FIRM PROFILE AS OF: (date)

Law Offices of (Firm Name)

(Street Address)

(Town, State, Zip Code)

Responsible Real Estate Attorney(s):

(Name of Attorney(s))

CERTIFICATION

*The undersigned hereby certify the policies and procedures set forth in this manual have been implemented and that all employees involved with the delivery of residential real estate settlement services receive periodic training in the practice and implementation of the Best Practices contained herein. A listing of employees and date of training is attached as Exhibit 1.*

(Attorney Signature) Dated: (Date)

(Attorney Signature) Dated: (Date)

**BEST PRACTICE NO. 1**

**POLICY: Establish and maintain current licenses as required to conduct the business of title insurance and settlement services.**

DATE POLICY IMPLEMENTED: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

REVISION DATE(S): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

IDENTIFICATION OF REQUIRED LICENSES AND INSURANCES:

License to practice law in Massachusetts

Issued by the Commonwealth of Massachusetts

Expiration date: Annual Registration with the Board of Bar Overseers

ALTA Forms License (if applicable)

Issued by American Land Title Association (www.ALTA.org)

Yearly expiration date: **December 31**

PROCEDURES:

License to practice law in Commonwealth of Massachusetts

**In January** of each year, (name of person) will log on to the MA Board of Bar Overseers’ website ([www.massbbo.org](http://www.massbbo.org)) and print a copy of evidence of good standing from the “Attorney/Firm Look-up” for the following attorneys who conduct real estate closings for the firm:

(Names of Attorney and BBO numbers. BBO cards as Exhibit 2.)

ALTA Forms License

**On or before December 31** of each year, (name of person) will renew the firm’s ALTA forms license on www.ALTA.org. Proof of current ALTA forms license is attached as Exhibit 3.

**NOTE: All of the above dates will be entered into Attorney** (name of person’s) **Outlook calendar.** (name of person) **will confirm with** (name of person) **that the procedure is timely followed, or will perform task in** (name of person)**’s absence.**

**BEST PRACTICE NO. 2**

**POLICY: Adopt and maintain appropriate written procedures and controls for escrow trust accounts allowing for electronic verification of reconciliation.**

DATE POLICY IMPLEMENTED:\_\_\_\_\_\_\_\_\_\_\_\_

REVISION DATE(S): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

IDENTIFICATION OF IOLTA REAL ESTATE TRUST ACCOUNT:

Account Title: (Name on Account)

(This Account Title to appear on the account agreement, checks, deposit tickets and bank statements)

Financial Institution: (lender)

(address)

Account Number: (account number – ending 4 digits only)

Signatories: (name of Signatories)

Number of signatures required, (if applicable): for check under $100,000: (number)

for check $100,000 and above: (number)

Individuals authorized to initiate wire transfer: (name of person)

Individual authorized to confirm wire transfer: (name of person) (wire may not be confirmed by authorizing party)

Account is insured by the FDIC.

**The above account is designated for deposit of client funds from real estate settlement files only. No funds from any other file may be deposited in this account. No operating funds, fees, or personal funds may be comingled in this account. Accounts will be reviewed monthly to ensure that there is no comingling of funds.**

**NOTE: No signature stamp or other form of facsimile signature is authorized.**

**(ADD ALL ESCROW TRUST ACCOUNTS)**

BEST PRACTICE NO. 2

(CONTINUED)

PROCEDURE FOR SAFEGUARDING CHECKS

All unissued checks shall be kept in a locked check cabinet. (Identify location of cabinet). The check cabinet will remain locked at all times. Only the following persons are authorized to have keys to the cabinet and access to the checks: (Identify authorized individuals).

Any person taking checks from the cabinet will enter their name, check number(s), date and file name in the check ledger.

Any checks not used will be immediately returned and noted in ledger.

PROCEDURE FOR ISSUING CHECKS

After preparing the Closing Disclosure or HUD-1 settlement statement, the responsible paralegal will sign out the required number of checks from the check cabinet (see above procedure).

Payees and amounts will be inserted onto the blank check forms using (name of software).

The unsigned checks will be clipped to the front inside cover of the closing folder.

At or before closing, the closing attorney will review the checks for accuracy, confirm that they are consistent with the Settlement Statement, and sign the checks. If closing attorney is not a signatory, the closing attorney will present the checks to a signatory for signature. If a check is $100,000.00 or above, a second signatory will be obtained (if applicable).

PROCEDURE FOR INITIATING AND CONFIRMING WIRE TRANSFERS

If closing funds are to be disbursed by wire transfer, the responsible paralegal will initiate a wire transfer and provide the details to Attorney \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ will review the closing file and Settlement Statement to determine that the amount and details of the wire are correct, and will confirm the wire.

A copy of the wire confirmation will be put in the file.

BEST PRACTICE NO. 2

(CONTINUED)

PROCEDURE FOR OPENING AND CLOSING ACCOUNTS

The following are authorized to open and close Escrow Trust Accounts:

(List authorized individuals)

Opening accounts – refer to process required by state bar association.

Closing accounts – discuss procedure for funds left in the account.

PROCEDURE FOR RECONCILIATION OF REAL ESTATE IOLTA ACCOUNT AND/OR ANY E-RECORDING ACCOUNTS FOR PAYMENTS OF RECORDING FEES AND/OR TAXES.

All deposits and disbursements will be entered into (escrow software) in the Client Ledger.

Each morning, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ will reconcile receipts and disbursements by reviewing the client ledgers and online bank records.

All wire deposits will be verified prior to disbursement of closing funds. All check deposits will be made by \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

Any deposit which is outstanding or has not been credited to the account will be immediately researched and resolved.

The firm will ensure that escrow deposits that are not fully settled or could be reversible will not be utilized for disbursements until fully settled.

Any significant outstanding checks such as mortgage payoffs, lien payoffs, taxes, municipal payments which remain outstanding for more than ten (10) days will be immediately researched and resolved.

Each month \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ will log in to (name of bank)’s online banking site to reconcile the IOLTA account within ten (10) days of the date of the bank statement. The previous month’s bank statement for the dedicated real estate IOLTA account will be exported to the firm’s escrow accounting software (name of software). Using the firm’s escrow accounting software, a Three-Way Reconciliation will be performed and a report produced along with a report of all receipts and disbursements from the account. The aforesaid reports will be delivered to the firm’s Accountant who will review same against the bank statements noting and reporting any discrepancies to \_\_\_\_\_\_\_\_\_\_\_\_.

