| Getting Started | 14 |
| Working With Contractors And Builders | 15 |
| Coping With Stress | |
| Getting Help | 16 |
| Looking Toward The Future | |
| Get An Insurance Check-up | 17 |
| Inventory Your Household | 19 |
| Mitigate Against Future Risk | 19 |
| Additional Resources | |
| Home Inventory | 20 |
| Claim Update | 22 |
| Glossary | 23 |

Introduction

If your home is damaged or destroyed as the result of a natural disaster, you want to begin rebuilding your life as quickly as possible. To do that, you're probably going to need some help. And fortunately, there are many resources ready to assist you.

This guide is presented in a question and answer format to give you a clear understanding of the types of assistance available to you and how to take advantage of them — whether you own or rent a home. You'll learn about federal and state assistance, become familiar with the various financing options and get information about insurance claims and coverage.

Think of Wells Fargo Home Mortgage, one of the nation's leading retail mortgage lenders, as a primary resource to answer your questions and provide home financing guidance during this stressful time:

- Our disaster-financing program is approved by the U.S. Department of Housing and Urban Development (HUD).
- Wells Fargo Home Mortgage provides funding for one out of every eleven homes financed in the United States.
- We are the nation's leading provider of renovation financing.
- We are the leading originator of FHA/VA loans nationwide.¹

Our experienced home mortgage consultants can assess your financing needs, explain available solutions, and give you information about a low-cost disaster recovery loan that can help you to buy a new home or begin rebuilding.

¹Based on 2004 year-end statistics by *Inside Mortgage Finance* 2/25/05.

Getting Started

First Steps

Where do I begin?

To qualify for state or federal assistance, the county you live in must be declared a state or federal disaster area. State disasters are declared by the governor, while federal disasters are declared by the President of the United States. You can tell if this has happened by:

- Listening to news reports.
- Speaking with local officials.
- Contacting your state's department of emergency management or visiting your state's Web site.
- Calling the Federal Emergency Management Agency (FEMA) at 1-800-621-3362.
- Checking the list of declared disasters at the FEMA Web site, located at: <http://www.fema.gov/news/disasters.fema>.

In addition to the government-sponsored programs, Wells Fargo Home Mortgage offers innovative renovation lending programs in loan amounts up to the post-renovation value of your home. Call 1-877-937-9357 for more information.

How do I know if I am eligible to apply for aid?

Eligibility is usually determined by:

- Whether you live in a county that's been declared a state or federal disaster.
- If your home has been damaged or destroyed.
- Whether you own or whether you rent.

Generally, if you meet the above criteria, you can apply for the federal or state assistance that is offered to individuals and households.

If you're not sure you qualify, contact your state's emergency management department or FEMA at 1-800-621-3362 to inquire about assistance that may be available to you.

Eligibility And Types Of Aid

What types of aid are available?

There are different forms of assistance available to help communities rebuild after a disaster. This guide focuses on assistance for households and for individuals, which includes grants to help with:

- The cost of temporary housing.
- Emergency repairs to your home.
- Disaster-related medical and dental expenses.

There are also low-interest loans that can help you replace personal property, such as clothing and home furnishings. The specific types of assistance available depend on the programs your state and the federal government offer. To find out what is available in your area, call FEMA at 1-800-621-3362 or visit a local disaster recovery center.

Am I still eligible if my home wasn't completely destroyed, only damaged?

Yes, you may be eligible for assistance if your home was damaged but not destroyed. Depending on the extent of the damage, you may qualify for funds to:

- Help with the cost of temporary housing.
- Assist with the cost of the repairs needed to make your home habitable.
- Cover other disaster-related expenses not included in your homeowners or renters insurance reimbursement.

I rent my home, can I still apply for aid?

There are several types of assistance available to renters, including:

- Low-interest rate financing through HUD that can help some renters to become homeowners (Talk to your Wells Fargo Home Mortgage consultant for more details.).
- Grants to help renters with temporary housing needs related to the disaster.
- Funding to assist eligible individuals with disaster-related costs and needs not covered by insurance.
- Low-interest disaster loans from the Small Business Administration (SBA) to replace personal property, even if you don't own a business.

Applying For Assistance

How do I apply for assistance?

Call the toll-free number for FEMA 1-800-621-3362 or visit a local disaster recovery center, if one has been set up in your area. Be sure to apply within 60 days of the declared disaster. And talk to your mortgage lender about any potential financing programs and loan payment deferment options.

