

**Title Insurance Investigations
Open Investigations Summary Report**

I Case #	Date Opened	Date Closed	Elapsed Time	Reason Closed	31A-2-202; repts. & replies, failure to respond	31A-2-405 Violation of Dual Licensing	31A-14-211; foreign title insurers	31A-19a-209 Req of rate/premium filings	31A-23a-103; req. of license	31A-23a-103; req. of termination, req. of LIC	31A-23a-111; license Individual or Prod.	31A-23a-302; Req of agency desig.	31A-23a-402; unfair marketing	31A-23a-406; title escrow	31A-23a-409; trust funds	31A-23a-412; Failure to Maintain address/email; records	31A-23a-413 Failure to annual report	31A-23a-415; Failure to File Assessment	31A-23a-503; controlled bus.	31A-31-103; fraudulent act	R590-99; unfair ins. practices	R592-6; unfair marketing	AUDIT	Referred to Criminal	Alleged Violation		
					68724	9/7/17		245	Reassigned					X													
70193	12/8/17		153					X																			Alleged Unlicensed Activity
70494	2/1/18		98						X			X															Alleged non-associated and other marketing issues including JAZZ suite
70610	2/22/18		77									X									X	X					Co-Habitation
70675	3/6/18		65					X		X	X										X	X					Alleged Unlicensed Activity
70690	3/7/18	4/18/18	42					X																			Alleged Unlicensed Activity
70691	3/7/18	4/16/18	40					X				X															Alleged Unlicensed Activity, co-sponsoring
70692	3/7/18	4/16/18	40					X																			Alleged Unlicensed Activity
70694	3/7/18	4/16/18	40					X																			Alleged Unlicensed Activity
70711	3/8/18		63										X														Alleged failure to pay payoff at closing
70712	3/8/18		63										X														Alleged failure to produce deed at closing
70737	3/12/18		59									X															Alleged failure to use filed rates
70758	3/15/18		56																								Audit

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68403	1/12/17	4/7/17	85	No Violations																														Geo Survey not shown on title report		
68423	1/17/17	4/5/17	78	PriLOA						x																								Alleged unlicensed activity		
68424	1/17/17	4/5/17	78	No Violations						x																								Alleged unlicensed activity		
68425	1/17/17	4/5/17	78	No Violations						x																								Alleged unlicensed activity		
68426	1/17/17	4/5/17	78	No Violations						x																								Alleged unlicensed activity		
68506	2/1/17	4/10/17	68	E-Case #3878																														Audit		
68511	2/1/17	4/4/17	62	Audit/no issues																											x			Audit		
68716	3/10/17	4/5/17	26	No Violations						x																								Alleged unlicensed activity		
68611	2/21/17	5/2/17	70	Publication removed												x																		Alleged advertising with a client		
68612	2/21/17	5/1/17	69	Publication removed												x																		Alleged advertising with a client		
68613	2/21/17	5/1/17	69	Publication removed												x																			Alleged advertising with a client	
68614	2/21/17	5/1/17	69	Publication removed												x																			Alleged advertising with a client	
68617	2/22/17	5/1/17	68	Publication removed												x																			Alleged advertising with a client	
68618	2/22/17	5/1/17	68	Publication removed												x																			Alleged advertising with a client	
68619	2/22/17	5/1/17	68	Publication removed												x																			Alleged advertising with a client	
68620	2/22/17	5/1/17	68	Publication removed												x																			Alleged advertising with a client	
68740	3/13/17	5/11/17	59	information was removed																x															using an unapproved name	
68741	3/15/2017	5/11/2017	57	information was removed																x															using an unapproved name	
68745	3/16/2017	5/11/2017	56	item was removed												x																			supplying items of value at a clients event	
68830	3/27/2017	5/19/2017	53	No Violations																															signing policies without examining	
68999	4/20/2017	5/9/2017	19	trained new employee												x																			charged less than filed rates	
69037	5/1/2017	5/15/2017	14	No Violations																															less and excepted part of the legal description	
69043	5/2/2017	5/9/2017	7	No violations																															sharing consumer information with investment company	
69097	5/15/2017	5/18/2017	3	No Violations																															Wrong legal description insured	
69115	5/17/2017	5/26/2017	9	No Violations												x																			Alleged unlicensed activity	
69116	5/17/2017	5/25/2017	8	No Violations												x																			Alleged unlicensed activity	
69125	5/19/2017	5/22/2017	3	No Violations																															Title co. owes refund to seller	
69072	5/9/2017	5/10/2017	1	No Violations												x																			Alleged unlicensed activity	
68572	2/14/2017	6/14/2017	120	seller filed lawsuit												x																			conducted closing and didn't clear title or issue policy	
68743	3/15/2017	6/14/2017	91	PriLOA												x																			Advertising in a publication of a client	
68900	4/4/2017	6/5/2017	62	No Violations						x																									Alleged unlicensed activity	
68901	4/4/2017	6/5/2017	62	NoViolations						x																									Alleged unlicensed activity	
68902	4/4/2017	6/5/2017	62	No Violations						x																										Alleged unlicensed activity
68903	4/4/2017	6/5/2017	62	No Violations						x																										Alleged unlicensed activity
68904	4/4/2017	6/19/2017	76	No Violations						x																										Alleged unlicensed activity
68905	4/3/2017	6/5/2017	63	No Violations												x																				Lien not paid off
68957	4/12/2017	6/14/2017	63	Filed small claims suit																x															Escrowed funds not released	
68997	4/20/2017	6/13/2017	54	agency dissolved																															Agency didn't forward funds/forms to IRS	
69075	5/10/2017	6/26/2017	47	No Violations																															Attempt to cloud title	
69113	5/17/2017	6/5/2017	19	No Violations						x																									Alleged unlicensed activity	
69114	5/17/2017	6/9/2017	23	No Violations						x																									Alleged unlicensed activity	
68905	4/3/2017	6/5/2017	63	No Violations																																Recorded NOI on relatives property
68900	4/4/2017	6/5/2017	62	No Violations						x																										Alleged unlicensed activity
68342	12/29/2017	6/26/2017	132	opened E-Case																															Unlicensed activity, no office in utah	
	6/1/2017	6/1/2017	0	No Violations						x																									Alleged unlicensed activity	
69216	6/5/2017	6/5/2017	0	company paid claim																															Unfair claims handling	
69262	6/13/2017	6/14/2017	1	No Violations						x																										Alleged unlicensed activity