BEST PRACTICE NO. 2

(CONTINUED)

All employees who are involved in the management of escrow funds and escrow accounting will receive ongoing annual training in the month of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

All discrepancies will be identified and investigated, either manually or electronically by\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. Any checks, including title insurance premium, outstanding for more than 30 days will be researched and resolved.

Any outstanding Escrow Trust account balances will be documented and reviewed on a (weekly, monthly) basis to determine appropriate status or action. Balances older than (6) six months require management approval of activity.

A copy of the monthly reconciliation will be initialed and dated by \_\_\_\_\_\_\_\_\_\_\_\_\_ noting resolution of any discrepancies and then attached as Exhibit 4 of this Manual. Monthly reconciliations will be provided to CATIC electronically upon request.

PROCEDURE FOR AUTHENTICATION OF CHECKS AND ACCOUNT SAFEGUARDS

\_\_\_\_\_\_\_\_\_\_\_\_shall change the firm’s passwords for the firm’s escrow accounting software and for \_\_\_\_\_\_\_\_\_\_\_\_’s online site, at least once every three (3) months.

The Real Estate IOLTA account has been set up with (Reverse Positive Pay, Positive Pay, ACH or International Wire Block). The firm will also control the electronic/digital receipt of funds from web-based fintech application. Each morning, Attorney (name of person) will review the checks presented for payment against authorized checks, and immediately resolve any discrepancies.

All escrow account disbursements will follow the requirements and/or guidelines of the state and the title insurance company.

PROCEDURE FOR CONDUCTING BACKGROUND CHECKS ON ALL EMPLOYEES

Background checks are completed during the hiring process for all new employees. At least every three years, a background check going back 5 years will be performed for all employees who have access to the IOLTA Real Estate Account or to NPPI as described in Best Practice No. 3 below. The background check will be reviewed by the principals of the firm, any negative information will be investigated, and a determination will be made concerning suitability for further employment. After review, the background

BEST PRACTICE NO. 2

(CONTINUED)

report will be shredded. A list of employees, Third Party Consultants, date of last background check, and certification of suitability for continued employment is attached as Exhibit 5.

WIRE TRANSFER PROCEDURES

The firm has implemented the following wire transfer procedures:

Outgoing Wires: (include a procedure to verify wire transfer instructions independent of the initial communication.) The Procedure should also include the use of multifactor authentication in accordance with ALTA’s Outgoing Wire Preparation Checklist.

Incoming Wires: (include a procedure to alert consumers regarding the risks of wire fraud and guidelines to mitigate losses.)

The firm’s written fraud response procedure is as follows, and does follow the recommendations of the ALTA Rapid Response Plan:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

WIRE VERIFICATION SERVICES

The firm currently uses \_\_\_\_\_\_\_\_\_\_\_\_\_as a wire verification service. The services provider will be vetted annually to ensure security protocols are in place and the consumer data is protected.

PROCEDURE FOR USE OF THIRD-PARTY EARNEST MONEY DEPOSITS OR DISBURSEMENTS PLATFORMS.

All platforms or third-party earnest money deposits meet the good funds law requirements and are not subject to Electronic Funds Transfer Act (EFTA) which allows for reversal of consumer payments.

**BEST PRACTICE NO. 3**

**POLICY: Adopt and maintain** a written information security plan (“WISP”) **and a written privacy and information security program to protect non-public personal information (NPPI) as required by local, state and federal law.**

DATE POLICY IMPLEMENTED:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

REVISION DATE(S): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

NOTE: For purposes of this manual, non-public personal information (NPPI) is information provided by a client, information about a client’s transactions, or information about a client which is otherwise unavailable to the general public, and specifically includes the first name or first initial and last name of a client coupled with any of the following: social security number, driver’s license number, state issued ID number, credit or debit card number, or other financial account numbers.

The Company’s Written Information Security Plan (WISP) is attached as Exhibit \_\_\_\_.

**All office personnel shall undergo mandatory periodic training in the practice and implementation of the handling of client NPPI along with the other Best Practices contained herein.**

**All security procedures will be reviewed annually by management on \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.**

**All access to NPPI will be reviewed annually by management on \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(Name of Firm’s) **Written Information Security Plan is attached to this Best Practices Manual.**  (Exhibit 6).

PROCEDURE: NPPI TO BE ACCESSED AND HANDLED ONLY BY AUTHORIZED PERSONNEL

Only authorized employees and service providers who have undergone background checks may have access to or handle NPPI. Refer to Best Practice No. 2 and Exhibit 5 for certification of performance of background checks. This access restriction applie to both physical and electronic NPI.

PROCEDURES FOR SECURE HANDLING OF PHYSICAL (PAPER) NPPI:

Red file folders will be used for any settlement file containing NPPI. Any printed document containing NPPI may be handled only by authorized personnel (see above), must be filed immediately, and must not be left unattended on a desktop or filing bin. Any document containing NPPI may be printed only at the designated printer and under authorized personnel

supervision. During the work day, settlement files must remain in the responsible paralegal’s, workstation or in \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_’s office. When the workstation or office is left unattended, all settlement files must be secured in a locked drawer or cabinet. Settlement files may not be left unattended by the copy machine,   
kitchen, reception area, conference room, or any public area of the office. After work hours, all settlement files must be placed in a locked drawer or cabinet.

Electronic NPPI obtained through email or by downloading from a lender’s document delivery website, may be printed for client signature at the time of closing. Once executed, such documentation will be immediately scanned to the Firm’s password-protected Real Estate folder and the originals placed into a sealed Federal Express pack for delivery to the Lender. No physical copies will be made or retained by the Firm.

After settlement, all documents containing NPPI will be scanned exclusively to the Firm’s password-protected Real Estate Closing folder domiciled on the network drive. The network drive is accessible only by employees having proper login credentials. The Firm’s password-protected Real Estate folder within the network drive is secured and protected by passwords which meet the Firm’s policy herein for passwords stated below. Once scanned, paper NPPI will be shredded immediately by the responsible individual (If using a Third-Party Shredding Company, provide a Certificate of Disposal.)

