

# Transaction Rescue Webinar

Insurance 102 - Interactive  
Discussion w/Insurance Agents,  
Lenders to Review Particular "Pain  
Points" Noted By Our REALTORS®

August 20, 2025



# Welcome



CALIFORNIA ASSOCIATION OF REALTORS®

**Transaction Rescue™**

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# IN NEED OF SOME DIRECTION TO NAVIGATE HOMEOWNERS INSURANCE?

CONTACT C.A.R.'S HOMEOWNERS  
INSURANCE HELPLINE

**120**  
YEARS OF LEADING THE WAY...®

SUBMIT AN  
INQUIRY

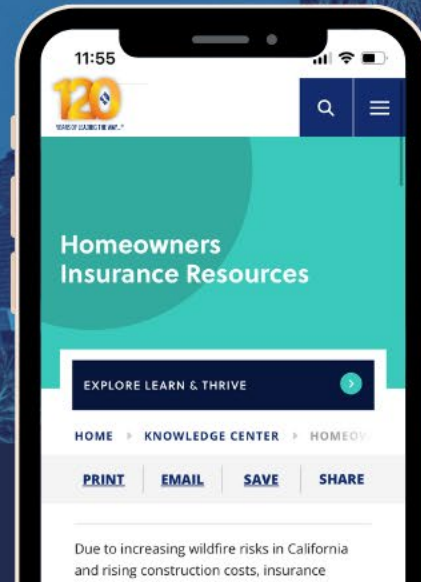
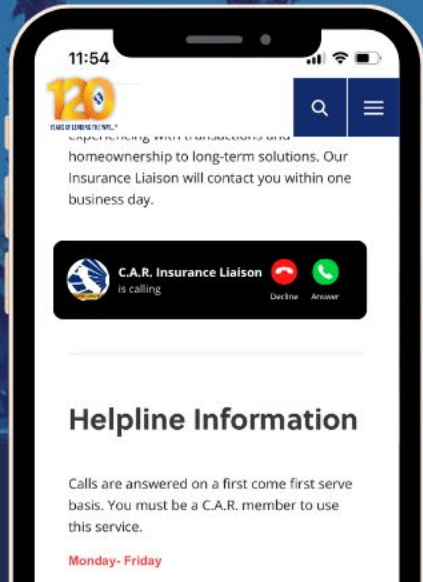
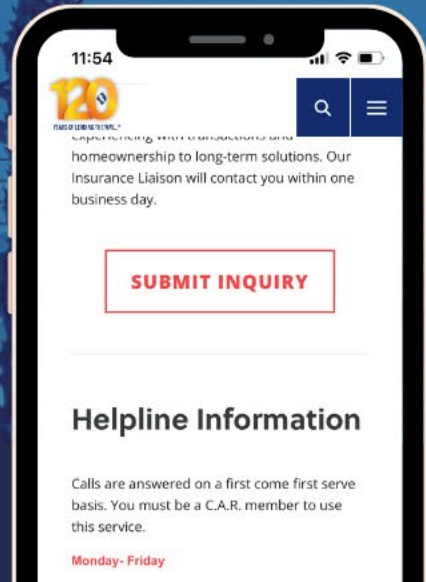


GET NEEDED  
DIRECTION



SHARE WITH  
YOUR CLIENTS.

SUBMIT AN  
INQUIRY:



[on.car.org/insurancehelpline](https://on.car.org/insurancehelpline)



**MORTGAGE.CAR.ORG**



**FINDDOWNPAYMENT.CAR.ORG**



**Transaction Rescue™**

CALIFORNIA ASSOCIATION OF REALTORS®

Your lifeline to the lending community is a free member benefit! We provide assistance with finding a lender, loan qualifications, underwriting, short sales and more. Give us a call on the FREE helpline at (213) 739-8383, email us at [TransactionRescue@car.org](mailto:TransactionRescue@car.org)

## DOWN PAYMENT RESOURCE DIRECTORY

Quickly search and identify over 400+ available down payment assistance programs in your client's target area with our Down Payment Resource Directory.



