



## State of Utah

SPENCER J. COX  
Governor

DEIDRE M. HENDERSON  
Lieutenant Governor

## Insurance Department

JONATHAN T. PIKE  
Insurance Commissioner

### Title & Escrow Commission Meeting

(<https://insurance.utah.gov/licensees/title/tec/>)

**Date:** **May 12, 2025**

**Place:** **In Person**

**Virtual**

Taylorsville SOB

Google Meet

4315 S. 2700 W.

Flaming Gorge Room

Taylorsville, UT 84129

**Time:** **9:00 AM**

## ATTENDEES

### TITLE & ESCROW COMMISSION

xChair, Nathan Sprague (*Insurer, Utah County*)

xKim Holbrook (*Insurer, Davis County*)

xVice Chair, Tina Williams (*Agency, Juab County*)

xJeff Mathews (*Public, Morgan County*)

xKevin Parke (*Agency, Salt Lake County*)

### DEPARTMENT STAFF

Jon Pike, *Insurance Commissioner*

xReed Stringham, *Deputy Comm.*

xTracy Klausmeier, *P&C Dir.*

xRandy Overstreet, *Licensing Mgr.*

Patrick Lee, *Finance Dir.*

Kelly Christensen, *P&C Asst. Dir.*

Michael Covington, *CE Specialist*

xSteve Gooch, *PIO Recorder*

xJaimee George, *Title Examiner*

### PUBLIC

Matt Sager

Mike Sumner

Jeff Wiener

Brooke Adair

Cort Ashton

Kim Cruz

Wendy Jeffery

Joseph McPhie

Terrie Lund

Brad Mortensen

Matt Ryden

Wade Taylor

Sarah Wade

Blaine Einzinger

Carol Yamamoto

James Swan

Jessica Goodman

Rachael Ortiz

Sydney Stover

TJ Johnson

"Freedom Title Insurance Agency"

Steve Troop

## MINUTES — Approved

### *General Session: (Open to the Public)*

- **Welcome** / Nathan Sprague, Chair (9:04 AM)
- **Telephone Roll Call**
- **Adopt Minutes of Previous Meeting**
  - *Timestamp 05:05*
  - **Motion by Tina to adopt minutes. Seconded by Kevin. Motion passes 5-0.**
    - YEA: Nate, Kevin, Tina, Jeff, Kim
    - NAY: None
- **Concurrence Reports**
  - Licenses

- February renewal dates from March report / Randy
  - *Timestamp 06:30*
  - Randy describes how dates show up on the report.
  - It is determined that the "Renewed Licenses" section was repeated twice on the March report, instead of having "Renewed Licenses" and "Lapsed Licenses" sections.
- "Atlas Title" company and agency names / Randy
  - *Timestamp 11:45*
  - Randy describes the issue, the naming requirements, and that the company will be using "Atlas Settlement Services Corp." as a DBA name.
  - Discussion follows about how aliases appear on the Department's Licensee Search tool.
- Licensing report
  - *Timestamp 26:17*
  - **Motion by Tina to concur. Seconded by Kevin. Motion passes 5-0.**
    - YEA: Nate, Kevin, Tina, Jeff, Kim
    - NAY: None
- Penalties
  - Real Advantage Title Insurance Agency LLC, Docket # 2025-4762
    - *Timestamp 27:22*
    - Real Advantage Title Insurance Agency stipulated to the penalty assessed.
    - **Motion by Kevin to concur. Seconded by Tina. Motion passes 5-0.**
      - YEA: Nate, Kevin, Tina, Jeff, Kim
      - NAY: None
    - Unrelated discussion follows about how to file a competitor complaint with the UID or ask a marketing question of the TEC.
  - United West Title Insurance Agency Inc., Docket #2025-4763
    - *Timestamp 34:04*
    - United West Title Insurance Agency stipulated to the penalty assessed.
    - **Motion by Kevin to concur. Seconded by Tina. Motion passes 5-0.**
      - YEA: Nate, Kevin, Tina, Jeff, Kim
      - NAY: None
  - US Title Insurance Agency LLC, Docket #2025-4781
    - *Timestamp 37:16*
    - US Title Insurance Agency stipulated to the penalty assessed.
    - **Motion by Kevin to concur. Seconded by Tina. Motion passes 5-0.**
      - YEA: Nate, Kevin, Tina, Jeff, Kim
      - NAY: None
- Attorney exemptions
  - Joshua C. Irvine
    - *Timestamp 40:24*
    - **Motion by Kevin to concur. Seconded by Tina. Motion passes 5-0.**
      - YEA: Nate, Kevin, Tina, Jeff, Kim
      - NAY: None
- **Update on 2025 Goals**
  - ULTA report / Kim
    - *Timestamp 41:45*
    - The ULTA is working on member education efforts, legislative matters and changes, and plans for the July convention.
- **Marketing Questions / Jaimee**