PROCEDURES FOR SECURE HANDLING OF ELECTRONIC NPPI:

Electronic NPPI obtained through email or by downloading from a lender’s document delivery website, may be saved exclusively to the Firm’s password-protected Real Estate folder. No physical copies shall be printed other than for execution pursuant to the policies and procedures above. (modify as applicable)

In the event it is necessary to transmit any client NPPI to a lender or authorized party, the file shall be encrypted and sent using the Firm’s encrypted email service (name of email service).

No email shall be downloaded or stored locally, or maintained exclusively on the Firm’s network server which shall be backed up to the firm’s (back-up service) account.

It is the policy of the firm that no removable media such as backup tapes, USB storage devices, writable CD/DVD disks, be permitted in the office or anywhere on the premises. Nor shall any VPN be established or wireless router installed. (Modify as applicable).

All laptops and smartphones shall be physically stored in locked desk drawers, accessible only by \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and the employee to whom the item is assigned.

BEST PRACTICE NO. 3

(CONTINUED)

When disposing of electronic NPPI, the Company uses a software application \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ to erase the device or implements procedures for the

physical destruction of the device. If document/electronic media disposal services are provided by a third party, obtain evidence of the contract agreement/SLA and a recent document disposal certificate from the vendor.

Explain how the Company utilizes multifactor authentication for all remotely hosted or remotely accessible systems storing, transmitting or transferring Non-public personal information.

PROCEDURE: NETWORK AND DESKTOP SETTINGS TO PROTECT NPPI

The Firm’s network and desktop settings will require the following:

All computers will revert to “locked” state within 15 minutes of inactivity.

All computers have the latest, up-to-date version of (name of Antivirus) Antivirus installed and operational.

All partners and employees will have unique passwords with respect to computers, laptops, and mobile phones with a minimum of 8 characters containing at least one uppercase, lowercase, number and symbol. Passwords will be memorized or stored within a locked electronic media device. Passwords will be changed every sixty (60) days.

Administrative access rights shall be limited to only \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and the Firm’s IT Vendor, (name of Vendor, if applicable), who has a unique username and complex password. All third-party vendors with access to NPPI have a private user identification and complex password.

User Account shall LOCK OUT after 4 invalid attempts to log in.

The Firm has installed an operational, physical firewall device protecting its network and servers from outside intruders. Firm’s IT Vendor updates the firewall software monthly. (Name of firewall).

Firm’s email resides on an Exchange server, physically located within the firm’s locked “data center” room accessible only by the principals of the Firm. It is protected as well from electronic intrusion through username and password account credentials as well as the firm’s physical firewall.

BEST PRACTICE NO. 3

(CONTINUED)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is authorized to coordinate all hardware and software updates. Management will oversee this process.

PROCEDURE FOR CLOUD, VIRTUAL AND HOSTED SYSTEMS

The Company will maintain and secure access to Company information technology software applications and data stored on physical or virtual equipment at Company location(s), in the cloud, in a data center or hosted by third-party vendors.

DISASTER RECOVERY PROCEDURE

All computers and the Firm’s network server, including the Firm’s password-protected Real Estate folder, are backed up automatically on a (timeframe) schedule to the Firm’s account maintained (where maintained), accessible only by \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. Following a disaster, the backup will be retrieved by \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ so that business can be resumed. A Business Continuity Disaster Recovery Plan outlining procedures to recover and maintain information, business function and business processes in the event of a disruption or compromise of systems or facilities is attached in Exhibit \_\_\_\_. The plan outlines procedures to recover and maintain information, business functions and business processes including the continuity of operations for Consumer Settlements, and timely notification of parties in the event of delays.

The Company will periodically test these plans and document the results in writing.

This plan is routinely tested by \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and the results are documented. (State how interruption in systems or equipment failures will be addressed. State how business will continue to function.)

INFORMATION SECURITY RISK ASSESSMENT PROCEDURE

Possible Locations of Client NPPI:

Client NPPI may be found physically upon any desktop or flat surface in the office, within any unlocked drawers, cabinets or file storage area, or within any trash or recycling receptacle. Electronically, NPPI may be found on any unlocked computer screen, cell phone, or portable memory storage device.

BEST PRACTICE NO. 3

(CONTINUED)

Potential internal threats:

Non-real-estate department personnel within the office, other clients visiting the office, visiting salespeople, delivery people, representatives, and cleaning crews present a reasonable likelihood of risk of unauthorized disclosure of NPPI. Such unauthorized disclosure exposes the firm’s clients to identity theft, damaged credit ratings, monetary loss, and more. The integrity of the firm, its reputation, and its ability to secure and safekeep sensitive information can be compromised. Any compromise of sensitive, confidential or non-public information can ultimately lead to a cessation of business, lawsuits, damages, and loss of licenses.

Potential external threats:

Computer viruses, “packet sniffers,” and other cyber-attacks against the firm’s network, email servers, and computers is a risk the firm is aware of and has taken all reasonable measures to guard against.

FIRM’S PROCESS FOR ASSESSING RISK:

Principals and employees of the Firm shall at all times be vigilant and aware of any unattended files, open drawers, cabinets, papers, computers, etc. If any unguarded NPPI is observed, it shall be reported immediately to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, the information secured, and a training session convened to prevent reoccurrence.

At least once per month, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ shall formally inspect the office premises for any exposed NPPI at all possible locations set forth herein.

At least once per month, all antivirus and firewall protection software shall be checked for proper operation and updated if necessary.

Any exposure or deviation from the Firm’s procedures and practices shall result in a written incident report identifying the nature of the breach, the party responsible, and an investigation as to whether or not NPPI was in fact compromised. (See INFORMATION SECURITY INCIDENT RESPONSE PLAN, below). Training will follow to prevent future occurrence. Intentional or repeated incidences shall result in termination and/or legal action.

BEST PRACTICE NO. 3

(CONTINUED)

PROCEDURE FOR ACCEPTABLE USE OF INFORMATION TECHNOLOGY ASSETS BY EMPLOYEES

The firm’s Acceptable Use Policy is attached as Exhibit 7. This Acceptable Use Policy will be emailed to each employee in January and July of each year by Attorney \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. The Policy will be sent as an email attachment in Outlook and the email will include a voting button. In the email, each employee will be asked to review the Policy and to indicate their review of and their acceptance of the Policy by clicking the “Yes” radio button in the email. Copies of each employee’s “Yes” response will be printed by Attorney \_\_\_\_\_\_\_\_\_\_\_\_\_\_ and attached as Exhibit 7. Any employee violating the Acceptable Use Policy will be disciplined or terminated.