What information will I need to apply for assistance?

When you apply for assistance, you will need the following information:

- Your name.
- Social Security number.
- Address of the property that's been damaged.
- Information about your homeowners or renter's insurance.
- Gross income.
- A phone number where you can be reached.

What will happen after I apply?

A number of things occur, depending on the aid you're eligible for:

- You might be referred to other agencies for assistance.
- If you need temporary housing assistance, a FEMA inspector will contact you within two weeks of your application. If you don't hear from an inspector, contact FEMA at 1-800-621-3362.
- The U.S. Small Business Administration (SBA) will send you a disaster loan application to help finance rebuilding and to replace personal property not covered by insurance. You don't need to have a business to complete the application. Even if you can't afford a loan, completing the application enables you to be referred to other programs for assistance.

How do the government assistance programs affect my insurance coverage?

Neither state nor federal assistance will duplicate what is covered by your insurance policy. But be sure to apply for assistance from FEMA, since you may be eligible for help with losses and expenses that your insurance doesn't cover, as well as with damages that exceed what is covered by your policy.

If you don't have insurance, either because you rent and don't have renters insurance or because you do not have a homeowners insurance policy, your primary source of assistance will come from federal or state aid programs. So be sure to submit your application through FEMA.

For additional insurance information, see the Insurance Issues section of this guide.

You may be able to claim income tax deductions for lost or destroyed personal property not covered by insurance or other compensation. Contact the Internal Revenue Service, or speak to your accountant or tax preparer for additional information.

Is assistance available for damaged second homes or vacation properties?

Typically, state and federal assistance programs are for primary residences only. Some exceptions may be made however, so speak to the representatives at the disaster recovery center. And speak to your Wells Fargo Home Mortgage consultant about renovation and new construction financing options.

Insurance Coverage

Filing Your Claim

When should I submit an insurance claim?

Contact your insurance company as soon as possible. The sooner you submit a claim to your insurance company, the sooner claim processing begins. You do not need to have a comprehensive list of damages before calling. If your home was flooded and you have flood insurance, be sure to contact your flood insurance company. There's no reason to wait until the floodwaters recede before submitting a claim.

While you're waiting for an insurance adjuster to arrive, begin documenting the damage to your home. There are a number of ways to do this:

- Take photographs to demonstrate the damage to the inside and outside of your home.
- Use the home inventory sheet on page 20 of this guide to conduct a room-by-room inventory of your missing and damaged property. Wherever possible, include the manufacturer's name, date of purchase and the approximate price of each item. Don't worry if you cannot do this for everything; you can work with your insurance adjuster to determine the information that you may not have.
- If at all possible, locate receipts or proofs of purchase, as this can speed your settlement. But if you cannot find this information, don't worry. Adjustments can be made without it.

Also be sure to take reasonable precautions to prevent further damage to your property, including securing the property and boarding up broken windows or doors. Most insurance companies require that you take these precautions, and many insurance policies will reimburse you for these costs. For further information on what your policy covers, contact your insurance agent or insurance company.

Cannot locate your insurance records?

Your mortgage company should be able to provide lost or missing insurance information. Wells Fargo Home Mortgage customers should call 1-800-340-0674 for assistance for help in contacting your insurance company.

Policy Coverage

What type of damage is covered by a homeowners policy?

The standard homeowners insurance policies available in the U.S. — known as the Homeowners-3 or HO3 — normally cover damage from natural disasters. While these policies typically exclude damage from earthquakes and floods, they usually provide the protection from other “Acts of God,” including hurricanes, tornadoes, lightning, wind storms, and hail.

If my home is destroyed, will my policy pay for rebuilding it?

A standard policy generally covers replacement costs associated with rebuilding your home. Whether this is a sufficient amount to cover your rebuilding costs depends on the:

- Construction costs in your part of the country.
- Dollar limits of your specific policy.

For example, if your policy insures your home's structure for a maximum of \$120,000 and rebuilding your home costs less than that maximum amount, you should be able to obtain the necessary funds.

Wells Fargo Insurance, Inc is ready to help you protect your home with customized insurance through our Wells Fargo Select® Homeowners Insurance program.²

What specific costs does my homeowners insurance policy cover?

