



Agency Bulletin: 2012-02

Date: August 1, 2012
To: All Issuing Agents
From: Chris Phillips, President & CEO
RE: **FirstNET Agent Access ICS Letters**

We have received feedback on our FirstNET Agent Access interactive website as agents began using the services. There were areas in the ICS lender entry screen that needed improvement, and some users had challenges with the "lender name field" and the system not saving prior entries.

Our goal is to make issuing ICS letters an efficient process for you. The system has now been upgraded with the following improvements:

- When you click on the Lender Name field, the lenders you have created will pop up in a list in alphabetical order by lender name.
- You may add new lenders using the "New" icon.
- You may edit existing lender information using the "Edit" icon.
- On the left side of the screen under Index is a link to the new Lender Management area. When you open this area it will list all lenders you have created. The new Lender Management area allows you to Create New, Edit or Delete lenders. You may sort this list by clicking the column headings.

Please notify us if you see other areas that need to be addressed.

The success of FNTI depends on all of us working together. We appreciate the opportunity to be your underwriter of choice and will work to earn your business every day.

Thank you for your support.