























## Title Insurance Investigations Open/Closed

	Opened	Closed		Opened	Closed		Opened	Closed
January	7	4	January	6	4	January	6	19
February	20	26	February	5	5	February	2	6
March	11	41	March	14	13	March	11	7
April	19	25	April	22	26	April	11	5
May	20	7	May	1	11	May	3	4
June	20	39	June	2	11	June	21	6
July	26	17	July	0	4	July	11	18
August	24	21	August	8	6	August	21	25
September	15	55	September	11	12	September	6	4
October	14	15	October	12	13	October	18	4
November	25	17	November	5	10	November	22	16
December	11	55	December	9	10	December		
<b>Totals for 2008</b>	<b>212</b>	<b>322</b>	<b>Totals for 2011</b>	<b>95</b>	<b>125</b>	<b>Totals for 2014</b>	<b>132</b>	<b>114</b>
January	8	31	January	15	9	January		
February	13	15	February	15	13	February		
March	4	12	March	12	15	March		
April	10	5	April	8	3	April		
May	5	5	May	20	21	May		
June	16	25	June	13	19	June		
July	6	7	July	17	17	July		
August	15	17	August	17	10	August		
September	31	22	September	3	11	September		
October	20	18	October	5	17	October		
November	7	11	November	20	12	November		
December	10	9	December	13	13	December		
<b>Totals for 2009</b>	<b>145</b>	<b>177</b>	<b>Totals for 2012</b>	<b>158</b>	<b>160</b>	<b>Totals for 2015</b>	<b>0</b>	<b>0</b>
January	10	9	January	2	10	January		
February	7	22	February	15	8	February		
March	17	17	March	16	19	March		
April	2	0	April	5	7	April		
May	3	15	May	5	9	May		
June	23	22	June	13	4	June		
July	0	2	July	8	15	July		
August	0	6	August	3	4	August		
September	3	0	September	10	13	September		
October	5	2	October	11	9	October		
November	20	5	November	20	11	November		
December	16	26	December	14	9	December		
<b>Totals for 2010</b>	<b>106</b>	<b>126</b>	<b>Totals for 2013</b>	<b>122</b>	<b>118</b>	<b>Totals for 2016</b>	<b>0</b>	<b>0</b>

## Title Insurance Consumer Complaints

### Open and Closed Consumer Complaint Summary Report

Case #	Date Open	Date closed	Complaint	CSA	Results
58109	1/25/2010	2/25/2010	HO premium not paid at closing	Meldee	JUSTIFIED
58202	2/22/2010	2/22/2010	title complaint, feels title company didn't uncover/disclose hazards for clear title and sale of home - flood insurance requirements	Sandy	UNJUSTIFIED
58434	5/19/2010	8/19/2010	Condo Ins not pd at closing	Meldee	UNJUSTIFIED
58624	8/10/2010	8/10/2010	Mechanicsliens recorded on property after closing	Sandy	Withdrawn
58832	11/8/2010	11/16/2010	Title agency did not the seller's delinquent dues paid	Meldee	UNJUSTIFIED
58852	11/15/2010	2/9/2011	Lender complaint. Trust deed not recorded	Meldee	UNJUSTIFIED
58865	11/18/2010	12/9/2010	not supplying title ins or deed to the property	Sandy	UNJUSTIFIED
59045	1/3/2011	1/10/2011	Liens were not cleared at closing	Sandy	UNJUSTIFIED
59067	1/6/2011	2/9/2011	Trust Deed not recorded	Meldee	UNJUSTIFIED
59162	2/1/2011	2/1/2011	Property not recorded properly by agent	Meldee	JUSTIFIED
59272	3/7/2011	4/26/2011	title complaint	Meldee	UNJUSTIFIED
60778	4/20/2012	6/12/2012	Claim Delay	Meldee	UNJUSTIFIED
62236	5/1/2013	7/25/2013	title co. issued deed conveying property which had leagly passed to complainant without notice.	Tammy	Info Not Rec'd
63398	3/7/2014	4/30/2014	Liens not cleared	Tammy	No Jurisdiction on Title Co, Insurer position upheld
63660	4/29/14	4/30/14	Failure to release Funds in Escrow	Tammy	UNJUSTIFIED
63833	6/9/2014	8/7/2014	Alleged overchging of fees	Tammy	UNJUSTIFIED
64471	10/9/2014	11/5/2014	Did not receive copies of closing docs.	Tammy	Consumer received copies