Every insurance company and every insurance policy is different. And most companies offer options that let you customize a standard policy. But here are some common coverages:

- If you cannot live in your home, most policies reimburse you for lodging and meals up to about 20 percent of the coverage that exists on the structure of your home. The duration of this coverage varies with each insurance company.
- Homeowners policies cover damages to your home, as well as rebuilding costs. They typically limit the amount of damage that they cover. For example, your policy may have a \$100,000 coverage limit.
- For personal property that's been destroyed, most policies cover from 50 to 70 percent of the coverage on the structure of your home. So if your home is insured for \$100,000, you probably have \$50,000 to \$70,000 of personal property coverage.
- Before any insurance payments are made, you usually have to contribute some of your own money by paying the specified policy deductible.
- There may be coverage restrictions in certain areas. For example, in Hawaii, the Atlantic or Gulf coasts, there may be limitations on the amount of wind or hail damage that is covered.

If you're unsure about any aspect of your coverage, ask your insurance company for details.

Am I covered for flood damage?

Flood damage is not covered by a standard homeowners policy. This protection is only available if you've purchased a separate flood insurance policy through your insurance company or the federal government's Flood Insurance Administration. If your home is located in an area prone to flooding, your mortgage company may have required you to purchase a flood insurance policy.

A flood insurance policy may provide the following:

- Protection for your home and personal property in the event of a flood, even if the area you live in is not declared a disaster area.
- Coverage of the structure of your home, up to the limits set by your policy after your deductible is paid.
- Insurance of your personal property for its cash value, which is the cost of replacement minus depreciation. There may be limits on coverage for items stored in your basement.

² Insurance products are not insured by the FDIC, or any other federal government agency, the bank or any affiliate of the bank; and are not a deposit or other obligation of or guaranteed by, the bank or any affiliate of the bank. Insurance products available through Wells Fargo Insurance, Inc. or licensed affiliates. In California through Wells Fargo Bank, N.A., CA License #0800827.

Does my homeowners insurance policy provide coverage for earthquake damage?

A standard policy generally does not provide protection from earth movement, which includes earthquakes, landslides, and volcanic eruptions. Many insurance companies offer this as optional coverage.

If you have paid for this additional coverage you will be insured for the replacement cost of your home up to the limits set by your policy, after you pay the deductible. Consult your policy or speak to your agent for details on your coverage.

Also, keep in mind that if your car or other vehicles are damaged in an earthquake, submit a claim under your automobile insurance policy, as vehicles are not typically included in earth movement homeowners coverage.

What if I need additional funds to rebuild my home?

A Wells Fargo Home Mortgage consultant can explain available financing options and help you make the best decision for your needs. We offer 100 percent financing programs, as well as renovation and new construction loans. (See the *Financing Options* section of this guide for more information.)

Insurance Settlements

When should I finalize my insurance claim?

You may not need to sign off on your settlement immediately. As your property is being repaired, you may find that you are eligible for reimbursement for additional expenses, such as damage that might not have been apparent until construction began. If you sign a "proof of loss" form or accept a check that includes the statement "full, final and complete settlement," you'll be ineligible for further insurance compensation. Consult an attorney and your insurance agent to make certain that you understand and receive all the services you are entitled to under your policy.

What should I do with the funds from my insurance check?

That will depend on who you need to repay and the arrangements you've made with your mortgage lender (if you have one).

- You may be instructed to mail your claim check to your lender for their endorsement before you can use it for repairs.
- You may be instructed to endorse the check and send it to your lender for deposit into a restricted escrow account so that repairs to your home can be monitored. Funds will then be disbursed as restoration is completed.
- If your property cannot be repaired, you might be required to send the check to your mortgage company to satisfy your mortgage debt.

If you are a Wells Fargo Home Mortgage customer, we can help you manage the insurance loss payments made to repair your property. Please contact us at 1-888-818-9147 for assistance or to obtain instructions regarding the handling of your claim check.

IMPORTANT NOTE: Contact a licensed contractor to perform repairs. For assistance in selecting contractors, you might call your local Better Business Bureau® or talk to local agencies.

Mortgage Payments

If my house is destroyed, am I still required to make mortgage payments?

Wells Fargo Home Mortgage customers affected by a disaster can call this special toll-free number for assistance: 1-888-818-9147. We'll work with you to set up a payment plan, provide a grace period for late charges, and help in any way possible. If you need assistance, let us know. Otherwise, we'll assume you are able and willing to continue making timely payments.

Most lenders offer similar assistance when a customer's home is in a federal disaster area or their ability to make mortgage payments is affected by a disaster. If you do not have a Wells Fargo Home Mortgage loan, contact your lender, inform them of your situation, and ask them to explain what assistance they offer.

