

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	6	10
Totals for 2008	212	322	Totals for 2011	95	125	Totals for 2014	138	124
January	8	31	January	15	9	January	1	17
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		
Totals for 2009	145	177	Totals for 2012	158	160	Totals for 2015	1	17
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		
Totals for 2010	106	126	Totals for 2013	122	118	Totals for 2016	0	0

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58624	8/10/2010	8/10/2010	Mechanicsliens recorded on property after closing	Sandy	Withdrawn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	0	0
Total 2011	4	3	Total 2014	3	11
January	0	0	January	0	0
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		
Total 2012	1	1	Total 2015	0	0
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		
Total 2013	1	1	Total 2016	0	0

Title Insurance Enforcement Report

E-Case #	Date Opened	Recommended Action	Repeat Offense	Prior Offense	Action taken	Action Date	Closed Date	
2853	4/20/11	Informal Action			Notice sent	4/26/2011		TG
					Request for Pmt	10/4/2011		
					Invoice Pd	10/20/2011	10/20/2011	
2854	4/20/11	Informal Action			Notice Sent	4/26/2011		TG
					\$750 Pd		5/25/2011	
2855	4/20/11	Dismissal			Notice sent	4/26/11		TG
					At AGs for Dismissal	11/15/11		
					Order to Dismiss drafted	1/10/12	2/29/2012	
2856	4/20/11	Informal Action			Notice sent	4/26/11		TG
					\$750 Pd		5/25/2011	
2857	4/20/11	Informal Action			Notice sent	4/20/2011		TG
					Dismissed	5/26/2011		
							5/26/2011	
2858	4/20/11	Surrender in Lieu			Notice sent	4/26/11		TG
					Hearing set 6/14/2011	5/24/11		
					Signed Surr in Lieu	1/24/12	2/29/2012	
2859	4/20/11	Informal Action			Notice sent	4/26/11		TG
					Company out of business 8/23/2010			
					Out of Business	11/3/11	11/3/2011	
2874	5/2/11	Order to Show Cause			To Gale	5/2/11		AM
					S&O drafted	6/1/11		
					Signed Surrender in Lieu Received	5/29/12	5/29/2012	
2875	5/2/11	Stip & Order \$1,500			To Gale	5/2/11		AM
					Invoice for \$500 pd	9/19/11		
					Last Pmt received \$500	12/19/11	12/19/2011	
3010	9/21/11	Cease and Desist			To Gale for C&D and Subpoena	9/21/11		TG
					Subpeona mailed	3/15/12		
					Closed/Opened erroneously	8/1/12	8/1/2012	
3015	9/26/11	Complaint \$100,000 & \$3750			To Gale	9/26/11		TG
					S&O sent	3/26/13		
					Forfeiture Pd	4/8/13	8/6/2013	
3024	10/21/11	Revocation			To Gale	10/24/11		TG
					Pre-hearing scheduled	3/14/12		
					License Revoked	4/9/12	5/9/2012	
3030	10/18/11	Stip & Order \$5,000			To Gale	10/18/11		AM
					S&O Drafted & Mailed	12/27/11		
					Invoice \$5000	1/10/12	1/30/2012	
3057	10/18/11	Stip & Order \$1,500			To Gale	11/15/11		AM
					Pleading sent	1/13/12		
					Invoice for \$1500 pd	1/23/12	1/30/2012	
3074	12/19/11	Informal Action \$500			Informal for \$500/2 yr probation	1/24/12		AM
					Resent notice	2/24/12		
					Pmt made	6/12/12	6/12/2012	
3101	2/6/12	Revocation			To Gale	3/13/12		AM
					Approved T&E	5/14/12	5/14/2012	
3113	3/12/12	NON-Renew			To Gale	3/13/12		
					Closed	9/14/12	9/14/2012	
3115	3/23/12	Stip and Order \$5,000			To Gale	3/27/12		
					Req Order to Show Cause	6/7/12		
					Forfeiture Pd	2/13/13	2/13/2013	
3116	4/2/12	Stip & Order \$15,000			To Gale	4/2/12		AM
					Mailed S&O	5/23/12		
					Signed and Pd	7/9/12	7/9/2012	

