



State of Utah

SPENCER J. COX
Governor

DEIDRE M. HENDERSON
Lieutenant Governor

Insurance Department

JONATHAN T. PIKE
Insurance Commissioner

**Insurance Commissioner's Annual Report to the
Title and Escrow Commission
September 12, 2022**

This is the Insurance Commissioner's annual report to the Title and Escrow Commission for the period September 1, 2021, through August 31, 2022.

The content of the report is specified in Utah Code § 31A-2-404(5). It requires the following information concerning "complaints the commissioner receives":

- the number of complaints with regard to transactions involving title insurance or a title licensee during the calendar year immediately preceding the report;
- the type of complaints;
- action taken by the commissioner for each complaint; and
- the time-period beginning the day on which a complaint is made and ending the day on which the commissioner determines it will take no further action with regard to the complaint.

In reporting this information, the commissioner "may not identify a person."

Based on the requirements above, the Insurance Commissioner reports the following:

- The Commissioner received **23** complaints regarding title insurance transactions /escrow or title licensees.
- The types of complaints involved: **escrow** (improper funds disbursement, failure to provide closing documents, failure to release earnest money, and failure to refund money,); **title** (missed payoffs); **title insurers** (denial of claim, delay in handling claim, filed rates); **unfair inducements** (co-sponsoring client event, co-advertising with a client).
- The action taken on each complaint, and the beginning and ending days, are set forth in the attached spread sheet.

Sincerely,

Jonathan T. Pike
Utah Insurance Commissioner

	Type of Complaint	Begin Date	End Date	Action Taken	
1	Escrow	9/29/2021	10/13/2021	NAT	
2	Escrow	11/9/2021	11/18/2021	NAT	
3	Unfair inducement	11/23/2021	12/16/2021	NAT	
4	Escrow	12/2/2021	12/20/2021	NAT	
5	Escrow	12/31/2021	2/8/2022	NAT	
6	Unfair inducement	1/5/2022	1/25/2022	NAT	
7	Title insurer	1/10/2022	1/21/2022	NAT	
8	Escrow	1/14/2022	2/23/2022	NAT	
9	Title insurer	2/3/2022	2/24/2022	NAT	
10	Escrow	2/7/2022	2/9/2022	NAT	
11	Title insurer	2/14/2022	3/3/2022	NAT	
12	Escrow	2/20/2022	4/27/2022	NAT	
13	Escrow	2/23/2022	3/7/2022	NAT	
14	Escrow	3/7/2022	3/16/2022	NAT	
15	Escrow	3/28/2022	4/7/2022	NAT	
16	Title	4/15/2022	5/4/2022	NAT	
17	Title	4/21/2022	5/5/2022	NAT	
18	Escrow	5/18/2022	6/6/2022	NAT	
19	Escrow	6/9/2022	6/27/2022	NAT	
20	Escrow	6/19/2022	7/12/2022	NAT	
21	Title	7/10/2022	8/3/2022	NAT	
22	Title insurer	7/18/2022	Pending		
23	Title	7/28/2022	8/24/2022	NAT	
NAT = No action taken because complaint lacked merit or was used to educate licensee.					