You may be eligible for a 90-day late payment grace period if:

- Your property has been damaged or destroyed and are within the federally declared disaster area.
- You provide supporting evidence that your ability to make payments has been affected because your place of employment or ability to work was affected by a disaster.
- You're the spouse of someone who died, is missing, or was injured in the disaster.

During this grace period most lenders will waive late fees and stop any late payment collection activities. It's important you contact your lender to understand what assistance you are eligible for and the requirements for repaying any payments missed during the grace period.

If you think you may need more than the 90-day grace period, talk to your lender. Wells Fargo Home Mortgage considers requests for extensions on a case-by-case basis.

Will my inability to make a payment affect my credit?

If you are a Wells Fargo Home Mortgage customer, the answer is no. We will not report any late payments during the grace period and all credit and collection activities are stopped. However other lenders' policies may vary.

What options are available if I don't fit into the categories listed for the grace period?

It's always a good idea to contact your lender immediately when you cannot make a payment. There are some options that may be available to you, depending on the type of mortgage you have and your particular situation. These options may include:

- *Special forbearance* – A repayment schedule, which can include a temporary reduction or suspension of payments. To qualify, you'll be asked to document a reduction in income or an increase in living expenses, as well as evidence that you can meet the new payment schedule.
- *Loan modification* – Your lender might recommend refinancing to enable you to catch up, as well as to reduce your monthly payments.
- *Partial claim* – If you have an FHA-insured mortgage, your lender might be able to make your mortgage current by obtaining a one-time payment from the FHA insurance fund. To qualify, your loan must be between four to 12 months delinquent, and you should be able to begin making full payments. In this case, you'll be asked to sign a promissory note, which will place a lien against your property until the note is paid in full or until you sell the property.

Speak to your mortgage servicing representative to understand what options and assistance are available.

Financing Options

How will I pay for repairs to my home?

In many cases, the money that you'll need to repair or rebuild your home should be provided by your homeowners insurance. But there may also be reasons you need additional funds.

- You may not have sufficient insurance protection to cover the costs of rebuilding.
- You may want to take advantage of the rebuilding effort to make improvements to your home.
- You may need to cover costs beyond what you obtain through the government assistance programs.

What types of loans are available?

A Wells Fargo Home Mortgage consultant can help you determine which financing option is best for your particular situation. In addition to HUD financing benefits, we can present a variety of financing alternatives to receive funds in amounts beyond those available from government assistance programs. You may want to look into:

- Single-close construction financing that saves time and lets you change the loan amount and loan type once construction is complete.
- Renovation financing that enables you to obtain a loan amount based on your home's value after improvements are made.
- Accessing your home's equity through our innovative **Home Asset ManagementSM** Account, which establishes an immediate line of credit that grows as you make mortgage payment and as your home increases in value.

Which loan is best for me?

Contact a Wells Fargo Home consultant to explore loan programs. The one best suited to your situation depends on a few factors:

- Your credit history.
- How much debt you have.
- Where you live.

Will additional debt prevent me from qualifying for a renovation loan?

Recognizing that disasters can result in additional debt, Wells Fargo offers programs with guidelines that permit applicants to carry more debt. (This is known as increasing your debt-to-income ratio.) You may be able to devote more of your monthly income to your mortgage payments and other monthly debts and still qualify for home financing.

If I'm not sure how much is needed to repair my home, can I apply for a loan anyway?

You can begin an application and provide the repair estimates as you receive them. Your Wells Fargo Home Mortgage consultant will work with you to complete the application process.

Government Assistance Loans

What are the major government-assistance loan programs?

The two main disaster recovery programs available are from HUD and SBA. Information about HUD financing programs available through Wells Fargo Home Mortgage follows. For more information on SBA programs, please contact the Small Business Administration or speak with a representative at the disaster recovery center.

HUD

| | |
|----------------------|---|
| Purpose | Offers 100% financing of home purchases or a single loan to cover repair costs by refinancing the home |
| Loan Limits | <ul style="list-style-type: none">• Vary by region• Loan can include closing costs |
| Restrictions | <ul style="list-style-type: none">• Limited to primary residence, which can be a single-family home or condominium• No multi-family properties |
| Interest Rate | Varies |
| Loan Types | Adjustable-rate, 15- and 30-year fixed rate |

What information is needed to apply for a government assistance loan?