E-Case #	Date Opened	Recommended Action	Repeat Offense	Prior Offense	Action taken	Action Date	Closed Date
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3119	4/9/12	Stip & Order \$1,500			To Gale	4/9/12		AM
					Received signed S&O	5/21/12		
					Forfeiture pd	7/2/12	7/2/2012	
3128	4/26/12	Informal Order \$1,500			Draft Pleading to AG	4/26/12		TG
					Pmt Rec'd \$1500	5/21/12	5/21/2012	
3129	4/26/12	Informal Order \$1,500			Draft Pleading to AG	4/26/12		TG
					Order/Inv sent	5/7/12		
					Forfeiture Paid	6/18/12	6/18/2012	
3130	4/26/12	Order To Dismiss			Draft Pleading to AG	4/26/12		TG
					Order/Inv sent	5/7/12		
					New Order sent to new address	11/1/12	11/1/2012	
3131	4/26/12	Dismiss OTSC			Draft Pleading to AG	4/26/12		TG
					Hearing set 7/09/2012	6/10/12		
					Sent Dismissal Order	10/29/12	10/29/2012	
3132	4/26/12	Informal Order \$1,500			Draft Pleading to AG	4/26/12		TG
					Order/Inv sent	5/7/12		
					Forfeiture Paid	6/11/12	6/11/2012	
3133	4/26/12	Informal Order \$1,500			Draft Pleading to AG	4/26/12		TG
					Pmt Rec'd \$1500	5/7/12	5/7/2012	
3134	4/26/12	Informal Order \$1,500			Draft Pleading to AG	4/26/12		TG
					Order/Inv sent	5/7/12		
					Motion to Dismiss	7/9/12	7/9/2012	
3135	4/26/12	Informal Order \$1,500			Draft Pleading to AG	4/26/12		TG
					Order/Inv sent	5/7/12		
					Pymt Rec'd \$1500	5/30/12	5/30/2012	
3143	5/8/12	Stip & Order \$1,500			Stip & O sent	5/30/12		AM
					Stip & O rec'd	6/11/12		
					Forfeiture Pd	7/16/12	7/16/2012	
3179	6/18/12	Stip & Order \$1,500			To Gale	6/18/12		AM
					Rec'd signed S&O	7/18/12		
					Forf. Pd	8/13/12	8/13/2012	
3180	6/18/12	Stip & Order \$3,000			S&O sent for signature	7/10/12		AM
					Called on S&O	8/2/12		
					Forf. Pd	9/11/12	9/11/2012	
3193	7/18/12	Stip & Order \$1,500			To Gale	7/18/12		AM
					Sched. for Title Meeting	9/10/12		
					Forf. Paid	10/16/12	10/16/2012	
3195	7/30/12	Stip & Order \$1,500			To Gale	7/30/12		TG
					Invoice sent	9/10/12		
					Forfeiture Pd	10/16/12	10/16/2012	
3213	8/22/12	Order to Dismiss			Draft Pleading to AG	8/22/12		TG
					Order/Inv sent	8/27/12		
					Sent Order to Dismiss	10/18/12	10/18/2012	
3216	9/11/12	Revocation Request			Complaint mailed	10/29/12		TG
					Pre-hearing held	12/18/2012		
					License Revoked	12/31/12	12/31/2012	
3219	9/20/12	OTSC Hearing \$3,750			Drafting Order	9/20/12		TG
					Non-Appearance for Hearing	6/11/13		
					License Revoked	7/8/13	7/16/2013	
3220	9/20/12	Informal Order \$1,750			Drafting Order	9/20/12		TG
					Informal Order mailed	2/19/13		
					Fofeiture Pd	3/15/13	3/15/2013	
3223	10/2/12	Stip & Order \$1,500			Rec'd signed S&O	10/30/12		AM
					Forfeiture \$1500 Pd	11/27/12	12/4/2012	

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					Gave Report to Gale	11/13/12		AM