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69263	6/13/2017	6/14/2017	1	No Violations																									Alleged unlicensed activity	
69279	6/15/2017	6/23/2017	8	PriLOA																									cosponsored an event of a client	
69281	6/15/2017	6/23/2017	8	No violations																									cosponsor an event of a client	
68947	4/10/2017	7/27/2017	108	No Violations																								discrepancy in legal		
69378	07/05/207	7/18/2017	13	No Violations																								Insured over NOI		
69418	7/10/2017	7/25/2017	15	No Violations																								Alleged unlicensed activity		
69419	7/10/2017	7/19/2017	9	NoViolations																								Alleged unlicensed activity		
69440	7/13/2017	7/25/2017	12	No Violations																								Escrowed funds not disbursed properly		
68947	4/10/2017	7/27/2017	108	No Violations																										
69378	7/5/2017	7/18/2017	13	No Violations																									Discrepancies in legal	
69418	7/10/2017	7/25/2017	15	No Violations																									Alleged unlicensed activity	
69419	7/10/2017	7/19/2017	9	No Violations																									Alleged unlicensed activity	
69406	7/8/17	8/16/17	39	No Violations																									Escrow funds not disbursed properly	
69470	7/19/17	8/16/17	28	No Violations																									Escrow funds not disbursed properly	
69293	6/19/17	9/6/17	79	PriLOA																									Desktop Audit	
69294	6/19/17	9/6/17	79	No Violations																									Desktop Audit	
69688	8/30/17	9/6/17	7	In litigation																									Title Co won't provide earnest \$ to seller	
69269	6/14/17	9/12/17	90	Audit Closed																									Cosponsoring an event of a client/providing gifts	
69739	9/11/2017	9/19/2017	8	No Violations																									Alleged recording error	
69740	9/11/2017	9/19/2017	8	Satisfied																									Missed lien in closing	
69295	6/19/17	10/2/17	105	No Issue Audit																									Desktop Audit	
69387	7/5/17	10/2/17	89	No Issue Audit																									Desktop Audit	
69719	9/7/17	10/2/17	25	Educated Marketer																									Alleged unfair inducement	
69720	9/7/17	10/2/17	25	Branch Address incorrect																									Failure to report branch offices	
69623	8/16/17	10/11/17	56	Client made whole																									Alleged Agency holding Escrow Funds/bounced check	
69388	7/5/17	10/19/17	106	E-Case 3946																									Alleged unlicensed activity	
69786	9/20/17	10/25/17	35	No Business Conducted																									Alleged unlicensed activity	
69787	9/20/17	10/25/17	35	No Business Conducted																									Alleged unlicensed activity	
69788	9/20/17	10/25/17	35	No Business Conducted																									Alleged unlicensed activity	
69789	9/20/17	10/25/17	35	No Business Conducted																									Alleged unlicensed activity	
69654	8/22/17	11/2/17	72	Issue Resolved																									Alleged Co-Habitation	
69862	10/3/17	11/17/17	45	No Violation																									Failed to release Escrow Funds	
69849	10/2/17	11/27/17	56	Audit Completed																									Scheduled Audit	
69850	10/2/17	11/27/17	56	Audit Completed																									Scheduled Audit	
70101	11/17/17	12/6/17	19	No Business																									Alleged Unlicensed Activity	
69689	8/30/17	12/7/17	33	Insuff. Info																									Unfair inducement, providing software	
69721	9/7/17	4/16/18	221	Pending in State Court																									Pending Court Case/Character	
69861	10/3/17	12/7/17	65	Corrected Issue																									Alleged advertising with a client	
69905	10/11/17	12/7/17	57	No Business																									Alleged Unlicensed Activity	
69906	10/11/17	12/7/17	57	No Business																									Alleged Unlicensed Activity	
69907	10/11/17	12/7/17	57	No Business																									Alleged Unlicensed Activity	
69908	10/11/17	12/7/17	57	No Business																									Alleged Unlicensed Activity	
69904	10/11/17	12/12/17	62	PriLOA																									Alleged Unlicensed Activity	