You'll need to provide documents that show that you lived in the disaster area, such as a valid driver's license, voter registration card, or utility bills. You'll be asked to show an FHA 203(h) Disaster Certification form. And you'll have to present evidence of the damage to, or destruction of, your home with any of the following items:

- An insurance report.
- An inspection report by an independent agency.
- Photos of the damages.

HUD Loan Details

Are there additional costs associated with a HUD loan?

Customers pay an annual FHA mortgage insurance premium determined by the amount borrowed. The first year's insurance premium can be financed as part of the mortgage. Monthly premiums become part of the regular mortgage payment.

These FHA-approved loans have limits on the fees lenders can charge. Property appraisal and inspection fees — which are required on all mortgages — are set by the FHA. The "points" lenders typically charge for loan-origination fees are limited to one percent of the loan amount.

Can I apply for a HUD loan if I still have a mortgage on a home that was destroyed?

If your home was completely destroyed, you can qualify for a new FHA-insured mortgage even if you still have an existing mortgage. You can begin the application process while insurance settlements are being processed, but you must satisfy your existing mortgage (using your insurance proceeds) before your new mortgage is approved.

Does HUD have requirements about rebuilding my home?

If your home is being demolished, the existing foundation has to remain intact and be used as part of the rehabilitation.

Can I apply for a HUD loan if I don't want to live in the same area?

If you decide that you want to move to another area, you are still eligible to apply for the HUD program.

Rebuilding

Getting Started

How do I get started repairing and rebuilding my home?

A Wells Fargo Home Mortgage consultant can help you determine which strategies and financing are most appropriate for you. We'll work with you to ensure:

- You've registered with FEMA and completed the appropriate forms to get the assistance that you're eligible for.
- You understand the low-interest loan options and grants available to assist with emergency repairs.
- You've contacted your insurance agent and started the process of submitting a claim to cover the damages to your home.
- You have the information you need to begin rebuilding. A number of free homeownership guides are available on our Web site to assist you with your renovation or construction efforts. Visit www.wellsfargo.com/wfhmguides to download your free guides.

What options are available to rebuild together with others affected by the disaster?

Depending on the situation, you may be able to work with your neighbors to rebuild your homes as a group. When many homes in a development or other large area are damaged or destroyed by a disaster, a local developer or large contractor may agree to help rebuild these homes as a single, large project.

Large-scale rebuilding efforts can offer time and cost savings for homeowners, as well as the benefits of working with an established builder who can offer ready-made plans. If this option applies to many homes in your area, you might approach a developer, a local or state builder's association, or work through your town's elected officials to begin discussions about a group rebuilding project.

Working With Contractors And Builders

Are there special considerations for selecting contractors in disaster areas?

To avoid being taken advantage of, it is extremely important that you check references and work with an established contracting business in your area. Be sure to obtain a binding contract and have your attorney help you review all estimates and documents. If you're suspicious of a contractor's actions or motives, contact the consumer protection division of your state Attorney General's office.

What should I look for when selecting a contractor?

Whether rebuilding after a disaster or building a new home in general, it's important to work with a reputable contractor who can get the job done and communicate with you effectively. Here are some tips to consider:

- Work with licensed and insured contractors. Verify the experience of roofers, builders or contractors by asking about licensing and insurance coverage and checking references.
- Get recommendations from co-workers, insurance agents or claims adjusters. Check with the local **Better Business Bureau**® and trade associations for complaints against the contractor you're considering.
- Ask if there's a charge for an estimate, get explanations of price variations, and don't automatically select the lowest bid.
- Have someone knowledgeable — preferably an attorney — review the contract before you sign.
- Take your time signing the contract. Be sure it includes everything the contractor has promised orally. Get a copy of the final, signed contract before the job begins.
- Avoid any contractor who asks you to pay for the entire job before any work begins. A deposit of one-third of the total price is standard.
- Keep a record of payments. Don't pay cash. Pay only by check or credit card. Only pay the final amount after the work has been completed in accordance with your contract.
- Be skeptical of anyone encouraging you to spend money on temporary repairs

For additional information about selecting a contractor, download our New Construction Homebuyer's Guide at www.wellsfargo.com/wfhmguides.