# Interactive Discussion w/Insurance Agents, Lenders to Review Particular "Pain Points" Noted By Our REALTORS®

## Insurer - Webinar Speakers



**Chris Lizarraga**

President

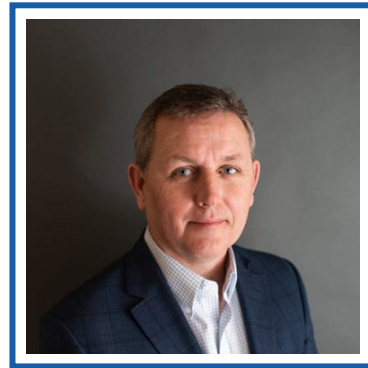
*Lizarraga Insurance  
Agency*



**Ty Robertson**

Agency Owner

*Goosehead Insurance*



**Brian Moggan**

Agent

Farmers Insurance



**Mark McElroy**

Executive Vice-President

TransUnion Insurance



**Jessie Banuelos**

Owner / President

Banuelos Insurance  
Services

# Interactive Discussion w/Insurance Agents, Lenders to Review Particular "Pain Points" Noted By Our REALTORS®

## Insurer - Webinar Speakers



**Abel Fregoso**

Loan Originator

*PRMG*



**Cynthia Leal**

Managing Originator

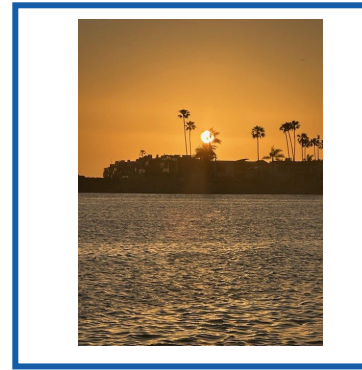
*Guild Mortgage*



**Faramarz Moeen-Ziai**

Vice President Loan Originator

FMZ Team -  
CrossCountry  
Mortgage



**Marc Farfel**

Lender Liaison /  
Transaction Rescue /  
Insurance Helpline

CALIFORNIA  
ASSOCIATION of  
REALTORS®



**Rolanda Wilson**

REALTOR® & Sr. HUD  
Counselor / Board  
Member

NID Housing Counseling  
Agency

## Lender / Partner

**Abel Fregoso Jr.**

PRMG

**Cynthia Leal**

Guild

**Faramarz Moeen-Ziai**

CrossCountry

**Rolanda Wilson**

NID Housing Counseling Agency

## Insurance Referrals

**Chris Lizarraga**

Lizarraga Insurance Services

**Ty Robertson**

Goosehead

**Brian Moggan**

Farmers

**Jessie Banuelos**

Banuelos Insurance Solutions

# Lending Terms /Abbreviations

- AUS – Automated Underwriting System
- LPA – Loan Prospect Advisor (previously – Loan Prospector LP) (Freddie)
- DU – Desktop Underwriter (Fannie)
- GUS – Government Underwriting System
- FICO – Fair Isaac Company (Loan Scoring Model Used By a Majority of Lenders / Investors)
- DPA – Down Payment Assistance
- MI – Mortgage Insurance
  - UFMIP - Up-Front Mortgage Insurance (FHA Loans)
  - MMI – Monthly Mortgage Insurance (FHA Loans)
  - PMI – Private Mortgage Insurance (Conventional Loans) - LPMI – Lender Paid Mortgage Insurance
- **OO - Owner Occupied Borrower / Co-Borrower**
- **NOO – Non-Owner-Occupied Borrower / Co-Borrower**
- FTHB – First Time Home Buyer
- CalHFA – California Housing Finance Agency
- GSFA – Golden State Finance Authority (Platinum)
- Flipping – Selling within 3 months, with large value increase, may trigger Lender RED Flags
- **Calculations**
  - DTI – Debt to Income LTV – Loan to Value and Combined Loan to Value (CLTV)
  - **PITIA w/MI – Principal, Interest, Taxes, (Hazard) Insurance, Association Fees, and Mortgage Insurance**