3237	11/13/12	Stip & Order \$2,500			Received signed S&O	3/21/13		
					Forfeiture Pd	4/19/13	4/24/2013	
3241	11/26/12	Stip & Order \$1,500			Gave Report to Gale	11/26/12		AM
					Request for Payment	3/18/13		
					Pd \$1500	3/20/13	3/20/2013	
3242	11/26/12	Stip & Order Revocation			Gave Report to Gale	11/26/12		AM
					S&O sent	2/21/13		
					License Revoked	4/10/13	4/22/2013	
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		
					Pd \$1000	4/25/13	4/25/2013	
3270	3/8/13	Stip and Order \$1,500			S&O and Invoice sent	4/8/13		AM
					Scheduled mo. payment \$500 rec'd	5/15/13		
					Forfeiture PD \$1000	6/27/13	7/1/2013	
3291	4/15/13	Stip and Order \$1,000			Sent Stip & Order	5/7/13		AM
					Rec'd Stip & Order	5/20/13		
					Forfeiture Pd \$1000	8/6/13	8/6/2013	
3292	4/15/13	Stip and Order \$500			Sent Stip & Order	5/7/13		AM
					Rec'd Stip & Order	5/20/13		
					Final Pmt made	10/7/13	10/7/2013	
3315	5/7/13	Stip and Order \$1,500			Stip & Order Sent	5/20/13		AM
					Signed Stip & Order sent	6/10/13		
					Forfeiture PD \$1500	7/22/13	8/6/2013	
3316	5/7/13	Stip and Order \$1,500			Stip & Order Sent	5/20/13		AM
					Signed S&O and Invoice sent	6/4/13		
					Forfeiture PD \$1500	7/22/13	8/6/2013	
3322	5/20/13	Stip and Order \$1,500			Stip & Order Sent	6/11/13		AM
					Signed S&O and Invoice sent	6/24/13		
					Forfeiture PD \$1500	7/25/13	7/25/2013	
3323	5/20/13	Stip and Order \$2,500			Stip & Order Sent	6/11/13		AM
					Signed S&O and Invoice sent	6/24/13		
					Forfeiture PD \$2500	7/25/13	7/25/2013	
3354	7/30/13	Complaint License Surrendered			Hearing set 12/9/13	10/7/13		TG
					S&O were not agreed to by T&E	12/9/13		
					License Surrendered	2/28/14	5/30/2014	
3356	8/6/13	Informal Order Surrender in Lieu			Informal sent	10/25/13		TG
					Invoice pmt req	1/9/14		
					Surrender in Lieu	9/5/14	9/5/2014	
3365	8/22/13	Complaint Revocation			to AAG	10/18/13		
					Complaint/hearing set for 1/21/2014	12/10/13		
					Default Revocation	3/7/14	3/7/2014	
3366	8/22/13	Stip and Order Revocation			Accepted offer of S&O	10/2/13		
					Received signed S&O	1/13/14		
					Completed S&O Mailed	2/10/14	2/10/2014	
3367	8/26/13	Complaint No Action			To AAG	10/17/13		
					Case Closed Renewal EIN fixed	1/7/14		
						1/7/14	1/7/2014	
3375	9/5/13	Stipulation & Order \$73,000			Offer letter sent	9/5/13		
					S&O being redrafted by AAG	2/27/14		
					Fine Rec'd	5/30/14	5/30/2014	

E-Case #	Date Opened	Recommended Action	Repeat Offense	Prior Offense	Action taken	Action Date	Closed Date	
3376	9/5/13	Stipulation and Order			Response to offer Rec'd	11/20/13		TG
					To AAG	7/3/14		