Coping With Stress

Experiencing a disaster can take an emotional toll that may continue for some time. While rebuilding your home is important, you also need to take care of your mental and physical health. Health-care professionals offer the following coping strategies for this difficult time:

- **Expect after effects.** After a disaster, it's normal to have some difficulty managing your emotions. Common reactions can include disbelief, shock, feeling powerless, changes in eating and sleeping patterns, sadness and depression, irritability and anger, flashbacks and nightmares, apathy and emotional numbness.
- **Start talking.** Opening up and talking with others about how you feel can relieve stress. And you'll probably be comforted as you realize that other people share your feelings.
- **Get back to the basics.** Get plenty of rest. Eating a balanced diet will ensure that you have sufficient energy.
- **Avoid excessive drinking and drugs.** While this may provide temporary relief, it generally creates additional problems that add to the stress you were originally feeling.
- **Ask for help with important decisions.** After a disaster, your emotions may make decision-making difficult. Consider asking a family member or friend for help when important decisions need to be made.
- **Talk to your children.** Ask children what their concerns are. Don't assume you know what they're feeling. Then you can reassure them appropriately. Giving them something productive to do that is appropriate for their age can provide a sense of control.
- **Limit media exposure.** Seeing the events replayed on TV and listening to media reports can add to your stress.
- **Maintain routines.** It's comforting to have some sense of the familiar in the midst of a crisis, whether it's a bedtime ritual or a favorite activity.

Getting Help

Asking for help is not a sign of weakness. It's a sign of emotional health. According to the American Psychological Association, people affected by disasters typically require only minimal therapy to explore their feelings and learn about how to effectively cope with their losses. If your feelings interfere with your ability to function for more than a month, you should consider seeking assistance.

There are many ways to get the assistance you need:

- *Join or start a support group.* This can be especially effective if many people in your community were affected.
- *Get referrals to mental health professionals.* You can obtain referrals to local resources by contacting your local Red Cross chapter or calling the American Psychological Association at 202-336-5800.
- *Utilize free resources.* The National Mental Health Association has many items available online that deal with disaster related coping. Visit their Web site at www.nmha.org or call their toll-free hotline at 1-800-969-6642.
- *Invest in family time.* Don't ignore the importance of family support, which is a critical element of recovery. Spending time together doing something enjoyable is a wise investment.

- *Encourage school support.* If many families with children were affected, encourage your local schools to provide support through classroom activities that enable them to talk about the disaster, or express their emotions through writing or drawing.
- *Use resources for children.* Visit the Web site “Disaster Stuff for Kids” at <http://www.jmu.edu> for reading material aimed at children affected by many types of disasters.

Looking Toward The Future

No one wants a repeat of a disastrous event. But if you live in an area that's prone to periodic flooding, hurricanes, or other natural disasters there are precautions — short of relocating — you can take to limit damage from future events.

Get An Insurance Check-up

Review your insurance needs with your agent annually

- Be familiar with the coverage that your policy provides. Many homeowners are not sure what protection they actually have.
- Ensure that your policy provides sufficient coverage in the event you need to completely rebuild your home
 - Estimate your home's replacement cost by talking to local builders. Ask them to provide a replacement cost per square foot of living space.
 - Don't confuse the market price of your home with its replacement cost, as the market price also includes the cost of land.
 - Be sure that your policy provides you with the replacement cost, rather than cash value.
 - Cash value subtracts depreciation from the replacement cost, which may not provide sufficient funds for rebuilding or repair.

Consider an optional flood insurance policy.

- Although there is a 26 percent chance a homeowner will experience a flood during the life of a 30-year mortgage, and only a four percent chance of fire damage, flood losses are not covered by a standard homeowners policy.
- Purchasing a flood insurance policy provides you with additional protection, even if it's not required by your mortgage company.
- Flood insurance premiums vary according to your area's risk of flooding, the coverage amounts you select, the policy's deductible, and the type of home you have.
- You can typically insure your home's structure for up to \$250,000 and your home's contents for up to \$100,000.
- Renters can also purchase flood insurance to protect personal property, up to a maximum of \$100,000.
- Policies are available through most insurance companies.
- You can get additional information by contacting the National Flood Insurance Program at 1-800-720-1090.

Evaluate your need for options that would enable you to exceed policy limits for rebuilding your home.

- Guaranteed replacement cost coverage pays the entire cost of rebuilding your home, even when there are sudden increases in construction or material costs after a widespread disaster.
- An extended replacement cost policy generally provides from 20 to 25 percent over your specified policy limit to rebuild your home. For example, if your home's structure is insured for \$100,000, this policy would provide an additional \$20,000 to \$25,000 of coverage.
- An ordinance or law endorsement is an addition to your policy that covers the costs of modifications that are needed to comply with upgraded building codes.

