

OLD REPUBLIC National Title Insurance Company
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Houston, Texas
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877-1770 FAX
1-888-678-1700
www.oldrepnati.com
Home Office Minneapolis, Minnesota 55401-2499

To: All Agents, Direct Offices and Attorneys in the State of Texas and New Mexico
From: Shannon J. Savage
Date: 06/19/01
Re: Old Republic Title's Contact Information and Procedures

This memorandum is intended to provide information on who to contact at Old Republic Title and what procedures to follow in order to simplify the process for various requests.

Indemnity Letters:

All requests for indemnity letters should be directed towards either David Rhodes or Steve Streiff. In order to approve indemnity letter requests we must be sent a copy of the requesting party's entire commitment (all schedules) and a copy of the previously issued policy written on Old Republic Title (schedules A and B). The requesting party should indicate the item on Schedule C of their commitment for which they are requesting the indemnity letter.

After approval of the indemnity letter request Kindra Johnson oversees the issuance and distribution of the letter. Please direct questions regarding the status of indemnity letters towards Kindra.

June 19,
2001

Insured Closing Letters:

Many people are not aware that they can order their own insured closing letters through the Internet. The process is quite simple and easier than sending in a faxed request since you retain control over the process. If you have Internet access please follow the steps outlined below.

- 1) Go to the Old Republic Title web site at www.oldrepublictitle.com/ICLR/iclr.htm
- 2) This will bring up the "Insured Closing Letter Request"
- 3) Fill in your Agent ID Code (if you do not know your code you may call Colette to obtain that code)
- 4) Fill in the Authorization Code. The Authorization Code is your Agent ID Code plus the letters ORNT.
- 5) Check the boxes showing how you would like the letter to be transmitted.
- 6) The box entitled "Special Reference Data for this Letter Request" can be filled out with whatever information you desire in order to identify the letter with a certain file Examples: GF #, Loan #, Borrower's name.
- 7) Ignore the box entitled "Agent Order/File Number. This is for Pennsylvania only.
- 8) Fill in your Letter Type Code as TX50 for Texas agents and NM50 for New Mexico agents.
- 9) Complete the rest of the form with the appropriate information.
- 10) Select the "Submit" button

After submitting the form, it normally takes 45 minutes to one hour for the letter to reach all designated parties. Please note that for various reasons some agents do have a different Letter Type Code than the standard TX50 or NM50. Please contact Colette with any questions regarding this process. If you do not have internet access you may send a faxed request for an insured closing letter to our office and it will be handled as quickly as possible.

Excess Risk Approvals:

To obtain excess risk approval please fax to David or Shannon 1) your entire commitment and 2) a filled out and signed excess risk approval form. If you do not have any excess risk approval forms you may request them from Colette.

P-39 Express Insurance Requests:

Please fax a copy of the survey to either David or Shannon. On the fax please indicate which item(s) on the survey are the ones which the requesting party is asking for express insurance. We will fax back a response to the request.

Home Office Issues:

Please send all policies that require home office signatures to either David or Shannon.

Policies and Forms:

Any questions or concerns related to policy remittance reports should be directed towards Phyllis Matheny. In addition, please contact Phyllis to order additional policy jackets, policy forms, endorsements etc. In order to expedite this process you may simply fax an order form to the attention of Phyllis indicating which forms you require.

Underwriting :

All underwriting questions should continue to be directed to David, Steve or Shannon.

Claims:

All claims related issues should be directed to either Menicia Richardson or Bobbye Harris. Do not hesitate to call Menicia or Bobbye should any situation arise that could become a potential claim, as they will be happy to handle the situation for you.

All of the above individuals can be reached at the toll free number **1-888-678-1700** and the fax number of **713-877-1770**. In addition all of the above individuals can be reached by e-mail at the following addresses:

David Rhodes: drhodes@oldrepnatl.com

Shannon Savage: ssavagel@oldrepnatl.com

Kindra Johnson kjohnson3@oldrepnatl.com

Phyllis Matheny: pmatheny@oldrepnatl.com

Menicia Richardson: mrichardson@oldrepnatl.com

Bobbye Harris: bharris@oldrepnatl.com

Steve Streiff sstreiff@oldrepnatl.com