NON-DISCLOSURE AND CONFIDENTIALITY POLICY

The Firm’s Privacy Policy is attached hereto as Exhibit 8. This Privacy Policy will be emailed to each employee in January of each year. The Policy will be sent as an email attachment in Outlook and the email will include a voting button. In the email, each employee will be asked to review the Policy and to indicate their review of and their acceptance of the Policy by clicking the “Yes” radio button in the email. Copies of each employee’s “Yes” response

will be printed by Attorney \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and attached as Exhibit 9. Any employee violating the Privacy Policy will be disciplined or terminated.

In addition, the Privacy Policy will be posted to the firm’s website at (Website Address).

PROCEDURE UPON TERMINATION OR CHANGE OF STATUS OF EMPLOYEES

Upon termination or change in status of an employee whereby access to client NPPI is no longer necessary, the following steps will be taken:

* All keys, laptops, tablets, cell phones, access cards, and files or papers containing NPPI will be immediately confiscated;
* Employee’s office/workspace will be searched for existence of any client NPPI, which shall be confiscated;
* Employee’s network user account will be deactivated/deleted;
* Employee’s email address password will be changed and forwarded to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ for a period of ninety (90) days, after which it will be removed.

BEST PRACTICE NO. 3

(CONTINUED)

PROCEDURE REGARDING SECURITY OF BUILDING AND OFFICES

The office is protected by a security and fire alarm system that is equipped with motion sensors at all physical access points (doors and windows) and within the internal spaces. The system is monitored by a remote central station which automatically informs the proper authorities in the event of incident. The Firm’s principals are the contact persons for the central station.

All keys to the office shall be clearly marked (engraved) “Do Not Duplicate.”

INFORMATION SECURITY INCIDENT RESPONSE PLAN

Company’s written incident response plan which includes cybersecurity incidents is attached as Exhibit \_\_\_. The plan includes all the recommendations of the ALTA Cybersecurity Incident Response Plan.

(Name of Security Program) is installed and will be maintained on all laptops, tablets, and mobile phones or devices. The automatic settings in the program are set to automatically send reports every 120 minutes. (Name of Security Program) will be used to determine the last location of a device and to remotely erase the memory from the device in the event it is lost or stolen.

In the event a device containing NPPI is lost or stolen, or in the event client NPPI is otherwise lost or stolen, the principals of the firm shall immediately notify any affected party or parties, law enforcement, and the Massachusetts Attorney General.

Firm shall provide a minimum of 18 months subscription for anti-identity theft monitoring to any party whose NPPI was compromised or potentially compromised.

The firm shall implement all available measures to ensure security and prevent reoccurrence.

Add a procedure to notify the lender in the event of a security breach involving its consumer.

**BEST PRACTICE NO. 4**

POLICY: Adopt standard real estate Settlement policies and procedures that help ensure compliance with: (i) federal and state consumer financial protection laws and regulations and (ii) contractual obligations as applicable to the Settlement process.

DATE POLICY IMPLEMENTED:

REVISION DATE(S):

PROCEDURE FOR PREPARATION AND PROPER EXECUTION OF SETTLEMENT DOCUMENTS:

All real estate staff will follow the written procedures for preparation and execution of settlement documents as shown in Exhibit \_\_\_. Staff will also follow all lender closing instructions for each real estate transaction.

PROCEDURE FOR TRAINING STAFF FOR SETTLEMENT PROCEDURES:

All real estate staff will be trained on closing procedures for all forms of real estate transactions. Training dates and staff will be added to the training log. Written training procedures are attached as Exhibit \_\_\_\_.

PROCEDURE FOR RECORDING CLOSING DOCUMENTS:

Immediately after closing or disbursement, or within \_\_\_\_\_\_\_\_\_\_\_ days, the responsible paralegal for the file will prepare the closing documents for recording. Add recording procedure that the firm is currently following. Sample language: *The paralegal or attorney will verify that all signatures and acknowledgements are complete and the documents are in recordable form prior to submitting for recording.*

*The closing paralegal will confirm that the check for recording fees is the same as shown on the final Closing Disclosure or HUD-1 Settlement Statement.*

*The paralegal will enter the recording documents and recording check number and amount on a Recording Log Sheet (Exhibit 10), and leave the documents and check in the recording document cabinet for pickup by the recorder. (Note: Cabinet to remain locked during non-office hours.)*

*When picking up the recording documents, the recorder will sign the Recording Log Sheet to acknowledge pickup of documents.*

*Recorder will record the documents within one business day and report the recording information and final recording fee to responsible paralegal. In the event a recording is rejected, (list procedure here for rejected recordings, including timeline for resolution).*

*The recording date and final recording fee will be entered in the Recording Log by the responsible paralegal.*

*Any overpayment of any fees will be immediately refunded to the client once the overpayment is discovered.*

*All Recording Log Sheets will be kept in a Recording Log Binder.*

*The Recording Log Binder will be reviewed on a weekly basis by \_\_\_\_\_\_\_\_\_\_\_\_\_ to determine that all recordings are being made in a timely manner, refunds have been made when necessary, and that the requirements of this procedure are being observed. After review, the Recording Log Sheet will be initialed and dated by \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. (If firm does not use a Recording Log, state the procedure for recording and maintaining recording information.)*

PROCEDURE TO ENSURE THAT CUSTOMERS ARE CHARGED THE CORRECT TITLE INSURANCE PREMIUM AND OTHER FEES FOR SERVICES

Add a procedure for the process used to verify the correct title insurance premium. Sample language:

*The responsible paralegal will go to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ to verify and print out the title insurance premium quote applicable to the transactions and put a copy in the file.*

PROCEDURE TO ENSURE THAT PARTIES RECEIVE A TIMELY RESPONSE TO CONCERNS:

Any consumer or client who has a concern or issue with any aspect of a real estate closing will be responded to within a \_\_\_\_ hour period. In the event the concern becomes a complaint, all real estate staff will follow the procedures outlined in Pillar 7 of the Best Practices Manual. All complaints will be referred to \_\_\_\_\_\_\_\_\_\_\_\_ immediately.

