



TITLE TALK

Old Republic National Title Insurance Company

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Visit Us On The Web...www.OldRepublicTitle.com/PA

Agent's Fall Seminar 2008



Our 2008 fall Agent's Seminar is quickly approaching! Please join us **September 21 and 22** in Gettysburg for 6 CE credits. On Sunday, **Anne Anastasi, CLTP** will continue her presentation from our spring seminar, providing us with the latest updates on RESPA reform. Commercial business seems to be holding strong during these turbulent times. **Sue Swick** will walk us through the differences between commercial and residential transactions and point out the additional steps needed to close. Many of you are starting to see more foreclosure work popping up, so we asked **Sharon Dunn** to provide you with an understanding of what needs to be included in a foreclosure search and how to sort through all of that information to properly insure the transaction.

Monday morning **Dwight Edwards, Esq., CLTP** and **Sue Morgan** are going to walk you through each section of the HUD, discussing each aspect that is currently causing agents and underwriters headaches. The Market Conduct Exam is shining a bright spotlight on the 1100 section of the HUD, find out why the Department of Insurance is questioning each and every fee and learn the steps you can take now to protect yourself from questions that might popup in the future. Monday is the perfect session for everyone in your office - with discussions on how to talk to realtors who want seller proceeds checks split to understanding the difference between the standard long form owner's policy and the enhanced homeowner's policy.

For further information or to register, visit our website,
www.oldrepublictitle.com/pa.

Three Glenhardie Corporate Center • 1265 Drummers Lane, Suite 220 • Wayne, Pennsylvania 19087 • 610-687-8020
800-842-2080 • FAX 610-687-6056

Calder Square • PO Box 10326 • State College, Pennsylvania • 16805 • 814-238-3600 • FAX 814-238-3604
125 Technology Drive, Suite 101 • Canonsburg, Pennsylvania 15317 • 866-364-2777 • FAX 724-746-5434

Twenty Years Ago . . .

July 11, 2008, marked **Herb Walton's** 20th anniversary with Old Republic Title. When Herb started with the Company as Vice President and Pennsylvania/Delaware State Manager, all he had was a folding table, one chair, and a telephone. Over the years, Herb has built the Mid-Atlantic Area Operations office up to over 20 employees in PA, and now holds the title of Senior Vice President and Mid-Atlantic Area Manager.



Since August 15, 1988 **Phyllis Paxton** has greeted callers looking to become agents with then Minnesota Title. Things were simple then—one phone line, one additional employee. Now, 20 years later, Phyllis manages 6 phone lines and the calls from hundreds of our PA title agents. When asked what she has to say about



her 20 years here, Phyllis smiles, "I love is as much today as I did then."

September also marks the 20th anniversary of the official opening of the Wayne, Pennsylvania office.

Congratulations to Herb and Phyllis; here's to another 20 years!!!

Questions from the Department of Insurance

E-Mail Doc Fee

The Department of Insurance just responded with their second round (yes, there is a second round) of questions regarding the files reviewed as part of the Market Conduct Exam. On each file where the agent charged an E-mail Doc Fee, the DOI requested documentation of the actual cost. It appears that the Department wants to know how you determined what fee to charge and evidence that the documents were even sent via e-mail.

We encourage you to start capturing detailed information regarding the document package. Print or save the e-mail to the file indicating that the documents were actually sent electronically. Note how many pages you printed and if an additional copy was needed to give the borrowers. Also, note if the package was incorrect and required you to print the corrected package.

Recording Charges

We understand many of you move the recording fees from your escrow account into a recording account and issue checks to record from that account. How are you then keeping track of overcharges? The DOI picked up on all the recording overages and is now seeking evidence that the monies were returned to the borrower. Recording fees are pass through charges; you are only permitted to charge the actual cost incurred from the county recorders office. The recording receipts need to be compared to the HUD charges and adjustments made accordingly. Evidence of the actual costs and refunds should be maintained in your title file.

