

TO: ALL AGENTS

FROM: FLORIDA STATE OPERATIONS

DATE: OCTOBER 4, 2005

SUBJECT: INSURED CLOSING LETTER – TECHNICAL DIFFICULTIES

Unfortunately, as several of you are now aware, we are having technical difficulties with regard to the faxing capabilities of our new Insured Closing Letter web page. Our technicians are working on this problem; however, the latest information we have is that it will be 24 to 48 hours before it is corrected.

In the meantime, although it does not presently have the capacity to fax, the site does allow for the creation, printing, and emailing of the ICL letters, so users who prefer to do their own letters on-line still have the ability to prepare and issue the letters. If, however, you would rather have our staff at Florida Operations prepare your letters, please be sure to include email addresses in your requests.

We apologize for this inconvenience and ask for your patience during this time. It is certainly just as frustrating to us as it is to you, but please be assured that we are intent on resolving this situation as quickly as possible and adjusting the program to work well for all of us.

If you have any questions with regard to the program, please contact Tanya Carlson at (800) 342-5957 or via e-mail (tcarlson1@oldrepublictitle.com).