Insurance Commissioner's Annual Report to the Title and Escrow Commission September 13, 2021

This is the Insurance Commissioner's annual report to the Title and Escrow Commission for the period September 1, 2020 through August 31, 2021.

The content of the report is specified in Utah Code § 31A-2-404(5). It requires the following information concerning "complaints the commissioner receives":

- the number of complaints with regard to transactions involving title insurance or a title licensee during the calendar year immediately preceding the report;
- the type of complaints;
- action taken by the commissioner for each complaint; and
- the time-period beginning the day on which a complaint is made and ending the day on which, the commissioner determines it will take no further action with regard to the complaint.

In reporting this information, the commissioner "may not identify a person." Id.

Based on the requirements above, the Insurance Commissioner reports the following:

- The Commissioner received 29 complaints involving title insurance or a title licensee.

- The types of complaints involved **escrow** (improper funds disbursement, failure to provide closing documents, failure to release earnest money, failure to refund money, and failure to use proper documentation); **title insurers** (denial of claim, delay in handling claim, filed rates); **unfair inducements** (co-sponsoring client event, co-advertising with a client).

- The action taken on each complaint, and the beginning and ending days, are set forth in the attached spread sheet.

	Type of Complaint	Begin Date	End Date	Action Taken
1	Unfair inducement	8/18/2020	9/29/2020	NAT
2	Unfair inducement	8/18/2020	9/23/2020	NAT
3	Unfair inducement	8/18/2020	10/7/2020	NAT
4	Escrow	8/18/2020	9/15/2020	NAT
5	Title insurer	9/3/2020	10/14/2020	NAT
6	Unfair inducement	9/24/2020	10/20/2020	NAT
7	Title insurer	10/1/2020	12/10/2020	NAT
8	Title insurer	10/1/2020	12/10/2020	NAT
9	Title insurer	10/1/2020	12/20/2020	NAT
10	Escrow	10/23/2020	10/17/2020	NAT
11	Escrow	10/28/2020	11/24/2020	NAT
12	Title insurer	12/9/2020	1/12/2021	NAT
13	Escrow	1/20/2021	2/10/2021	NAT
14	Escrow	2/3/2021	3/1/2021	NAT
15	Escrow	2/9/2021	3/9/2021	NAT
16	Escrow	2/13/2021	3/17/2021	NAT
17	Escrow	2/16/2021	3/17/2021	NAT
18	Escrow	2/22/2021	2/24/2021	NAT
19	Escrow	2/24/2021	3/22/2021	NAT
20	Unfair inducement	2/24/2021	4/5/2021	NAT
21	Escrow	2/24/2021	3/24/2021	NAT
22	Escrow	2/24/2021	3/30/2021	NAT
23	Escrow	3/9/2021	3/31/2021	NAT

	Type of Complaint	Begin Date	End Date	Action Taken
24	Escrow	3/10/2021	4/13/2021	NAT
25	Escrow	3/24/2021	4/20/2021	NAT
26	Escrow	5/17/2021	6/1/2021	NAT
27	Title insurer	5/19/2021	6/1/2021	NAT
28	Escrow	5/20/2021	5/25/2021	NAT
29	Escrow	6/2/2021	6/24/2021	NAT

NAT = No action taken because complaint lacked merit or was used to educate licensee.