

# Multifamily Selling and Servicing Guide

Effective as of June 30, 2025

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Effective: 06/30/2025



# **414.02** Filing Proof of Loss

For any casualty loss covered by the Borrower's insurance policy, the Servicer must ensure that the Borrower timely files a proof of loss with the insurance carrier, and effects a prompt and reasonable adjustment of the loss. If the Borrower fails to timely file a proof of loss with the insurance carrier, or take requisite actions to effect a prompt adjustment of the loss claim, the Servicer must independently contact the insurance carrier to adjust the loss claim.

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# Glossary

# B

Borrower

Person who is the obligor per the Note.

# **Synonyms**

- Borrowers
- Borrower's

S

Servicer

Primary Person servicing the Mortgage Loan, including

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- the originator,
- seller, or
- a third party.

# **Synonyms**

- Servicers
- Servicer's