









## Title Insurance Investigations Open/Closed

	Opened	Closed		Opened	Closed		Opened	Closed
January	6	4	January	6	19	January	12	5
February	5	5	February	2	6	February	17	11
March	14	13	March	11	7	March	7	10
April	22	26	April	11	5	April	12	7
May	1	11	May	3	4	May	10	19
June	2	11	June	21	6	June	15	20
July	0	4	July	11	18	July	13	9
August	8	6	August	21	25	August	3	3
September	11	12	September	6	4	September	14	8
October	12	13	October	18	4	October	12	11
November	5	10	November	22	16	November	3	3
December	9	10	December	6	10	December	8	11
<b>Totals for 2011</b>	<b>95</b>	<b>125</b>	<b>Totals for 2014</b>	<b>138</b>	<b>124</b>	<b>Totals for 2017</b>	<b>126</b>	<b>117</b>
January	15	9	January	1	17	January	6	4
February	15	13	February	10	15	February	10	13
March	12	15	March	1	1	March	12	6
April	8	3	April	9	10	April		
May	20	21	May	8	8	May		
June	13	19	June	11	11	June		
July	17	17	July	1	0	July		
August	17	10	August	13	14	August		
September	3	11	September	5	3	September		
October	5	17	October	8	8	October		
November	20	12	November	9	6	November		
December	13	13	December	10	8	December		
<b>Totals for 2012</b>	<b>158</b>	<b>160</b>	<b>Totals for 2015</b>	<b>86</b>	<b>101</b>	<b>Totals for 2018</b>	<b>28</b>	<b>23</b>
January	2	10	January	6	8			
February	15	8	February	8	9			
March	16	19	March	3	13			
April	5	7	April	6	7			
May	5	9	May	12	15			
June	13	4	June	1	6			
July	8	15	July	10	0			
August	3	4	August	3	6			
September	10	13	September	5	4			
October	11	9	October	4	2			
November	20	11	November	7	9			
December	14	9	December	13	4			
<b>Totals for 2013</b>	<b>122</b>	<b>118</b>	<b>Totals for 2016</b>	<b>78</b>	<b>83</b>			

**Title Insurance Consumer  
Open and Closed Per Month Report**

	Open	Closed		Open	Closed
January	2	1	January	0	0
February	1	1	February	0	0
March	1	0	March	0	0
April	0	1	April	0	0
May	0	0	May	1	0
June	0	0	June	2	1
July	0	0	July	1	1
August	0	0	August	0	0
September	0	0	September	0	0
October	0	0	October	0	1
November	0	0	November	2	2
December	0	0	December	2	3
<b>Total 2011</b>	<b>4</b>	<b>3</b>	<b>Total 2015</b>	<b>8</b>	<b>8</b>
January	0	0	January	0	0
February	0	0	February	1	0
March	0	0	March	2	0
April	1	0	April	1	2
May	0	0	May	0	0
June	0	1	June	2	1
July	0	0	July	0	0
August	0	0	August	1	1
September	0	0	September	0	0
October	0	0	October	0	0
November	0	0	November	0	0
December	0	0	December	0	0
<b>Total 2012</b>	<b>1</b>	<b>1</b>	<b>Total 2016</b>	<b>7</b>	<b>4</b>
January	0	0	January	0	0
February	0	0	February	0	0
March	0	0	March	0	0
April	0	0	April	0	0
May	1	0	May	0	0
June	0	0	June	0	0
July	0	1	July	0	0
August	0	0	August	1	0
September	0	0	September	0	1
October	0	0	October	1	0
November	0	0	November	0	0
December	0	0	December	0	0
<b>Total 2013</b>	<b>1</b>	<b>1</b>	<b>Total 2017</b>	<b>2</b>	<b>1</b>
January	0	1	January	0	1
February	0	5	February	1	0
March	1	0	March	2	1
April	1	2	April	0	0
May	0	0	May	0	0
June	0	1	June	0	0
July	0	0	July	0	0
August	0	1	August	0	0
September	0	0	September	0	0
October	1	0	October	0	0
November	0	1	November	0	0
December	0	0	December	0	0
<b>Total 2014</b>	<b>3</b>	<b>11</b>	<b>Total 2018</b>	<b>3</b>	<b>2</b>