# 4 - Key Considerations for All Transactions

- **Communication & Timing**

- Loan Expectations
- Preferred Method
- Availability of Funds

- **Loan Pre-Approval**

- Early
- DPA
- Underwritten

- **Credit**

- Initial Review
- Do's & Don't
- Final Review

- **Property Type**

- Insurance
- HOA
- Property Condition
- Occupancy

# 4 - Initial Considerations for Insurance

- **Terms to be Aware**

- Non-Admitted / Surplus Lines
- Availability of Funds
- Difference in Condition (DIC)
- Fair Plan

- **insurance Pre-Approval**

- Early
- Underwritten / Pre-Paid Policy Binder
- Coverage Amounts – Coverage Limits

- **Other Issues Today**

- Inspections
- Do's & Don't
- Policy Subject to ? Inspections
  - Final Review
- Ownership LLC, Partnerships, Trusts

- **Property Type**

- HOA / Condo's / ADU's
- Property Condition
- Occupancy (non-primary)

# 7 Elements of Homeowner Insurance



- Overall Home (Age)
  - Property Maintenance / Condition / Repairs
  - Occupancy Type & Detail
- Homeowner (Existing & Future) – Claim Experience
- Electrical - (Age & Condition)
- Roof Type (Age & Condition)
- Mechanical – (HVAC, Plumbing) - Age Condition
- Location (City, State, Rural, Urban, Flood, Fire, etc.)
- Coverage Amount



# Categories: Insurance Helpline Questions

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How to Find – Resources  
Complicated Ownership (Data Sharing)  
Non-Primary Residences  
Policy Pricing Increases  
Cancellations Reasons (Tenured Homeowners)  
High Risk Area (Fire/Flood)  
Inspections or New Requirements



# Take Away Considerations

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## New Checklist Ideas



# Insurance Readiness Checklist



## Have trusted insurance contacts in your sphere

Maintain at least **two or three go-to insurance pros** you can refer buyers to.

- **Independent broker:** shops multiple carriers, may have more flexibility in high-risk zones or for unusual properties.
- **Captive agent** (e.g., Farmers, State Farm, Allstate): works for one brand, can offer deep product knowledge but limited to that company's underwriting appetite.

**Start insurance shopping at pre-offer.** Ask your insurance contact for a *bindable* quote, not just a teaser, and confirm the carrier still writes in that ZIP. California carriers have been pulling back and raising rates after major wildfire losses; availability can change week to week.

**Check wildfire protections & eligibility.** If the home is in or near a recent wildfire disaster area, ask whether the **one-year non-renewal moratorium** applies to the address (and link your clients to the CDI ZIP-code lookup). [California Department of Insurance+1](#)

**If declined, confirm FAIR Plan + DIC path.** For homes that can't get a standard policy, confirm a **California FAIR Plan** fire policy **plus** a separate **Difference-in-Conditions (DIC)** policy to add liability, water, theft, and ALE; note FAIR Plan is limited/named-peril and coverage limits are capped.

**Confirm lender requirements + carrier ratings.** Some loans require minimum insurer financial strength and specific coverages/deductibles—don't let an under-rated carrier jeopardize underwriting.

**Document high deductibles & exclusions.** Many current quotes carry much higher wind/fire deductibles and exclusions; make sure buyers understand them before they remove contingencies. Market tightening and reinsurance pass-throughs are pushing these up.

**Rate stability expectations.** Let buyers know 2025 rules will require carriers to write more in high-risk areas (aiming to reduce FAIR Plan reliance), but premiums may be higher due to allowed reinsurance costs.

### A. Master Policy Basics (get the HOA's insurance certificate & full declarations page)

Identify the **master policy type**: **Bare walls**, **Single Entity**, or **All-In**—this determines how much “walls-in” coverage the buyer needs on their HO-6.

