Mortgagee and Lienholder Change Checklist

Add, change, or remove a mortgagee or lienholder correctly, and make sure the lender gets what it asked for.

WHO USES IT	CSR, Account Manager
LINES	Personal lines
VERSION	1.0 | Last reviewed November 19, 2026
MAINTAINED BY	AgencyPacket
ONLINE	https://agencypacket.com/resources/mortgagee-lienholder-change-checklist

BEFORE YOU USE THIS
Review this against your agency's current processes, carrier guidelines, and E&O requirements before you put it into practice. Insurance rules vary by state, and some requirements are set at the local level, so confirm the licensing, disclosure, filing, and recordkeeping rules that apply where you operate. This resource is general guidance, not legal, compliance, or insurance advice. See our Terms at https://agencypacket.com/terms.

Purpose

Lender requests slip through the cracks. A mortgage changes servicers, a new car loan is added, or a payoff removes a lienholder, and the policy still lists the old one. That can cause misdirected claim payments, force-placed coverage, or a canceled notice that never reaches the right party.

When to use it

Use it when a lender or insured asks to add, change, or remove a mortgagee, additional interest, or lienholder on a home or auto policy.

Process owner

The CSR handling the request owns it until the carrier confirms the change and updated evidence is delivered.

Before you begin: required information

- Policy number and property or vehicle
- Who is asking: the insured, the lender, or a title or closing company
- Mortgagee or lienholder legal name, mailing address, and loan number
- Effective date of the change
- Payoff letter or written request, when removing

Procedure

Request source and insured authorization

- [ ] Log who asked and how. Lender and title company requests are common. So are requests from the insured.
- [ ] Confirm the insured agrees to the change. If the request came from a lender, check that it matches what the insured told you.
- [ ] Do not add an interest the insured has not agreed to, and do not remove an interest without confirmation from the right party.

Lender and loan information

- [ ] Get the lender's exact name, "ISAOA/ATIMA" wording if the lender uses it, and the correct mailing address for notices.
- [ ] Get the loan number. Check each digit against the lender's request.
- [ ] Ask whether the lender wants evidence of insurance by email, fax, or portal, and what form.
- [ ] If more than one lender or lienholder exists, note the order of priority.

Match to the property or vehicle

- [ ] Confirm the property address or VIN matches the one on the loan.
- [ ] For a home, confirm the legal owner on the policy matches the borrower.
- [ ] For a vehicle, confirm the lienholder is listed on the right vehicle and the policy carries the coverages the lender requires (collision and comprehensive, with a maximum deductible).
- [ ] Check the policy meets lender requirements for coverage, deductible, and flood or other zone requirements. Tell the insured if it doesn't.

Carrier processing and effective date

- [ ] Submit the change to the carrier by its required method.
- [ ] Confirm the effective date. Closing dates and payoff dates are critical, so give the carrier all of them.
- [ ] Record the carrier reference.

Confirmation and evidence delivery

- [ ] Get confirmation from the carrier that the change is processed.
- [ ] Check the updated declarations page or endorsement. The mortgagee name, address, and loan number must be exactly right.
- [ ] Send evidence of insurance to the lender, and a copy to the insured.
- [ ] If the lender comes back with a deficiency, fix it and re-send.
- [ ] Record when, how, and to whom you sent it.

AMS recordkeeping

- [ ] Update the AMS interests section for the policy.
- [ ] Save the request, confirmation, and evidence in the file.
- [ ] For a removal, note the date and the reason (payoff, refinance, sale).

Execution checklist

- [ ] Request source and insured authorization confirmed
- [ ] Lender name, address, and loan number verified
- [ ] Property or VIN matched to the loan
- [ ] Lender coverage requirements checked
- [ ] Submitted to carrier with effective date
- [ ] Carrier confirmation checked against the request
- [ ] Evidence sent to lender and insured
- [ ] AMS interests and documents updated

Exceptions and escalation

- **Closing is in a few days.** Escalate to the producer or account manager. Call the carrier instead of emailing.
- **Lender name is not what is on the mortgage statement.** Verify before you submit.
- **Lender requests coverage the policy doesn't have.** Tell the insured now.
- **Request to remove a lender with no payoff proof.** Get documentation first.

Completion criteria

- The carrier confirmed the change.
- The declarations page shows the correct lender, address, and loan number.
- Evidence of insurance went to the lender and the insured.
- The AMS and file are updated.

Make it yours: agency customization

This is a starting point built for independent agencies in general. Fill in the details below so it matches how your agency actually works, then keep your version with your other procedures.

How lenders prefer to receive evidence of insurance
Email, portal, fax.

Standard turnaround for lender requests
Hours or days.

Who handles rush closings
Name or role.

Forms we use to confirm lender removals
Payoff letter, release, or email.

ASSIGN IT, TRACK IT
Need to assign this process to your team? Turn it into a repeatable workflow with AgencyPacket.

General guidance only, not legal, compliance, or insurance advice. Review against your agency's processes and the state and local requirements that apply to you before use. Version 1.0, last reviewed November 19, 2026. agencypacket.com/terms

https://agencypacket.com/resources/mortgagee-lienholder-change-checklist