Insurance Commissioner's Annual Report to the Title and Escrow Commission September 28, 2020

This is the Insurance Commissioner's annual report to the Title and Escrow Commission for the period September 1, 2019 through August 31, 2020.

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 **28** complaints regarding title insurance transactions or title licensees.

- 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); **dual licensing** (producer held active real estate license, agency employed dual license producer); **unlicensed agency** (agency advertising as a licensed agency).

- 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	Dual licensing	10/10/2019	10/24/2019	NAT
2	Escrow	10/21/2019	11/4/2019	NAT
3	Unfair inducement	11/13/2019	12/9/2019	NAT
4	Escrow	12/18/2019	12/19/2019	NAT
5	Escrow	12/18/2019	12/30/2019	NAT
6	Unfair inducement	12/9/2019	12/26/2019	NAT
7	Escrow	1/21/2020	2/24/2020	PLOA
8	Unfair inducement	1/22/2020	2/19/2020	NAT
9	Escrow	1/23/2020	2/25/2020	NAT
10	Escrow	1/27/2020	3/5/2020	NAT
11	Title insurer	1/27/2020	3/2/2020	NAT
12	Title insurer	2/25/2020	4/7/2020	NAT
13	Escrow	2/25/2020	3/12/2020	NAT
14	Escrow	3/11/2020	3/31/2020	NAT
15	Unfair inducement	3/23/2020	5/13/2020	NAT
16	Escrow	4/3/2020	5/12/2020	NAT
17	Title insurer	4/15/2020	5/26/2020	NAT
18	Escrow	4/17/2020	4/29/2020	NAT
19	Title insurer	4/29/2020	6/8/2020	NAT
20	Unlicensed agency	05/07202	7/14/2020	E-case Cease & Desist
21	Escrow	5/26/2020	7/6/2020	E-case Forfeiture $4,833
22	Escrow	7/20/2020	8/18/2020	NAT
23	Escrow	7/23/2020	8/31/2020	NAT

	Type of Complaint	Begin Date	End Date	Action Taken
24	Title insurer	7/26/2020	8/25/2020	PLOA
25	Unfair inducement	8/18/2020	Pending	
26	Unfair inducement	8/18/2020	Pending	
27	Unfair inducement	8/18/2020	Pending	
28	Escrow	8/18/2020	Pending	
NAT = No action taken because complaint lacked merit or was used to educate licensee.				
PLOA = private letter of admonition issued as warning to licensee				