Record the **master policy deductible(s)** (property & wind/fire). Many HOAs carry large deductibles; the buyer may want **HO-6 Loss Assessment** coverage to help with deductibles or shortfalls after a covered loss.

Verify **general liability** and **building ordinance or law** coverage are present on the master policy (common lender expectation).

### B. Buyer's HO-6 (unit owner policy) — request a bindable quote before contingencies are removed

Confirm **walls-in dwelling (Coverage A)** amount that matches the master policy type (more coverage for “bare walls,” less for “all-in”).

Add **Loss Assessment** limits (often \$25k–\$100k available) to address master policy deductibles/special assessments after covered losses.

Ensure **Personal Property, Liability, and ALE** are adequate for the buyer's needs (ALE especially if the building has higher wildfire or water-damage risk).

### C. Compliance & Finance Readiness (can affect lending & insurability)

**SB 326 “Balcony Bill” (Civil Code §5551) status:** request the latest EEE (exterior elevated elements) inspection report or compliance letter. **Deadline for the initial inspection was extended to January 1, 2026** (previously 1/1/2025). Non-compliance can lead to special assessments and insure-ability issues.

**Fannie/Freddie/FHA expectations** (if applicable): verify the HOA carries required **fidelity/crime coverage** (generally at least **3 months of aggregate assessments**, more if financial controls aren’t met). Lenders often check this.

Ask for the HOA’s **reserve study and most recent loss runs/claim history**; frequent water/fire claims can push premiums and deductibles higher on renewals.

### D. Red-Flag Questions for Listing/HOA Manager (to ask up front)

Any **non-renewal notices** or quotes indicating big premium hikes at the next renewal? (If so, what’s the plan?)

Have there been recent or pending **special assessments** tied to **insurance** (premium spikes, deductible funding) or **SB 326 repairs**? Get board minutes if possible.

For higher-risk zones, has the HOA had to rely on **FAIR Plan** for part/all of the building coverage? If yes, clarify limits and any DIC wrap.

# Take Away Considerations

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## Key Points - Prior Webinar



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# Final thoughts



California insurance market continues to be challenging and is expected to remain so for the foreseeable future



Leverage publicly available information; CA DOI and FAIR Plan websites, there is a lot of great information available



Engage with a local agent/broker that has access to both admitted and non-admitted options (pre-determine coverage availability)



Become familiar with key elements of risk when discussing insurance with your perspective buyers/sellers:

Age

Location

Coverage  
Amount

Occupancy

Maintenance

Liability Hazards

# Implications for CA Real Estate Agents



## ○ More Complex Transactions

- Unexpected inspection requirements after closing, especially in high-risk areas
- Preparing clients for potential post-purchase inspections that could lead to premium increases, repair mandates, or even nonrenewal.

## ○ Property Condition Is Critical

- Age/condition of roof, electrical & plumbing, overgrown vegetation, or deferred maintenance are more likely to trigger inspection issues.
- Encourage sellers to proactively address visible risks and highlight mitigation features in listings.

## ○ Technology-Driven Risk Assessment

- Drone imagery, satellite data, and AI tools have enable remote assessment, flagging risk indicators (e.g., roof wear, proximity to brush).



# Implications for CA Real Estate Agents



- Increased Risk of Nonrenewal
  - Real Estate Agents should help buyers understand long-term insurance risks, not just initial quotes
- Real Estate Agents are becoming risk advisors, helping clients navigate insurance challenges
  - Partnering with insurance brokers, home inspectors, or mitigation consultants can add value and build trust.
- Mitigation as a Selling Point
  - Real Estate Agents can highlight homes with recent inspections, upgrades, or compliance with insurer guidelines



# Survey for Transaction Rescue Webinar 8-20-25



**Your Feedback is Critical**

[https://car.qualtrics.com/jfe/form/SV\\_51quzEvLTwSXuBg](https://car.qualtrics.com/jfe/form/SV_51quzEvLTwSXuBg)