		\$225,500			Forfeiture PD \$225,500	9/29/14	9/29/2014	
3395	10/30/13	Stip & Order \$10,500			To AAG	10/31/13		AM
					S&O sent	11/25/13		
					Forfeiture Pd	3/5/14	3/5/2014	
3404	11/12/13	Stip & Order \$1,500			To AAG	11/12/13		AM
					S&O sent	11/25/13		
					For. Pd	2/11/2014	2/11/2014	
3405	11/13/13	Stip & Order \$1,500			To AAG	11/14/13		
					S&O with Invoice sent	1/13/2014		
					Forfeiture PD \$1000	1/27/14	2/3/2014	
3406	11/19/13	Stip & Order \$1,000			To AAG	11/14/13		
					S&O sent	12/13/13		
					Fine Pd	12/20/13	12/20/2013	
3407	11/19/13	Informal Order \$1,000			To AAG	11/14/13		
					Informal order sent	11/26/13		
					Fine Pd	12/12/13	12/12/2013	
3408	11/19/13	Informal Order \$6,500			To AAG	11/14/13		TG
					Informal order sent	11/26/13		
					License surrendered	12/31/13	12/31/2013	
3409	11/19/13	Informal Order \$1,000			To AAG	11/14/13		
					Informal order sent	11/26/13		
					Fine Pd	12/12/13	12/12/2013	
3410	11/19/13	Informal Order \$1,000			To AAG	11/14/13		
					Informal order sent	11/26/13		
					Fine Pd	12/13/13	12/13/2013	
3411	11/19/13	Informal Order \$1,000			To AAG	11/14/13		
					Informal order sent	11/26/13		
					Fine Pd	12/17/13	12/17/2013	
3430	12/30/13	Stip & Order \$1,500			To AAG	12/31/13		
					S&O sent	2/26/14		
					Fine Paid	4/22/14	4/22/2014	
3431	12/30/13	Stip & Order \$1,500			To AAG	12/31/13		
					S&O sent	2/27/14		
					Forfeiture PD \$1500	5/8/14	5/8/2014	
3445	1/29/14	Informal Order \$250			To AAG	1/30/14		
					S&O sent w/invoice	4/14/14		
					Fine Paid	4/22/14	4/22/2014	
3453	2/24/14	Stip & Order \$1,500			To AAG	2/24/14		
					Forfeiture PD \$1500	5/14/14	5/14/2014	
3454	2/24/14	Stip & Order \$3,000			To AAG	2/24/14		
					Stip & Order sent w/invoice	4/14/14		
					Forfeiture PD \$3000	5/14/14	5/14/2014	
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		TG
					Stip & O offer sent	6/2/14		
					To AG for drafting	1/30/15		
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	

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3512	7/1/14	Stip & Order \$1,500			To AG's for drafting	7/1/14		AM
					Stip & O and Inv. Mailed	10/20/14		
					Forfeiture PD	10/30/14	10/30/2014	

3526	8/28/14	Stip & Order \$9,000			Audit completed			AM (\$4500)
					\$1500 Forfeiture PD	11/3/14		
					\$3000 Forfeiture PD	11/24/14		
3527	8/28/14	Informal Order \$1,000			Drafted Pleading	8/28/14		9/12/2014
					Mailed IO	8/29/14		
					Forfeiture Pd	9/12/14		
3528	8/28/14	Informal Order \$3,000			Drafted Pleading	8/29/14		10/28/2014
					Mailed IO	8/28/14		
					Forfeiture PD	10/28/14		
3533	9/5/14	Subpoena Issued			Informal Sent/Returned	9/5/14		TG 10/6/2014
					Informal Sent/Returned	9/11/14		
					Referred to Fraud	10/6/14		
3534	9/9/14	Stip & Order \$1,500			To AG's for drafting	9/9/14		12/2/2014
					Stip & Order/Inv. Mailed	10/20/14		
					Forfeiture Pd	12/2/14		
3535	9/9/14	Stip & Order \$1,500			To AG's for drafting	9/9/14		11/18/2014
					Stip & Order/Inv. Mailed	10/20/14		
					Forefeiture Pd	11/18/14		
3547	10/28/14	Stip & Order \$55,000			To AG's for drafting	10/28/14		AM
					S&O mailed for Signature	12/9/14		
					NON-Concurrence	1/21/15		
3575	1/20/15	Stip & Order \$3,000	Yes, 2012	Yes, multiple 10th since 2001	To AG's for drafting	1/20/15		
3576	1/21/15	Denial of License	NA	Judgements against Primary	To AG's for hearing	1/22/15		RO
3578	1/23/15	Informal Order \$1,000	No		Informal sent	1/27/15		TG
3580	1/29/15	Stip and Order \$1,500	No		Sent to AG for drafting	1/29/15		TG