



Agency Bulletin: AGNAT-2014-009

Date: December 16, 2014
To: FNTI Agents
From: Chris Phillips
RE: Insured Closing Service Letter (ICSL) and/or Closing Protection Letter (CPL) - Improvements

You asked us to allow changes to the ICSL/CPL, and we heard you!

Effective immediately this enhancement gives you the ability to edit previously issued Insured Closing Service Letters (ICSL) and/or Closing Protection Letters (CPL) on FirstNet Portal.

If you are requested to change a date, a lender, a loan number, a buyer's name and address, etc. on a previously issued ICSL or CPL, you now have the ability to easily make those changes.

How to Make ICSL Changes:

- To edit letters from your ICS Letters menu, simply check the "Printed" box and "Refresh" in the upper right hand corner and select the letter you need to edit from the list generated. (If you need to narrow the search, select any of the column headings and the system will sort by that category.)
- Single click on the "pencil icon" in the **Actions** column, which directs you to the ICSL creation page.
- Type in your changes. (All fields, except the Lender field, can be edited in the screen that appears.)
- Save the changes you have made and then "Preview" or "Print" as necessary.

The revised letters will automatically be assigned a "NEW" ICSL Letter ID and Verification Number, found at the bottom left corner of the letter. Lenders have the ability to verify or track the letters on the FNTI website using this information.

Lender Information Changes

There are two ways to make changes to the lender information. One way is to select the "Lender Management" tab on the left side of the screen and edit using this tool. The other method is to click on the "Save" button and then use the "Edit" button next to the Lender Name in the upper right hand corner of the Lender field to make changes to any of the lender information. The "Lender Update" changes will be permanently saved.

We are excited to provide this improvement to you and know it will save you time and reduce the stress of last minute changes to the ICSL and CPL.

Please contact your agency representative or the FNTI office if you have questions concerning this process.

Thank you for your business and for your trust in FNTI.