



# AMERICA'S ONE

## TITLE AGENCY

2824 E. Beltline Lane NE • Grand Rapids, MI 49525  
Office 616.365.4100 • Fax 616.365.4105 • [www.americasonetitle.com](http://www.americasonetitle.com)

### Policies and Procedures

## Title Policy Production/Premium Remittance

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| <b>Purpose</b>    | Maintain written procedures related to title policy production, delivery, reporting and premium remittance to the insurer to ensure America's One Title Agency meets its legal and contractual obligations.  |
| <b>Scope</b>      | These policies and procedures are for all of America's One Title Agency (hereafter referred to as "The Company") locations including all satellite offices. These procedures are to be followed by all employees and independent contractors where applicable.   |
| <b>Procedures</b> | <p><b>Policy Inventory</b></p> <p>The Company receives its policy inventory directly from the insurer as needed by the Company. A Policy Inventory Report is maintained on each underwriter's proprietary system to track and monitor all of the paper and/or electronic policy numbers allocated to The Company. When policies are issued to customers, they move into an 'issued' status within the Policy Inventory reports.</p> <p>The following items are included in the Policy Inventory, electronically maintained by each underwriter and tracked by America's One Title:</p> <ul style="list-style-type: none"><li>• The date paper and/or electronic policies are received by or allocated to The Company</li><li>• The file number associated with each policy number</li><li>• Unused policies</li><li>• Voided policies</li><li>• Policy numbers assigned, but not yet reported to the insurer</li><li>• Policy issued, but not yet reported to the insurer</li></ul> <p>In addition to the underwriter's Policy Inventory report, The Company has a tracking system that identifies files that have closed for which policies have not been issued.</p> <p>The Company no longer maintains paper policy stock and only issues electronic policies. Electronic policy stock is limited to authorized users with login and passwords.</p> <p><b>Policy Issuance</b></p> <p>Policies are issued to customers (lender and/or purchaser) within <b>(60)</b> days</p> |

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|  | <p>or sooner after the transaction is disbursed, whenever possible. Electronic (or manual) logs are maintained within the software system to monitor all orders that have closed and disbursed in which final policies have not been issued.</p> <p>The company does not typically issue short-form policies. The company prefers to wait and determine that proper post-closing documents are recorded properly (i.e. mortgage discharges, lien releases, redemption certificates, etc.).</p> <p><b>Premium Remittance and Policy Reporting</b></p> <p>In accordance with contractual and/or statutory obligations on a <b>(monthly)</b> basis, the Company reports to the insurer all title insurance policies (including endorsements), premiums and other fees as contractually obligated. Reporting is performed using a policy register report that has been approved by the insurer or via electronic upload through the insurer's electronic reporting web-based system. Copies of the issued policies are available to the insurer in their proprietary policy issuance software.</p> <p>A policy register report is available to each office that performs policy production.</p> <p>Premium remittance duties have been clearly defined and are the responsibility of the <b>(Donna G., Title Manager)</b>. We are able to reconcile the premiums and fees we charged to our customers with the premiums and fees remitted to the insurer.</p> |
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| <b>Contact Officer</b>              | <i>David Nichols, President</i>   |
| <b>Date Approved</b>                | <i>10/01/2013</i>   |
| <b>Date of Commencement</b>         | <i>10/01/2013</i>   |
| <b>Amendment Dates</b>              | <i>12/23/2014, 05/18/17, 5/3/2018, 1/25/19</i>  |
| <b>Date for Next Review</b>         | <i>01/2020</i>  |
| <b>Related References and Links</b> | <ul style="list-style-type: none"> <li>• <i>Policy Register is found: shared docs/policy issuing &amp; recording/MI policy info</i></li> <li>• <i>Policy inventory is assigned as needed from underwriter.</i></li> </ul> |