Consider purchasing earthquake coverage

- These policies can be added to a standard homeowners policy.
- Prices can be relatively high in earthquake-prone areas.

Look into adding optional coverage

- If you want to protect trees and plants, you can purchase optional coverage that includes replacement and removal costs.
- Consider adding coverage for food spoilage.

Inventory Your Household

If you have to submit an insurance claim for damages, having an inventory of your household goods and appliances makes the task easier.

- Use the home inventory sheet on page 20 of this guide to conduct a room-by-room inventory of your home's contents.
- Include the manufacturer's name of each appliance, date of purchase and the approximate price of each item.
- Take interior and exterior photographs to demonstrate your home's appearance to an insurance adjuster.
- Locate receipts or proofs of purchase, if you can, as this will speed your settlement.
- Consider storing a copy of the inventory in a safe deposit box or giving a copy to a relative so that it's available if your home is destroyed.

Mitigate Against Future Risk

Consider these reconstruction strategies to protect your home from potential flood damage.

- Elevate your home's utilities at least 12 inches above the flood level.
 - Raising your electrical, heating and hot-water systems, protects them from future flood damage.
 - Your local building inspector can tell you the base flood elevation for your area.
- Anchor fuel tanks, if you have them, to a wall or floor to prevent overturning or floating. Be sure that structural supports are non-corrosive metal or pressure-treated wood.
- Also elevate washers and dryers, or consider moving them to an upper level.
- Install a backflow valve to prevent sewers from backing up into your basement.
- Build a floodwall around your basement windows to prevent against low-level flooding.
- If flooding is severe in your area, investigate elevating your home so that it's above the flood level. This is done by raising the main floor above the base flood elevation.

Protect against wind damage by regularly trimming trees.

- Remove dead and dying trees that are close to your hom

Home Inventory

| | Make & Model | Date Acquired | Estimated Purchase Cost | Estimated Replacement Cost |
|--|-----------------|------------------|-------------------------------|----------------------------------|
| Electronics | | | | |
| Desktop computer equipment (monitor, printer, etc.) | | | | |
| Laptop computer equipment | | | | |
| Television(s) | | | | |
| Stereo and speakers | | | | |
| DVD player | | | | |
| VCR | | | | |
| Clock radio(s) | | | | |
| Desktop or cordless phone and answering machine | | | | |
| Cellular telephone or pager | | | | |
| Camera | | | | |
| Video camera | | | | |
| Appliances | | | | |
| Refrigerator and freezer | | | | |
| Stove | | | | |
| Washer and dryer | | | | |
| Microwave | | | | |
| Toaster | | | | |
| Blender/ food processor | | | | |
| Coffee maker | | | | |
| Vacuum | | | | |
| Clothing and Accessories | | | | |
| Clothes | | | | |
| Shoes | | | | |
| Accessories | | | | |
| Cosmetics | | | | |
| Glasses, contact lenses, sunglasses | | | | |
| Jewelry (watches, rings, earrings, necklaces, bracelets, cufflinks). Note: You may want to list each item separately. | | | | |
| Linens | | | | |
| Sheets, towels, duvet cover | | | | |
| Comforter, blankets | | | | |
| Pillows | | | | |

For more information and to get a quote, visit the Wells Fargo Insurance Resource Center at www.wellsfargo.com

Home Inventory (continued)

| | Make & Model | Date Acquired | Estimated Purchase Cost | Estimated Replacement Cost |
|---|-----------------|------------------|-------------------------------|----------------------------------|
| Furniture | | | | |
| Sofas | | | | |
| Chairs | | | | |
| Coffee table and end tables | | | | |
| Dining room table and chairs | | | | |
| Kitchen table and chairs | | | | |
| Bed and mattress | | | | |
| Nightstand | | | | |
| Bookshelves | | | | |
| Entertainment center | | | | |
| Rugs | | | | |
| Wardrobe or dresser | | | | |
| Curtains, shades, and blinds | | | | |
| Lamps | | | | |
| Art and music | | | | |
| Books | | | | |
| CDs, records, music tapes, and video tapes | | | | |
| Artwork, wall hangings, and picture frames | | | | |
| Kitchen supplies | | | | |
| Dishes | | | | |
| Glassware | | | | |
| Silverware | | | | |
| Pots and pans | | | | |
| Food | | | | |
| Sports Equipment | | | | |
| Golf clubs | | | | |
| Skis or snowboard | | | | |
| Rollerblades | | | | |
| Bicycle | | | | |
| Sportswear, shoes, boots, etc. | | | | |
| Other | | | | |
| Hobby equipment | | | | |
| Toys | | | | |
| Tools | | | | |
| Holiday Decorations | | | | |
| TOTAL | | | | |