PROCEDURES FOR AFFILIATED BUSINESS ARRANGEMENTS:

For all Affiliated Business Arrangements (ABAs) that the company is involved in, a disclosure notice will be given to the Consumer in the following written format:

PROCEDURES FOR SIGNING PROFESSIONALS EMPLOYED BY COMPANY

Any signing professionals utilized for any real estate transaction are required to attend training on all aspects of the ALTA Best Practices Manual, which will be documented on the log. Training will include the procedures for settlement and protection of NPI.

The signing professional shall furnish the notary license per state law.

A background check will also be performed on the Signing Professional which will be documented in the Background Check Log in Exhibit \_\_\_.

PROCEDURES FOR 3RD PARTY SIGNING PROFESSIONALS:

Any 3rd Party Signing Professionals utilized by the Company must produce proof of E&O insurance in the amount of $1,000,000 as well as a valid notary license in accordance with state law.

The 3rd Party Signing Professionals will be trained on all pillars of the Company’s Best Practices Manual Policy and Procedures and WISP. The training will include settlement procedures outlined in this Pillar as well as protection of NPI.

A written acknowledgement of the compliance with the Company Instructions, ALTA Best Practices Policy and Procedures and WISP will be required.

PROCEDURES FOR UTILIZING VENDORS FOR 3RD PARTY SIGNING PROFESSIONALS:

Company will ensure that the vendor for the 3rd Party Signing Professionals complies with the policies and procedures outlined in the Best Practices Manual and WISP. The vendor will submit their Best Practices

Manual for review by the Company, as applicable, as well as any procedures followed to vet the 3rd Party signers. Company will obtain licensing information as well as E&O Insurance coverage.

PROCEDURES FOR SELECTION OF RON PLATFORMS:

If Company utilizes a remote notarization platform, it will ensure that the platform is authorized by the state in which the Notary is located, as applicable, and meets all title insurer guidelines. The platform will also ensure that the platform meets guidelines for retention and safeguarding of NPI.

The Company will ensure that only fees that are authorized by the State of Massachusetts will be charged to the Borrower for use of this platform.

If a 3rd party is engaged to notarize documents remotely, Company will oversee the selection of the platform to ensure protection of NPI and compliance with all state requirements.

PROCEDURES FOR E-RECORDING VENDORS:

If Company utilizes a third party to notarize documents via remote notarization, it will oversee the selection of the platform in compliance with ALTA Best Practices Manual Policies and Procedures and with the state regulations, as applicable. Company will also enter into a written agreement regarding the e-recording services with the vendor.

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**BEST PRACTICE NO. 5**

**POLICY: Adopt and maintain written procedures related to title policy production, delivery, reporting and premium remittance.**

DATE POLICY IMPLEMENTED:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

REVISION DATE(S): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

IDENTIFICATION OF TITLE INSURANCE COMPANIES:

Connecticut Attorneys Title Insurance Company (CATIC)

Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Underwriting limit: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

PROCEDURE FOR PREPARING, DELIVERY AND SUBMISSION OF TITLE INSURANCE POLICIES:

Prior to closing, the responsible paralegal will prepare the owner and/or loan title insurance policy and title affidavit by using the software program supplied by CATIC (or other underwriter – name software program).

At closing, the responsible attorney will review the title search, policy, deed, and mortgage for correctness and compliance with coverage and underwriting requirements.

A check for the net title premium will be issued with the closing checks (refer to Best Practice No. 2 for procedure regarding issuing checks for settlement files).

Immediately after closing or disbursement, the documents will be recorded (refer to Best Practice No. 4 for recording procedure) and the recording information will be inserted in the title policy.

The Mortgagee Title Insurance Policy will be sent to the lender as follows: Either included with the lender’s post-closing package to be returned or within \_\_\_\_\_\_\_\_\_\_\_ (maximum 30 days) after recording, via overnight carrier or electronic mail, as per the Lender’s instructions. The owner title insurance policy will be sent to the client with the closing package within \_\_\_\_\_\_\_\_\_\_\_\_ (maximum 30 days) from the date of closing.

BEST PRACTICE NO. 5

(CONTINUED)

The final title insurance policies will be remitted to the title insurance underwriter within 30 days following issuance.

Each month, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ will review a report issued by CATIC showing unremitted policy jackets. Any policy unremitted for more than 30 days will be resolved. The current report of outstanding policies and resolution of policies unremitted for more than 30 days is attached as Exhibit 11.

**BEST PRACTICE NO. 6**

**POLICY: Maintain appropriate professional liability insurance.**

DATE POLICY IMPLEMENTED:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

REVISION DATE(S): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

IDENTIFICATION OF PROFESSIONAL LIABILITY INSURANCE POLICY:

Issued by (Name of Insurance Company) - Policy # (Policy #)

Limit of Liability- $\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Agent Contact: (Name of Agent)

Yearly expiration date: **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

IDENTIFICATION OF PROFESSIONAL LIABILITY INSURANCE POLICY OF TITLE SEARCH VENDOR:

Vendor name: (Name of Vendor)

Policy issued by: (Name of Insurance Company)

Limit of Liability: $\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Yearly expiration date: **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**(NOTE: Add other vendors as appropriate; e.g. recording service)**

**If the firm is using Third Party Vendors, check with Professional Liability Carrier as to whether or not separate insurance is required for the vendor.**

**(ALTA recommends obtaining cyber liability insurance and crime coverage in amounts appropriate to the company size and settlement volume. Add the Insurance information if Company has obtained these coverages.)**

PROCEDURES:

**On or before \_\_\_\_\_\_\_\_\_\_\_\_\_\_ of** each year, Attorney \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ will contact Insurance Agent \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and request a renewal form.

BEST PRACTICE NO. 6

(CONTINUED)

The renewal form and existing coverages will be reviewed at a meeting of the principals of the firm during the **month of \_\_\_\_\_\_\_\_\_\_\_\_** of each year. The principals will determine whether the existing coverage:

* satisfies the minimum insurance coverage required by the firm’s title insurance underwriter and lender clients;
* covers all of the professional services offered by the firm;
* covers independent contractors (or confirm that independent contractors carry their own insurance);
* is appropriate based upon various risk factors, including scope of operations, volume of transactions, number of offices and employees, and internal controls and procedures; and
* includes title agent coverage.