Credit Corner

Need credits? Take a look at these quick online resources:

www.pltionline.org • www.capeschool.com
www.agentcampus.com

UPCOMING SEMINARS:

September 21 and 22, 2008
Old Republic Title Agent Seminar
6 CE/CLE credits
Wyndham, Gettysburg, PA

September 23, 2008

PLTI Seminar: *Current Topics in the Title Industry:*
Liens, Claims and Legislation
Woodstone Golf Club, Danielsville, PA
8:30 AM to 12:15 PM
3 CE/CLE credits

October 7 and 8, 2008

PLTI Seminar: What the Title Insurance Policy Really Covers & Closing Do's and Don'ts
October 7, 2008—Pittsburgh, PA
October 8, 2008—Malvern, PA
8:30 AM to 12:15 PM
3 CE Credits and 3 CLE Credits
(2 Substantive, 1 Ethics)

KEEPING CURRENT

Realty Transfer Tax Changes

Department of Revenue Bulletin 2008-1 has been posted on the Pennsylvania website. The Bulletin reflects the Department's latest regulations (see Section 91.132 and 91.153) on transfer tax issues on transactions involving assignments of agreements of sale, gifts, and Section 1031—like kind exchanges. The Department will be scrutinizing these transactions. These issues are very fact intensive and specific questions can be directed to the Department's counsel, John Brenner at 717-705-3906.

Chester County "Administrative Processing Fee"

We have learned that the Chester County Recorder of Deeds is now assessing an "administrative processing fee" of \$51.50 on transactions where intermediaries hold equitable title to property (typically relocation or like kind exchange transactions), unless two deeds are being recorded. Otherwise, the "administrative processing fee" will be assessed and the Recorder will require two Statements of Value, two state transfer tax checks and two local transfer tax checks.

Should you need any additional information with regard to any of the above items, please contact the Wayne office.

WHAT IF YOUR OFFICE BURNT DOWN?

Recently, one of our agents informed us that his office burnt to the ground. Everything in his office and the neighboring offices was destroyed – the computers, server, filing cabinets, everything.

What if this happened to you? Would you be prepared?

You might be wondering, "What is this agent going to do?" Currently he's checking with the company in California who was supposed to be backing up his server to see exactly what they have. If the company doesn't have his title software backed up, the agent will have to rebuild his escrow account. How do you rebuild the account? Painfully slow by reviewing each back statement and copies of the checks from the bank, entering each file number, check number, check amount, date, payee, etc.

This is one of those things we always think, "It won't happen to me," until it does! Many large organizations were forced to create disaster recovery plans after 9/11. These are detailed instructions on how a company would operate if their physical location was destroyed due to fire, flood, or other disasters. The plan includes home phone numbers for employees, a list of those employees who can work from home or an off-site location, where to forward the phones, and specifically explains where all the back-up data is kept and how long it would take to access that information. What if it was the last day of the month, you have five closings scheduled and you pull up to find your office on fire?

During your audits we ask if your computer information is backed up – this is why. We strongly encourage you not only to back up your information, but also to take it off-site.

Take advantage of these slower times to think about a disaster recovery plan. Also, look at your business insurance policy – do you have enough coverage? Some insurance companies even provide business interruption insurance to assist with the loss of business due to this type of disaster.





What Agents Say About Old Republic Title . . .

Dear Reader,

I once read an article about a hospital administrator that was famous for hiring the best surgeons in the world. When asked what his secret was he said... "I look for people who are very calm. If you really know what you are doing you don't have to be anxious or pushy. You can be comfortable and calm because you know you are the best." That is how I would describe my experience with Sue Swick and Old Republic. I am not one of the giant title companies, I don't really want to be. As such, my former underwriter cancelled my contract. I was really disappointed to think that the only thing that matter to that underwriter was the size of my remittance checks. Luckily I was referred to Sue Swick and Old Republic and I couldn't be happier. It was clear from the beginning that Sue had a genuine desire to see us succeed and she was prepared to facilitate that outcome.

Her knowledge is strong, but her genuine concern for our company sets her above the average underwriter. Sue Swick possess that calm confidence that comes from knowing that you are the best.

Judy Nemeth

Call 800-842-2080 to learn more!

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