For more information and to get a quote, visit the Wells Fargo Insurance Resource Center at www.wellsfargo.com

Claim Update Form

Loan Number: _____

Property Address: _____

Temporary Mailing Address: (if applicable) _____

Telephone Number: _____

Is this a temporary number? ☐ Yes ☐ No

(Temporary information will be changed on our records until you notify us that you have returned to your home)

Amount of Loss: _____

Date of Damages: _____

Describe briefly the extent of the damage: _____

Do you have flood insurance? ☐ Yes ☐ No

If no, please contact FEMA to find the options available to you, and describe this assistance below.

Has your job continuation been affected by the flooding? ☐ Yes ☐ No

Has the disaster impacted your ability to make your mortgage payments? ☐ Yes ☐ No

If yes, how? _____

Thank you for taking the time to complete this form.

Glossary

Act of God — A natural event that results from the forces of nature, over which no one has control, such as flood, storms, or lightning.

Actual cash value — Replacement value given to your home or possessions that subtracts depreciation costs.

Adjustable-rate mortgage — A mortgage in which the interest rate is adjusted periodically according to a pre-selected index.

Debt-to-income ratio — A formula lenders use to determine the loan amount for which you may qualify. Also known as the "back-end ratio." Guidelines may vary, depending on the loan program.

Deductible — The amount of loss paid by a homeowner with a homeowners insurance policy. Usually this is either a specified dollar amount, a percentage of the claim amount, or a specified amount of time that must elapse before benefits are paid. The bigger the deductible, the lower the premium charged for the same coverage.

Depreciation — The loss of value of an asset (such as a home) through increasing age, natural wear and tear, or deterioration.

Disaster-Recovery Center — A facility established in or near a community affected by a disaster where you can meet with federal, state, local, and volunteer agencies to receive information, discuss your needs, obtain crisis counseling, and get help completing necessary paperwork.

Federal Emergency Management Agency — The federal agency under which the National Flood Insurance Program (NFIP) is administered. In March 2003, FEMA became part of the newly created U.S. Department of Homeland Security.

FHA 203(h) Disaster Certification Form — Document identifying a homeowner who is eligible for disaster financing.

Fixed-rate Mortgage — A mortgage in which the interest rate and payments remain the same for the life of the loan.

Flood Insurance — Flood coverage is excluded under homeowners policies and many commercial property policies. Coverage for flood damage is available from the federal government under the National Flood Insurance Program and is sold by licensed insurance agents.

Foreclosure — A legal procedure in which property mortgaged as security for a loan is sold to pay the defaulting borrower's debt.

Grant — Monetary assistance that does not require repayment.

Homeowners Insurance — Also called "hazard insurance," this real-estate insurance policy protects property against loss caused by fire, some natural causes, vandalism, etc. . Most policies also provide some liability coverage as well.

Mortgage Insurance — Insurance written by a private company protecting the mortgage lender against loss resulting from a mortgage default.

Primary Residence — A single-family dwelling where a homeowner or the homeowner's spouse has lived for either 80 percent of the 365 days immediately preceding the loss, or 80 percent of the period of ownership, if less than 365 days.

Renters Insurance — Insurance that generally protects belongings against perils such as fire, theft, windstorm, hail, explosion, vandalism, riots, and others. It may provide additional living expenses if a policyholder must move while the dwelling is repaired. Possessions can be covered for their replacement cost or the actual cash value that includes depreciation.

Replacement cost — Insurance that pays the dollar amount needed to replace damaged personal property without deducting for depreciation, but limited by the maximum dollar amount shown on the declarations page of the policy.

Small Business Administration (SBA) — Federal government agency that makes low interest loans to disaster victims and qualified small businesses.

U.S. Department of Housing and Urban Development (HUD) — Federal agency that oversees the Federal Housing Administration and other housing and community development programs.

For More Information On Wells Fargo Home Mortgage

Contact your local Wells Fargo Home Mortgage consultant

Call us at 1-877-937-9357

Visit us online at www.wellsfargo.com/mortgage



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