**On or before \_\_\_\_\_\_\_\_\_\_\_\_\_** of each year, Attorney \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ will complete and submit the renewal form to (Insurance Company).

**On or before \_\_\_\_\_\_\_\_\_\_\_** of each year, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ will obtain a certificate of insurance from (Insurance Company), place a copy in this manual as an Exhibit, and send a copy to Connecticut Attorneys Title Insurance Company.

**On or before \_\_\_\_\_\_\_\_\_\_\_\_** of each year, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ will contact (Insurance Company) and request a copy of the renewed declarations page of the policy. If a renewed declarations page is not received by \_\_\_\_\_\_\_\_\_**,** (Year) the firm will receive no new title orders until proof of renewed insurance is submitted.

Proof of current Professional Liability Coverage for (Law Firm Name) is attached as Exhibit 12.

Proof of current Professional Liability Coverage for (Vendor Name) is attached as Exhibit 13.

**NOTE: The above dates will be entered into Attorney** \_\_\_\_\_\_\_\_\_\_\_\_\_\_’s **Outlook/online calendar with reminders scheduled in time to place timely renewals.** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **will confirm with** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **that the procedure is timely followed, or will perform task in** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_’s **absence.**

**BEST PRACTICE NO. 7**

**POLICY: Adopt and maintain written procedures for resolving consumer complaints.**

DATE POLICY IMPLEMENTED: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

REVISION DATE(S): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

PROCEDURES:

All consumer complaints concerning residential closing and title agency services will be handled in accordance with this Consumer Complaint Program:

* Attorney \_\_\_\_\_\_\_\_\_\_\_\_\_\_ will email a “Consumer Complaint Employee Protocol Directive” to each employee of the firm in January and July of each year describing a “consumer complaint” and directing compliance with this Consumer Complaint Program. A copy of the Consumer Complaint Employee Protocol Directive and certification of delivery to all employees is attached as Exhibits 14 and 15, respectively.
* Any consumer complaint received by any employee will be referred to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ or, in his/her absence, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, in accordance with the provisions of the Consumer Complaint Employee Protocol Directive.
* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ will enter the date of the complaint, the name and contact information of the complainant, and the nature of the complaint in the Complaint Log.
* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ will respond to the complainant within one week, and will take such action as may be necessary to resolve the complaint within two weeks. The resolution of the complaint will be entered into the Complaint Log.
* The principals of the firm will review each complaint for the purpose of determining the cause and developing preventive measures. Such preventive measures will be entered in the Complaint Log.
* The lender will be notified of any complaints filed by or involving its customers within \_\_\_\_ hours of receipt of the Complaint.
* The Complaint Log is attached as Exhibit 16.

**Exhibit 1.**

|  |  |  |
| --- | --- | --- |
| **NAME OF EMPLOYEE** | **DATE OF BEST PRACTICES TRAINING** | **CERTIFICATION** |
|  |  | TOPICS COVERED: |
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| NAME of THIRD PARTY VENDORS: |  |  |
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*Any employee who performs Bookkeeping/IOLTA accounting duties must be trained on both Pillar 2 and 3.*

**Exhibit 2.**

**Evidence of Good Standing for (Name of Firm)**

**Evidence of BBO Bar License (name of person)**

**[attach copy of printout from Board of Bar Overseers]**

**Exhibit 3.**

**ALTA Forms License**

[attach proof of license for current year]

**Exhibit 4.**

**Monthly Reconciliations**

[Attach most recent reconciliation every month; must be initialed and dated by (name of person); note discrepancies and how/ when resolved]

**Exhibit 5.**

**Background Check Log**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Hire Date** | **Employee Name** | **Date of Initial Background Check** | **Signatures of (name (s) of person certifying) Certifying Approval of Employment:** | **Date of**  **3 Year Background Check(s)** | **Signatures of (name (s) of person certifying) Certifying Approval of Employment:** |
|  |  |  | After review of a background check dated (date) from ( Name of Source), has been approved for employment on (date) by:  Name: (Name of Attorney)  A Partner |  | After review of a background check dated (date) from ( Name of Source), has been approved for employment on (date) by:  Name: (Name of Attorney)  A Partner |
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**Exhibit 6.**

**WRITTEN INFORMATION SECURITY PLAN**

**Acceptable Use Policy EXHIBIT 7**

**[to be emailed to each employee Jan. and July every year]**

**ACCEPTABLE USE POLICY**

***The goals of this policy are to outline acceptable and unacceptable use of the company’s information technology and associated equipment by employees. Each user of the company’s information technology and associated equipment is required to read this policy and acknowledge agreement and continued compliance with this Policy.***

**EQUIPMENT USE**

The firm provides equipment to employees to help them enhance their productivity. All equipment is the property of the firm. The equipment includes but is not limited to computers, software, internal networks, email, the Internet, telephone systems, voicemail, fax, copiers, etc. These systems must be used in a responsible and ethical manner, and in compliance with all laws and firm policies and contracts. The firm has a right to monitor all employees’ use of firm equipment.

Desktop computers and monitors must be located behind secured locations during non-business hours. Employees must log off all computers immediately, whenever they leave their office unattended.

In the event a device is lost or stolen, notify \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ immediately.

**PASSWORDS**

Unique passwords must be used for all information systems and their components. This includes desktop computers, laptop computers, smart phones, tablets, servers, cloud services and any other devices that provide distributed computing capabilities.

Passwords must be at least 8 characters in length and must contain characters containing at least one uppercase, lowercase, number and symbol. Passwords must be memorized or stored within a locked electronic media device. Passwords may not be written down or stored electronically in an unsecured manner. Passwords must be changed every sixty (60) days.

Users may not share account or password information with another person.

If an employee has reason to believe that any unauthorized person has learned their password, they must notify \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ immediately.

**INTERNET ACCESS**

Internet access is controlled through individual accounts and passwords. The internet should be used to further the goals of the company through communication with co-workers, with clients of the firm, and with service providers. It may be used for educational or professional development activities. Internet use must comply with all Federal and state laws, firm policies, and firm contracts. The internet may not be used for any illegal or unlawful purposes, nor may it be used in a way that violates firm policies. Personal use of the internet must be limited to use for communication with family and friends that is necessary during the work day. Use of the internet for uploading and downloading of files for personal use, personal photographs, gaming, chain letters or pornography is prohibited. Employees may not establish company computers as participants in any peer-to-peer network. Employees may not view, copy, alter, or destroy data, software, documentation, or data communications belonging to the firm or another individual without authorized permission. Users may not send unreasonably large electronic mail attachments that may interfere with network performance. Users must not allow another person to use their internet access. The firm may monitor any employee’s internet activity occurring on company equipment or accounts. The firm may use filtering software to limit access to sites on the internet.