## Title Insurance Consumer Complaints

### Open and Closed Consumer Complaint Summary Report

Case #	Date Open	Date closed	Complaint	CSA	Results
58109	1/25/2010	2/25/2010	HO premium not paid at closing	Meldee	JUSTIFIED
58202	2/22/2010	2/22/2010	title complaint, feels title company didn't uncover/disclose hazards for clear title and sale of home - flood insurance requirements	Sandy	UNJUSTIFIED
58434	5/19/2010	8/19/2010	Condo Ins not pd at closing	Meldee	UNJUSTIFIED
58624	8/10/2010	8/10/2010	Mechanicsliens recorded on property after closing	Sandy	Withdrawn
58832	11/8/2010	11/16/2010	Title agency did not the seller's delinquent dues paid	Meldee	UNJUSTIFIED
58852	11/15/2010	2/9/2011	Lender complaint. Trust deed not recorded	Meldee	UNJUSTIFIED
58865	11/18/2010	12/9/2010	not supplying title ins or deed to the property	Sandy	UNJUSTIFIED
59045	1/3/2011	1/10/2011	Liens were not cleared at closing	Sandy	UNJUSTIFIED
59067	1/6/2011	2/9/2011	Trust Deed not recorded	Meldee	UNJUSTIFIED
59162	2/1/2011	2/1/2011	Property not recorded properly by agent	Meldee	JUSTIFIED
59272	3/7/2011	4/26/2011	title complaint	Meldee	UNJUSTIFIED
60778	4/20/2012	6/12/2012	Claim Delay	Meldee	UNJUSTIFIED
62236	5/1/2013	7/25/2013	title co. issued deed conveying property which had leagly passed to complainant without notice.	Tammy	Info Not Rec'd
63398	3/7/2014	4/30/2014	Liens not cleared	Tammy	No Jurisdiction on Title Co, Insurer position upheld
63660	4/29/14	4/30/14	Failure to release Funds in Escrow	Tammy	UNJUSTIFIED
63833	6/9/2014	8/7/2014	Alleged overchging of fees	Tammy	UNJUSTIFIED
64471	10/9/2014	11/5/2014	Did not receive copies of closing docs.	Tammy	Consumer received copies
65362	5/5/2015	6/10/2015	Alleged abusive tactics by title agency owner, fiduciary issues	Tammy	UNJUSTIFIED
65518	6/11/2015	6/17/2015	Alleged Fiduciary Violation by releaseing funds held in escrow without authorization	Tammy	Insufficient Info, lack of jurisdiction
65595	6/30/2015	7/1/2015	Claim made on damage to home \$7000, actual repair \$150, Deductible \$550	Tammy	No Jurisdiction
65707	7/28/2015	10/30/2015	Alleged falsification in the recordation of documents with and for the Millard County recorder's office and its employees.	Tammy	Insufficient information
66220	11/23/2015	12/16/2015	Unclear title issues	Tammy	UNJUSTIFIED
66324	12/11/2015	12/16/15	Commission questions	Tammy	Question of Fact
66758	2/19/2016	4/15/2016	Right of Way issues	Tammy	Company upheld
66968	3/22/2016	4/28/2016	Cloud on Title	Tammy	No Violation
67090	4/15/2016	4/28/2016	Alleged Fraud/Forgery	Tammy	No Jurisdiction
67343	6/15/2016	8/2/2016	Possible Recording Error	Tammy	Insufficient Info
67390	6/24/2016	6/30/2016	Fraud by borrower in a real estate transaction	Tammy	No Jurisdiction
67671	8/23/2016	2/14/2017	Balance of funds taken without authority	Adam	Settled in court
69704	9/3/2017	9/3/2017	Failure to record	Adam	Opened I-case 69739
70001	10/31/2017	1/23/2018	Failed to cure Lis Pendens on property	Adam	UNJUSTIFIED

E-Case #	Date Opened	Recommended Action	Repeat Offense	Prior Offense	Action taken	Action Date	Closed Date
3887	6/1/17	VOIDED	Yes	2016	Informal Mailed	6/9/2017	
					Voided		
3891	6/1/17	VOIDED	No		Informal Mailed	6/9/2017	
					Voided		
3893	6/1/17	Informal Order \$1,000	No		Informal Mailed	6/9/2017	6/22/2017
					Paid Invoice	6/22/2017	
3896	6/1/17	Informal Order \$1,000	No		Informal Mailed	6/9/2017	7/10/2017
					Paid Invoice		
3897	6/1/17	VOIDED	No		Informal Mailed	6/9/2017	
					Voided		
3904	6/1/17	VOIDED	No		Informal Mailed	6/9/2017	
					Voided		
3906	6/1/17	Informal Order \$1,000	No		Informal Mailed	6/9/2017	6/21/2017
						6/21/2017	
3907	6/1/17	VOIDED	No		Informal Mailed	6/9/2017	
					Voided		
3912	6/1/17	Informal Order \$1,000	No		Informal Mailed	6/9/2017	7/10/2017
					Invoice Paid	7/10/2017	
3888	6/1/17	Informal Order \$1,000	No		Informal Mailed	6/9/2017	6/15/2017
					Invoice Paid	6/15/2017	
3900	6/1/17	Informal Order \$1,000	No		Informal Mailed	6/9/2017	6/15/2017
					Invoice Paid	6/15/2017	
3898	6/1/17	Informal Order \$1,000	No		Informal Mailed	6/9/2017	6/26/2017
					Invoice Paid	6/26/2017	
3889	6/1/17	Informal Order \$1,000	No		Informal Mailed	6/9/2017	6/12/2017
					Invoice Paid	6/12/2017	
3872	6/1/17	Informal Order \$1,000	No		Informal Mailed	6/9/2017	5/15/2017
					Invoice Paid	5/15/2017	
3913	6/1/17	Public Letter of Admonition	Yes		Letter Mailed	6/5/2017	6/13/2017
3946	10/19/17	Stipulation and Order \$2,000	Yes		Letter Mailed	6/5/2017	12/18/2017
					Invoice Paid	12/18/2017	
3960	1/29/18	Stipulation and Order \$1,500			Sent to Ags for S&O	1/31/2018	3/20/2018
					Forfeiture Paid	3/20/2018	
3961	1/29/18	Stipultaion and Order \$1,500			Sent to Ags for S&O	1/31/2018	3/15/2018
					Forfeiture Paid	3/15/2018	
3965	1/29/18	Stipultaion and Order \$1,500			Sent to Ags for S&O	2/5/2018	
3966	1/29/18	Stipultaion and Order \$3,000			Sent to Ags for S&O	2/5/2018	
3968	1/29/18	Stipultaion and Order \$5,000			Sent to Ags for S&O	2/14/2018	