Insurance Department

11/24/2025 7:29 pm EST

Homeowner’s (Hazard) Insurance

If you pay your homeowner's insurance premiums through your regular monthly mortgage payment (also called an escrow account) and you receive a bill from your insurance provider or have a new insurance policy, please send the bill or new policy to us:

Online (it’s quick and easy!): ihaveinsurance.com/primismortgage

By mail:
Primis Mortgage
ISAOA / ATIMA
PO Box 961254
Fort Worth, TX 76161

Insurance Claims

Have an insurance claim? First, contact your insurance company to file a claim and then begin the claims process with Primis Mortgage by calling 833.253.1133. You will then be able to check the status of your claim at www.propertyclaimcenter.com.

If you need to send a check to us for our endorsement, our mailing addresses are:

PO Box:
Primis Mortgage
Attn: Property Loss Department
PO Box 29985
Phoenix, AZ 85038-9985

Overnight:
Primis Mortgage
Attn: Property Loss Department
7350 N Dobson Rd, Suite 101
Scottsdale, AZ 85256