**E-MAIL**

Email access at the firm is controlled through individual accounts and passwords. Employees are expected to check their email in a consistent and timely manner so that they are aware of important company announcements, as well as for fulfilling business tasks. Email is provided for business purposes but limited personal use is permitted.

Secure, encrypted email must be used for the transmission of any non-public information.

Email use must comply with all applicable laws, firm policies and all firm contracts.

The following uses are prohibited:

* Use of email for illegal or unlawful purposes
* Use of email that violates firm policies or contracts
* Viewing, copying, altering or deleting email files or accounts belonging to the firm or to another individual without authorized permission
* Sending of unreasonably large email attachments
* Opening email from unknown or unsigned sources
* Sharing email passwords or accounts
* Excessive personal use of firm email

The firm has a right to monitor all employee email.

Any allegations of misuse of email should be reported to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

**DATA SECURITY AND NON-PUBLIC INFORMATION**

The firm takes the privacy of our employees and clients very seriously. To ensure that we are protecting the firm, its employees, and its clients, employees may not disclose Non-Public Information or data to anyone who is not a current authorized employee of the firm. Non-Public Information includes but is not limited to corporate information, client names, identities, social security numbers, contact information, tax forms, accounting data, loan information, credit card information, closing information, etc. Non-Public Information must not be stored on any type of portable media.

ONLY AUTHORIZED EMPLOYEES WHO HAVE UNDERGONE BACKGROUND CHECKS MAY HAVE ACCESS TO NON-PUBLIC INFORMATION for residential closing and title services. These authorized employees who must transmit a client’s NPPI to a lender or other authorized party must use the firm’s encrypted email service, (name of email service).

Anti-virus software must be installed on all computers attached to the firm network. Employees may not disable or change any settings of the firm’s anti-virus software. If an employee suspects that a computer is infected with a virus it must be reported to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ immediately. Any virus-infected computer will be removed from the network until it is verified as virus-free.

**ENFORCEMENT**

**Any employee who is found to have violated this policy may be subject to disciplinary action, up to and including termination of employment. Possible actions include temporary or permanent revocation of access, disciplinary action, termination of employment, and/ or legal action according to applicable laws and contractual agreements.**

**All employees must read and acknowledge understanding of the foregoing policy.**

**Exhibit 7.**

**Employee Acknowledgments of Acceptable Use Policy**

**[attach here]**

**I,** \_\_\_\_\_\_\_\_\_\_\_\_\_\_**, certify that on (DATE) the company’s Acceptable Use Policy was emailed to each employee. A copy of each employee’s acknowledgement and acceptance of the Policy is attached hereto.**

**I,** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**, certify that on (DATE) the company’s Acceptable Use Policy was emailed to each employee. A copy of each employee’s acknowledgement and acceptance of the Policy is attached hereto.**

**Exhibit 8.**

**Privacy Policy**

**(**Law Firm Name)

Privacy Policy Notice

**PURPOSE OF THIS NOTICE**

# Title V of the Gramm-Leach-Bliley Act (GLBA) generally prohibits any financial institution, directly or through its affiliates, from sharing nonpublic personal information about you with a nonaffiliated third party unless the institution provides you with a notice of its privacy policies and practices, such as the type of information that it collects about you and the categories of persons or entities to whom it may be disclosed. In compliance with the GLBA, we are providing you with this document, which notifies you of the privacy policies and practices of \_\_\_\_\_.

We may collect nonpublic personal information about you from the following sources:

• Information we receive from you such as on applications or other forms.

• Information about your transactions we secure from our files, or from our affiliates or others.

• Information we receive from a consumer reporting agency.

• Information that we receive from others involved in your transaction, such as the real estate agent or lender.

Unless it is specifically stated otherwise in an amended Privacy Policy Notice, no additional nonpublic personal information will be collected about you. We may disclose any of the above information that we collect about our customers or former customers to our affiliates or to nonaffiliated third parties as permitted by law. We also may disclose this information about our customers or former customers to the following types of nonaffiliated companies that perform marketing services on our behalf or with whom we have joint marketing agreements:

• Financial service providers such as companies engaged in banking, consumer finance, securities and insurance.

• Non-financial companies such as envelope stuffers and other fulfillment service providers.

WE DO NOT DISCLOSE ANY NONPUBLIC PERSONAL INFORMATION ABOUT YOU WITH ANYONE FOR ANY PURPOSE THAT IS NOT SPECIFICALLY PERMITTED BY LAW.

We restrict access to nonpublic personal information about you to those authorized employees who need to know that information in order to provide products or services to you. We maintain physical, electronic, and procedural safeguards that comply with federal regulations to guard your nonpublic personal information.

**Exhibit 9.**

**Employee Acknowledgments of Privacy Policy**

**[attach in January and July every year]**

**I,** \_\_\_\_\_\_\_\_\_\_\_\_**, certify that on (DATE) the company’s Privacy Policy was emailed to each employee. A copy of each employee’s acknowledgement and acceptance of the Directive is attached hereto.**

**I,** \_\_\_\_\_\_\_\_\_\_\_\_\_**, certify that on (DATE) the company’s Privacy Policy was emailed to each employee. A copy of each employee’s acknowledgement and acceptance of the Directive is attached hereto.**

