



# AFTER A DISASTER...

## WHAT HAPPENS NEXT?

If your property, workplace, or ability to pay your mortgage has been impacted by a natural disaster, we can help. **Here's what you need to know.**

1

### NOTIFY US OF YOUR IMPACT

Log in to your loan account:  
[Secure.CMGHomeLoans.com](https://Secure.CMGHomeLoans.com)

Navigate to Assistance & Requests and select Disaster Assistance or Notification  
– OR –  
contact us at 866-659-8989.

2

### FILE AN INSURANCE CLAIM

If your property has been damaged or destroyed, file a claim with your insurance carrier.

Then notify our Loss Draft Department by visiting [www.myinsuranceportal.com/C3145999](https://www.myinsuranceportal.com/C3145999), where you can provide details and track your insurance claim online (incl. status of check endorsement).

3

### REQUEST PAYMENT ASSISTANCE

If your ability to pay your mortgage on time has been impacted, there are options to get you back on track.

To learn more about disaster-related relief, visit the Help Center in your loan portal or call to speak to a consumer care agent.

**You will be protected from late charges and negative credit reporting for at least 90 days following the disaster.** We may put these protections in place automatically if your property is in a FEMA-declared disaster area.

## ADDITIONAL RESOURCES ARE AVAILABLE



FEMA: [www.disasterassistance.gov](https://www.disasterassistance.gov) – or – call 800-621-3362 (for TTY calls, 800-642-7585)



Red Cross: [www.redcross.org](https://www.redcross.org) (“Get Help”) – or – call 800-RED-CROSS



866-659-8989



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CMG HOME LOANS

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