[TRANSACTION CENTER](#)[LEARN & THRIVE](#)[INDUSTRY 360°](#)[YOUR C.A.R.](#)[SIGN IN](#)[SEARCH](#)[MARKET DATA](#)[MLS / PROFESSIONAL STANDARDS](#)[POLITICAL ADVOCACY](#)[CLOSE](#)[SUPPORT](#)

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## Surveys & Reports

C.A.R. conducts survey research with members and consumers on a regular basis to get a better understanding of the housing market and the real estate industry.

## STEPS Towards Homeownership

### Financing the Dream of Homeownership



**Date: Wednesday, September 4<sup>th</sup>**



**Time: 10:00 a.m.**



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# Thank you!!

[Insurance@car.org](mailto:Insurance@car.org)

[TransactionRescue@car.org](mailto:TransactionRescue@car.org)

<http://Mortgage.car.org>

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Faramarz (FM) Moeen-Ziai	<a href="mailto:fmz@ccm.com">fmz@ccm.com</a>	415-377-1147	CrossCountry Mortgage
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# Closing Out



[TransactionRescue@car.org](mailto:TransactionRescue@car.org)

<https://Mortgage.car.org>

Transaction Rescue Webinars

<https://www.car.org/FinWebinars>

STEPS Towards Homeownership

<https://on.car.org/steps>

STEPS Towards Homeownership – Home Buyer Education Workshops

<https://on.car.org/stepshomebuyer>

Insurance Helpline

<https://www.car.org/-/Home/helplines/insurance>



# REALTOR® Resource: Financial Literacy Tool

## C.A.R.'s Down Payment Resources Directory

[HOME](#)
[MARKETING](#)
[CLIENTS](#)
[DOWNPAYMENTRESOURCE](#)

[PRINT](#)
[EMAIL](#)
[SAVE](#)

[SHARE](#)

Fill out the following 3-step pre-screening form, in order to find out if you are eligible for any of the 400+ down payment assistance programs available in California. If you are still not sure how to begin, feel free to [watch this video](#).

If you need further assistance with the Down Payment Resource Directory tool, please contact your REALTOR® or [find a local REALTOR® here](#), if you do not have one already.

Property Information
Household Information
Special Circumstances

Enter the Street Address and Zip Code of a specific property  
-OR-  
Start typing in the General Search field and pick a neighborhood, city or county from the menu.

Street Address (e.g. 123 Main Street)

Zip Code

General Search (start typing for a menu of options)  
Rancho Cucamonga (City in San Bernardino County)

Estimated sales price

Is this a Multi-Family Home?  
☒ Single-Family ☐ Multi-Family

Is the home in foreclosure?  
☐ Yes ☒ No

Matched Programs

53

View Programs

Continue

FILTERS AVAILABLE

Property Information  
Household Information  
Special Circumstances  
General Search - City, County, Town, etc.

Actual Property

Sales Price  
Currently Own a Home  
Household Income  
Veteran  
Educator

Law Enforcement

Firefighter  
Healthcare  
Disability  
Military  
Energy Efficient

Steps with CalHFA

Step 1 – See If You Are Eligible.  
[Eligibility Calculator](#)  
Step 2 – Get Pre-Qualified  
Find a Preferred Loan Officer  
[Preferred Loan Officers](#)  
Step 3 – Take Homebuyer Education  
[ONLINE eHome's eight-hour Home-buyer Education](#)  
[IN-PERSON NeighborWorks America](#)  
or [HUD-Approved Housing Counseling Agency](#)  
Step 4 – Start looking for a home  
Talk to a local Realtor to guide you through this process

Info with GSFA

We Allow:

