



Agency Bulletin: AGNAT-2023-007

Date: October 31, 2023

To: FNTI Agents

From: FNTI Agency Department

RE: **Updated Payment Options and Addresses for FNTI**

FNTI Agents,

To ensure payments are received and allocated in a timely manner, please review the below updated procedures and addresses for submitting payments. This information can also be found on our website at www.fnti.com/how-to-pay/.

PAY ONLINE

To make an ACH payment via our secure, online, customer portal, please email AgencySupport@fnti.com for access and onboarding information. Please confirm compliance requirements with your state's department of insurance regarding sending ACH payment from an escrow account.

PHYSICAL PAYMENTS BY CHECK

Checks are to be sent to our Lockbox service via the PO Box or Courier Addresses below. **All payments must include the specific file numbers that are included in the payment as well as Agent ID #.** Aggregate payments should include a breakdown by file and charge to ensure proper allocation and tracking of any credits on account. Please Note: There are different addresses for Title Premium & Policy Production payments as detailed below.

IMPORTANT NOTE: All physical payments sent directly to the Corporate Office, or the incorrect account below, will experience further delays. Please update any mailing templates for FNTI as soon as possible to ensure proper delivery of your next payment.

TITLE PREMIUM

USPS First Class Mail

First National Title Insurance Company
PO BOX **679737**
Dallas, TX 75267-9737

UPS/FedEx

First National Title Insurance Company
Lockbox Number **679737**
1200 E. Campbell Rd., Suite 108
Richardson, TX 75081

POLICY PRODUCTION

USPS First Class Mail

First National Title Insurance Company
PO BOX **679744**
Dallas, TX 75267-9744

UPS/FedEx

First National Title Insurance Company
Lockbox Number **679744**
1200 E. Campbell Rd., Suite 108
Richardson, TX 75081

WIRE

Wire instructions are available upon request. When sending a wire, please also simultaneously send an email to invoices@fnti.com with detailed information to include: amount of the wire, date wire sent, agency ID, file-level charges being paid to include the agent file number. For Florida, agents must also provide a copy of their policy & premium report per file.



Contact your agency manager or Invoices@FNTI.com with any questions you have concerning our payment process.

Important Contact Details:

Policy Remittance Reports & Policy Data: PolicyDepartment@FNTI.com

Invoice & Payment Questions: Invoices@FNTI.com

Account Portal Access & General Questions: AgencySupport@FNTI.com

Onboarding & Education: April.Roberts@FNTI.com

Thank you for your business and for being a part of the FNTI family!