*Final determinations posted at <https://insurance.utah.gov/licensees/title/tec/#marketing-questions>.*

- Q1: Is it an unfair inducement to work/volunteer for a company that requires title insurance and has direct influence over the provider?
  - *Timestamp 42:52*
- **New Business**
  - Annual report update / Jaimee
    - *Timestamp 58:58*
    - Utah had 167 title agencies in February. Since then, 8 title agencies have closed, had their license revoked, surrendered their license in lieu of administrative action, or gone inactive.
    - There are now 159 agencies in the Utah market. Of those:
      - 142 annual reports were submitted:
        - 68 were rejected for not following instructions, not providing what was needed, or submitting the old form
        - 73 made it through with no rejections
        - 5 were received after the May 1 deadline
      - 17 agencies have not submitted
    - As usual, the UID will take action against the 5 that missed the May 1 deadline, as well as the 17 outstanding.
    - The UID welcomes suggestions about how to improve the process for next year.
  - Industry concern with Title Marketing Representative exam / Kim
    - *Timestamp 01:07:55*
    - Kim and Sydney Stover, ULTA education chair, discuss problems with the Title Marketing Representative exam. Topics include the exam not including recent updates (e.g., unfair inducement changes), questions about the accuracy of the exam since it's not reviewed in full, and Prometric not offering pretesting materials for title.
    - Randy describes Prometric's process regarding rules. Discussion follows about how Prometric is made aware of legislative and rule changes, potential changes in that process, a general overview of the exam review workshop, and the lack of a pretesting requirement.
    - Kim notes that the ULTA would be happy to help with pretesting materials, if it would be helpful.
- **Old Business**
- **Other Business**
  - Status of construction money rule / Matt/Cort
    - *Timestamp 01:34:35*
    - Matt says there's a working draft, but it needs additional time. Matt and Cort will reach out to others in the industry for input.
  - Report on public education effort / Kim
    - *Timestamp 01:36:15*
    - The homeowner education campaign ended on May 4. There were 1.7 million impressions, more than 5,000 clicks on ads, 245 actions on the website, and 73 leads (people who wanted to learn more).
- **Hot Topics**
  - Agency visits / Tracy
    - *Timestamp 01:38:00*
    - Tracy notes that her team is starting to visit agencies after an agent has been licensed for 4 months. The plan is to introduce the UID to new agencies, give them a code book, and start a partnership with them.

#### ***Executive Session*** (None)

- **Adjourn** (10:42 AM)
  - **Motion by Tina to adjourn. Seconded by Kevin. Motion passes 5-0.**
    - YEA: Nate, Kevin, Tina, Jeff, Kim

- NAY: None
- **Next Meeting: June 9, 2025** — Flaming Gorge Room, Taylorsville State Office Building

### 2025 Meeting Schedule

<del>Jan 13**</del> <del>ONLINE</del>	<del>Feb 10**</del> <del>ONLINE</del>	<del>Mar 10</del> <del>Flaming Gorge</del>	<del>Apr 14</del> <del>Flaming Gorge</del>	May 12* Flaming Gorge	<b>Jun 9</b> Flaming Gorge
Jul 14 Flaming Gorge	Aug 11 Flaming Gorge	Sep 8 Flaming Gorge	Oct 20* Flaming Gorge	Nov 10 Flaming Gorge	Dec 8** ONLINE

\*Proposed TEC/REC meeting immediately following

\*\*Online only