**Exhibit 10.**

**Recording Log**

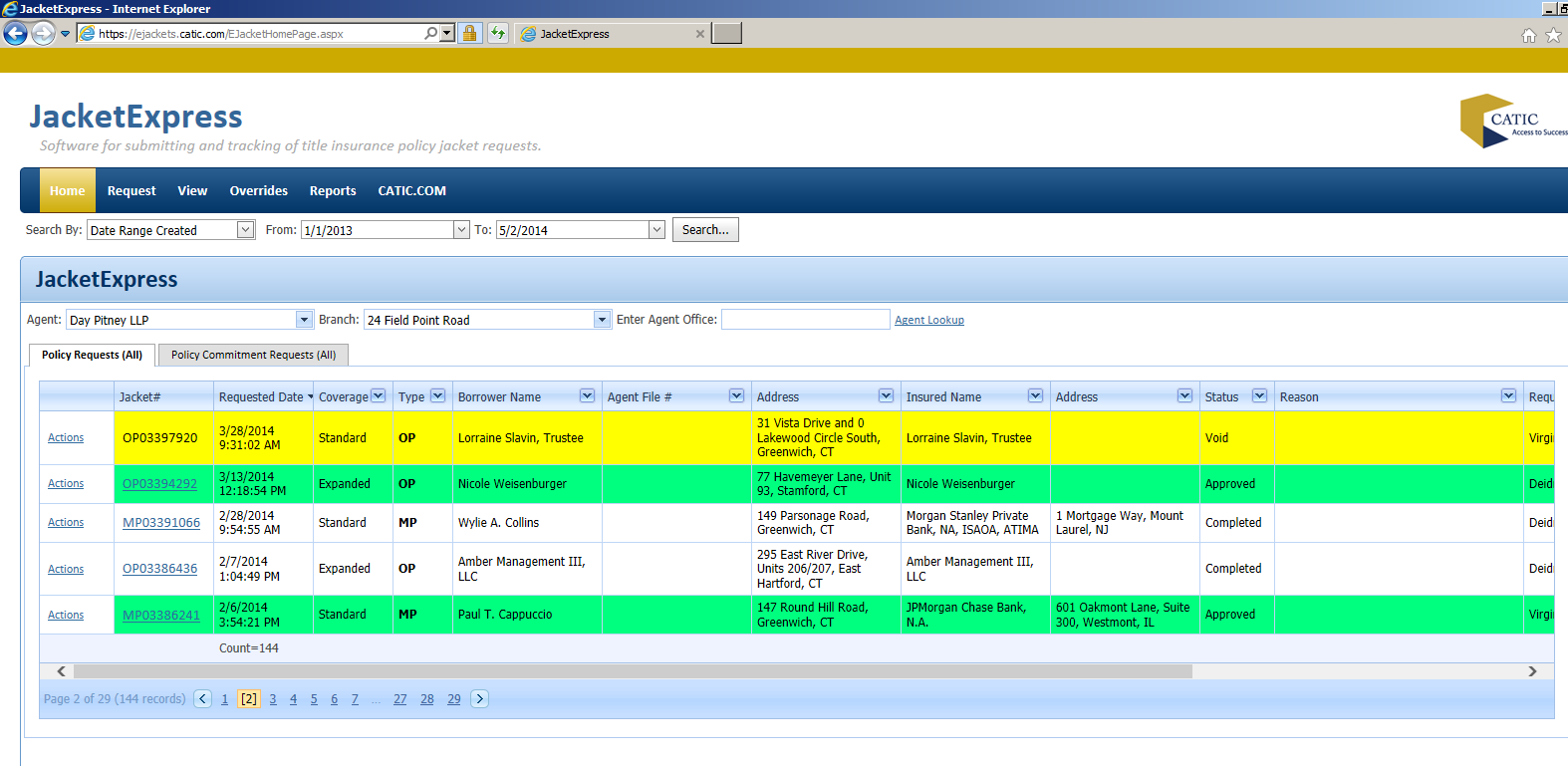
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| **Date** | **File #/ Address** | **Check #** | **Amount** | **Recorder: Sign Out Date/ Sign** | **Rec. Date** | **Final Rec. Am’t** | **Over-pymt?**  **(Y/N)** | **Refund Amount/ Date** |
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**Exhibit 11.**

**Monthly Unremitted Title Insurance Policy Report**

**(resolve anything over 30 days)**

[www.catic.com](http://www.catic.com)... Click on “Agents”… [enter user name and password]…Click on link to “JacketExpress”… Enter date range…click “Search…”.



Status of Jacket VOID = Jacket Voided APPROVED = Not Received COMPLETED = Received

**Exhibit 12.**

**Professional Liability Coverage for \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Exhibit 13.**

**Professional Liability Coverage for \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Exhibit 14.**

**Consumer Complaint Employee Directive**

**[to be emailed to each employee every year in January and July]**

**Exhibit 15.**

**Certification of Delivery of Consumer Complaint Employee Protocol Directive**

**I,** (name of person) **, certify that on (DATE) the Consumer Complaint Employee Protocol Directive was emailed to each employee. A copy of each employee’s acknowledgement and acceptance of the Directive is attached hereto.**

**I,** (name of person)**, certify that on (DATE) the Consumer Complaint Employee Protocol Directive was emailed to each employee. A copy of each employee’s acknowledgement and acceptance of the Directive is attached hereto.**

**CONSUMER COMPLAINT PROTOCOL**

**At \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, we take consumer complaints seriously.**

Complaints may directly impact our business. Under state and federal laws, the firm must respond immediately to any complaints. A part of every employee’s job is to report all complaints to the appropriate authority at the firm.

**What is a “Consumer Complaint”?**

A consumer complaint is any complaint reported to an employee of the firm that is initiated by a client or by someone on behalf of the client. This includes any complaints about the firm, an employee of the firm, or any firm activity. A complaint may involve a person’s behavior or may involve a fee charged. Any complaint must be taken seriously.

**What do I do if I receive a complaint?**

Any complaints should be immediately directed to (name of person). If (name of person) is unavailable, or if the complaint involves (name of person), direct the complaint to (name of person), as the case may be. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ will enter the date of the complaint, the name and contact information of the complainant, and the nature of the complaint in the Complaint Log.

* (name of person) will respond to the complainant within one week and will take such action as may be necessary to resolve the complaint within two weeks. The resolution of the complaint will be entered into the Complaint Log.
* (name of person) will review each complaint for the purpose of determining the cause and developing preventive measures. Such preventive measures will be entered in the Complaint Log.

**Exhibit 16.**

**Complaint Log**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **COMPLAINT LOG** | | | | | | | | | |
| **Date of Complaint** | **Referring Employee** | **Name of Complainant** | **Contact Info.** | **Complaint** | **Date of Response** | **Nature of Response** | **Resolution** | **Resolution Date** | **Preventive Measures Taken** |
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