- Condos
- PUDS
- 1-4 unit
- Manufactured Home Primary Residences

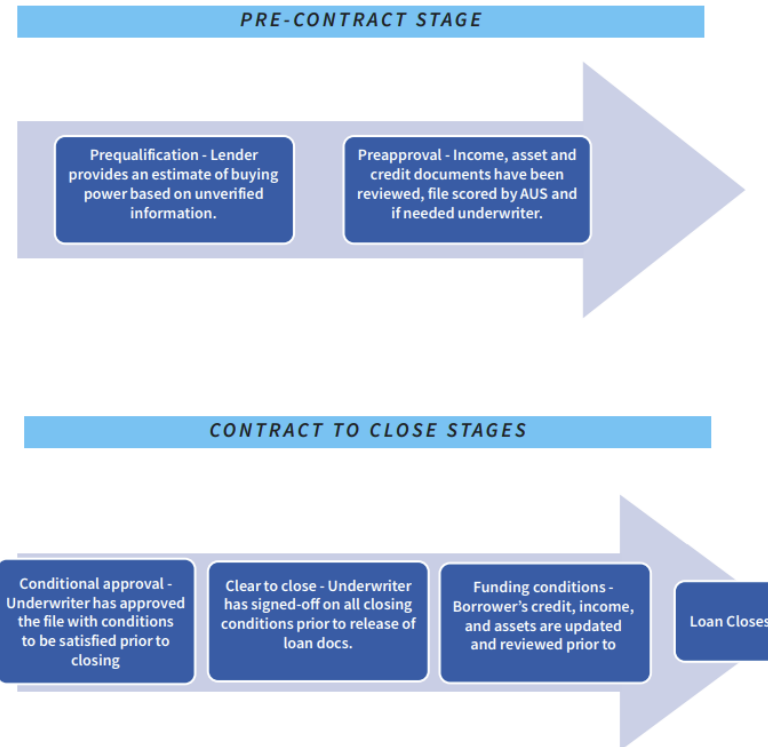
Minimum credit score of 620  
Find a Participating Lender:  
<http://gsfahome.org/programs/platinum/lenders.aspx>

Within the C.A.R Tool, you can find:

- Participating Lenders
- Program Guide/Flyers
- Filters/Guidelines:
  - Special Groups (Teachers, Protectors, etc.)
  - Eligible Properties
  - Maximum Sales Price
  - Eligible Borrowers
  - Maximum Household Income
  - Loan Terms
- Benefits
- Latest Updates

# REALTOR® Resource: Financial Literacy Tool

## Loan Approval and Closing Steps



Remember, loan approval is a dynamic, ongoing process that takes place up to and including the closing date! **Help your buyer stay mortgage-ready through the entire process!**

# 2025 Conforming & High Balance Loan Limits by County for Freddie & Fannie

(As of 1/01/2025)

The Federal Housing Finance Agency's (FHFA) announcement to increase the 2025 conforming loan limits for mortgages acquired by Fannie Mae & Freddie Mac to **\$806,500** on one-unit properties and a cap of **\$1,209,750** in high-cost areas. The previous loan limits were \$766,550 and \$1,149,825, respectively. Higher Loan Limits = More Properties Available to Entry Level Buyers

- **Loan Limit Counties**
- **\$1,209,750** – Alameda, Contra Costa, Los Angeles, Marin, Orange, San Benito, Santa Clara, Santa Cruz, San Mateo
- **\$806,500** > San Diego, Ventura, Santa Barbara, San Luis Obispo, Monterey
- **< 1,209,750** Napa, Sonoma, Yolo
- **\$806,500 – All Remaining Counties for FHLMC/FNMA, FHA are less.**
- Link to Freddie Mac (FHLMC) / Fannie Mae (FNMA) 2025 Loan Limits
  - <https://www.fhfa.gov/DataTools/Tools/Pages/Conforming-Loan-Limit-Map.aspx>
    - Link to FHA Loan Limits just changed on the 15<sup>th</sup> of November for **2025 Limits – Conforming \$1,209,750 max, (for single unit) less in**

