



## Agency Bulletin: AGNAT-2019-005

Date: July 9, 2019  
To: FNTI Agents – All States  
From: FNTI Claims Department  
RE: How to File a Claim

### Procedures for Title Agents When Presented with a Potential Claim

Although no one wants to hear that an insured has a claim under the title policy, they are a part of this business and must be dealt with quickly. The Claims Department at First National Title (FNTI) wants to handle all potential claims promptly, so please know the procedures to follow when this situation arises.

What to do when an insured thinks there is a claim:

1. Do **NOT** try resolve this matter yourself. Title agents should not tell an insured that they will file the claim, take care of the problem, etc.
2. Direct the insured to the FNTI website ([www.fnti.com](http://www.fnti.com)) to the “How to File a Claim” section under “Contact.”
3. Instruct the insured to follow all the instructions on submitting a claim and emphasize the importance of submitting all requested information and forms as soon as possible. Failure to timely notify FNTI of a claim can result in a loss of coverage under the terms of the policy.
4. Make sure your file for this policy is in order and be ready to submit any information requested by the FNTI Claims Department.

FNTI strives to handle all potential claims quickly and efficiently while protecting the interest of all parties involved. Contact the Claims Department at [claims.department@fnti.com](mailto:claims.department@fnti.com) for questions concerning this procedure or any other claims-related issue.