**Title Insurance Consumer  
Open and Closed Per Month R**

	Open	Closed		Open	Closed
January	2	1	January	0	1
February	1	1	February	0	5
March	1	0	March	1	0
April	0	1	April	1	2
May	0	0	May	0	0
June	0	0	June	0	1
July	0	0	July	0	0
August	0	0	August	0	1
September	0	0	September	0	0
October	0	0	October	1	0
November	0	0	November	0	1
December	0	0	December		
<b>Total 2011</b>	<b>4</b>	<b>3</b>	<b>Total 2014</b>	<b>3</b>	<b>11</b>
January	0	0	January		
February	0	0	February		
March	0	0	March		
April	1	0	April		
May	0	0	May		
June	0	1	June		
July	0	0	July		
August	0	0	August		
September	0	0	September		
October	0	0	October		
November	0	0	November		
December	0	0	December		
<b>Total 2012</b>	<b>1</b>	<b>1</b>	<b>Total 2015</b>	<b>0</b>	<b>0</b>
January	0	0	January		
February	0	0	February		
March	0	0	March		
April	0	0	April		
May	1	0	May		
June	0	0	June		
July	0	1	July		
August	0	0	August		
September	0	0	September		
October	0	0	October		
November	0	0	November		
December	0	0	December		
<b>Total 2013</b>	<b>1</b>	<b>1</b>	<b>Total 2016</b>	<b>0</b>	<b>0</b>

E-Case #	Date Opened	Recommended Action	Action taken	Action Date	Closed Date	
3257	1/8/13	Stip and Order \$1,500	Gave Report to Gale	1/8/13		AM
			Invoice Sent	3/14/13		
			Case Closed Forfeiture Pd	4/22/13	4/22/2013	
3267	3/5/13	Stip and Order \$4,500	S&O sent	3/19/13		AM
			Received S&O	3/25/13		
			Invoice Paid	5/2/13	5/7/2013	
3268	3/5/13	Stip and Order \$1,000				AM
			S&O and Invoice sent	4/8/13		
3270	3/8/13	Stip and Order \$1,500	Pd \$1000	4/25/13	4/25/2013	AM
			S&O and Invoice sent	4/8/13		
			Scheduled mo. payment \$500 rec'd	5/15/13		
3291	4/15/13	Stip and Order \$1,000	Forfeiture PD \$1000	6/27/13	7/1/2013	AM
			Sent Stip & Order	5/7/13		
			Rec'd Stip & Order	5/20/13		
3292	4/15/13	Stip and Order \$500	Forfeiture PD \$1000	8/6/13	8/6/2013	AM
			Sent Stip & Order	5/7/13		
			Rec'd Stip & Order	5/20/13		
3315	5/7/13	Stip and Order \$1,500	Final Pmt made	10/7/13	10/7/2013	AM
			Stip & Order Sent	5/20/13		
			Signed Stip & Order sent	6/10/13		
3316	5/7/13	Stip and Order \$1,500	Forfeiture PD \$1500	7/22/13	8/6/2013	AM
			Stip & Order Sent	5/20/13		
			Signed S&O and Invoice sent	6/4/13		
3322	5/20/13	Stip and Order	Forfeiture PD \$1500	7/22/13	8/6/2013	AM
			Stip & Order Sent	6/11/13		
			Signed S&O and Invoice sent	6/24/13		
3323	5/20/13	Stip and Order	Forfeiture PD \$1500	7/25/13	7/25/2013	AM
			Stip & Order Sent	6/11/13		
			Signed S&O and Invoice sent	6/24/13		
3354	7/30/13	Complaint	Forfeiture PD \$2500	7/25/13	7/25/2013	TG
			Hearing set 12/9/13	10/7/13		
			S&O were not agreed to by T&E	12/9/13		
3356	8/6/13	Informal Order	License Surrendered	2/28/14	5/30/2014	TG
			Informal sent	10/25/13		
			Invoice pmt req	1/9/14		
3365	8/22/13	Complaint Revocation	Surrender in Lieu	9/5/14	9/5/2014	
			to AAG	10/18/13		
			Complaint/hearing set for 1/21/2014	12/10/13		
3366	8/22/13	Stip and Order Revocation	Default Revocation	3/7/14	3/7/2014	
			Accepted offer of S&O	10/2/13		
			Received signed S&O	1/13/14		
3367	8/26/13	Complaint	Completed S&O Mailed	2/10/14	2/10/2014	
			To AAG	10/17/13		
			Case Closed Renewal EIN fixed	1/7/14		
				1/7/14	1/7/2014	

