



## Agency Bulletin: AGNAT-2023-001

Date: May 3, 2023  
To: All Title Production Agents  
From: Title Production Services  
RE: **Title Production AR New Procedure Beginning May 2023**

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FLEX Title Production Services takes pride in the products our team provides to First National agents. We hope you find these services valuable in getting your transactions closed and customers serviced.

In order to maintain these high standards and continue providing title services, we have implemented a new procedure to keep our accounts receivable current.

Beginning in May, email notices will be sent to agents with accounts that have balances 90 days past due. The overdue amount will need to be paid *within 15 days of the notice* or title services will be halted. Title services will resume once the overdue balance is paid. This new procedure applies only to accounts 90 days past due and not accounts that are current.

We understand there are circumstances that may delay payment. Please contact the FLEX Team to discuss a plan of action if you need additional time to pay.

The FLEX Team values the relationship we have with each of our agents and wants to continue offering the highest level of service. We are happy to discuss any questions you have concerning this new procedure.

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