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69956	10/19/17	12/12/17	54	PubLOA					X																										Alleged failure to update producer associations	
70102	11/17/17	12/18/17	31	No Business				X																											Alleged Unlicensed Activity	
69909	10/11/17	1/3/18	84	No Business				X																											Alleged Unlicensed Activity	
70310	1/3/18	1/23/18	20	Unfounded														X	X																Fraudulant issues with title/charge to buyer	
70241	12/18/17	1/24/18	37	Corrected DBA							X										X														Name and Advertising violations	
70194	12/8/17	1/29/18	52	E-Case 3960				X																											Alleged Unlicensed Activity	
70195	12/8/17	2/1/18	55	Surrendering Title License				X																											Alleged Unlicensed Activity	
70196	12/8/17	2/5/18	59	PriLOA				X																											Alleged Unlicensed Activity	
70334	1/8/18	2/5/18	28	E-Case 3965				X																											Alleged Unlicensed Activity	
70420	1/22/18	2/5/18	14	E-Case 3966				X																											Alleged Unlicensed Activity	
70493	2/1/18	2/5/18	4	2005 legal case																X															Missed a lien on property in sale in 2005	
70495	2/1/18	2/5/18	4	Corrected Issue																X															Escrow Officer did not order a payoff	
70198	12/8/17	2/6/18	60	Licensure Corrected				X																											Alleged Unlicensed Activity	
70197	12/8/17	2/8/18	62	Licensure Corrected				X																											Alleged Unlicensed Activity	
70490	2/1/18	2/13/18	12	Fixed website																															Website misleading	
70491	2/1/18	2/13/18	12	Fixed Website																															Website misleading	
69848	10/2/17	2/14/18	135	E-Case 3968																												X			Scheduled Audit	
70344	1/9/18	2/15/18	37	Clean Audit																												X			Desk Top Audit	
68342	11/21/17	2/22/18	93	Unfounded							X									X															No office, non filed products	
70343	1/9/18	3/5/18	55	Clean Audit																													X		Desk Top Audit	
70338	1/9/18	3/6/18	56	Clean Audit																													X		Desk Top Audit	
70339	1/9/18	3/6/18	56	Clean Audit																													X		Desk Top Audit	
70569	2/13/18	4/3/18	49	No business				X																											Alleged Unlicensed Activity	
70570	2/13/18	4/3/18	49	No business				X																											Alleged Unlicensed Activity	
70571	2/13/18	4/3/18	49	No Business				X																											Alleged Unlicensed Activity	
70567	2/13/18	4/9/18	55	E-Cse 3986				X	X	X									X	X															Alleged, unlicensed agency & producers, unfiled rates	
70676	3/6/18	4/19/18	44	Surrendered Ins License	X					X	X								X	X																Dual License, Unfair Marketing
70677	3/6/18	4/19/18	44	Audit Cancel																																Audit
70689	3/7/18	4/16/18	40	No Business				X																												Alleged Unlicensed Activity
70690	3/7/18	4/18/18	42	PriLOA					X					X																						Alleged Unlicensed Activity
70691	3/7/2018	4/16/2018	40	Licensure Corrected					X																X											Alleged Unlicensed Activity
70692	3/7/2018	4/16/2018	40	Licensure Corrected					X																											Alleged Unlicensed Activity
70694	3/7/2018	4/16/2018	40	Licensure Corrected					X																											Alleged Unlicensed Activity
70711	3/8/2018	4/1/2018	24	Claim Submitted												X																				Missed 2nd
70758	3/15/2018	4/24/2018	38	Clean Audit																														X		Desk Top Audit
70986	4/10/2018	4/19/2018	9	Unfounded																																Unfounded Fraudulant Act

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
Totals for 2011	95	125	Totals for 2014	138	124	Totals for 2017	126	117
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	65	60
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		
Totals for 2012	158	160	Totals for 2015	86	101	Totals for 2018	93	83
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			
Totals for 2013	122	118	Totals for 2016	78	83			

**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
Total 2011	4	3	Total 2015	8	8
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
Total 2012	1	1	Total 2016	7	4
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
Total 2013	1	1	Total 2017	2	1
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
Total 2014	3	11	Total 2018	3	2

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	