E-Case #	Date Opened	Recommended Action	Action taken	Action Date	Closed Date
3375	9/5/13	Stipulation & Order \$73,000	Offer letter sent	9/5/13	5/30/2014
			S&O being redrafted by AAG	2/27/14	
			Fine Rec'd	5/30/14	
3376	9/5/13	Stipulation and Order \$225,500	Response to offer Rec'd	11/20/13	9/29/2014
			To AAG	7/3/14	
			Forfeiture PD \$225,500	9/29/14	
3395	10/30/13	Stip & Order \$10,500	To AAG	10/31/13	3/5/2014
			S&O sent	11/25/13	
			Forfeiture Pd	3/5/14	
3404	11/12/13	Stip & Order \$1,500	To AAG	11/12/13	2/11/2014
			S&O sent	11/25/13	
			For. Pd	2/11/2014	
3405	11/13/13	Stip & Order \$1,500	To AAG	11/14/13	2/3/2014
			S&O with Invoice sent	1/13/2014	
			Forfeiture PD \$1000	1/27/14	
3406	11/19/13	Stip & Order \$1,000	To AAG	11/14/13	12/20/2013
			S&O sent	12/13/13	
			Fine Pd	12/20/13	
3407	11/19/13	Informal Order \$1,000	To AAG	11/14/13	12/12/2013
			Informal order sent	11/26/13	
			Fine Pd	12/12/13	
3408	11/19/13	Informal Order \$6,500	To AAG	11/14/13	12/31/2013
			Informal order sent	11/26/13	
			License surrendered	12/31/13	
3409	11/19/13	Informal Order \$1,000	To AAG	11/14/13	12/12/2013
			Informal order sent	11/26/13	
			Fine Pd	12/12/13	
3410	11/19/13	Informal Order \$1,000	To AAG	11/14/13	12/13/2013
			Informal order sent	11/26/13	
			Fine Pd	12/13/13	
3411	11/19/13	Informal Order \$1,000	To AAG	11/14/13	12/17/2013
			Informal order sent	11/26/13	
			Fine Pd	12/17/13	
3430	12/30/13	Stip & Order \$1,500	To AAG	12/31/13	4/22/2014
			S&O sent	2/26/14	
			Fine Paid	4/22/14	
3431	12/30/13	Stip & Order \$1,500	To AAG	12/31/13	5/8/2014
			S&O sent	2/27/14	
			Forfeiture PD \$1500	5/8/14	
3445	1/29/14	Informal Order \$250	To AAG	1/30/14	4/22/2014
			S&O sent w/invoice	4/14/14	
			Fine Paid	4/22/14	
3453	2/24/14	Stip & Order \$1,500	To AAG	2/24/14	5/14/2014
			Forfeiture PD \$1500	5/14/14	
3454	2/24/14	Stip & Order \$3,000	To AAG	2/24/14	5/14/2014
			Stip & Order sent w/invoice	4/14/14	
			Forfeiture PD \$3000	5/14/14	

TG

AM

AM

E-Case #	Date Opened	Recommended Action	Action taken	Action Date	Closed Date	
3455	2/25/14	Stip & Order \$500	To AAG	2/25/14		
			Before T&E 6/9/2014	6/9/14		
			Forfeiture Pd	7/1/14	7/1/2014	
3458	3/11/14	Stip & Order \$1,500	To AAG	3/17/14		
			Request for Pmt sent	7/22/14		
			Forfeiture PD \$1500	7/30/14	7/30/14	
3465	3/24/14	Stip & Order \$1,500	To AAG	3/25/14		
			S&O sent with Invoice	6/13/14		
			Forfeiture Pd	6/20/14	6/20/2014	
3501	5/28/14	Stip & Order \$22,750	Face to Face offer	5/28/14		
			Stip & O offer sent	6/2/14		
3511	7/1/14	Stip & Order \$5,000	Report to AG's	7/1/14		
			Stip & O Mailed	9/8/14		
			Forfeiture PD \$5000	9/19/14	9/19/2014	
3512	7/1/14	Stip & Order \$1,500	To AG's for drafting	7/1/14		
			Stip & O and Inv. Mailed	10/20/14		
			Forfeiture PD	10/30/14	10/30/2014	AM
3526	8/28/14	Stip & Order \$9,000	Audit completed			
			Stip & Order/Inv. Mailed	10/20/14		
			Forfeiture PD	11/3/14	11/3/2014	AM
3527	8/28/14	Informal Order \$1,000	Drafted Pleading	8/28/14		
			Mailed IO	8/29/14		
			Forfeiture Pd	9/12/14	9/12/2014	
3528	8/28/14	Informal Order \$3,000	Drafted Pleading	8/29/14		
			Mailed IO	8/28/14		
			Forfeiture PD	10/28/14	10/28/2014	
3533	9/5/14	Subpoena Issued	Informal Sent/Returned	9/5/14		
			Informal Sent/Returned	9/11/14		
			Referred to Fraud	10/6/14	10/6/2014	
3534	9/9/14	Stip & Order \$1,500	To AG's for drafting	9/9/14		
			Stip & Order/Inv. Mailed	10/20/14		
			2nd Request	12/2/14		
3535	9/9/14	Stip & Order \$1,500	To AG's for drafting	9/9/14		
			Stip & Order/Inv. Mailed	10/20/14		
			Forefeiture Pd	11/18/14	11/18/2014	
3547	10/28/14	Stip & Order \$55,000	To AG's for drafting	10/28/14		
			S&O mailed for Signature	11/17/14		