

First National Title Insurance Company Insured Closing Service Letter and Closing Protection Letter User Guide



The First National Title Insurance Company (FNTI) Insured Closing Service Letter and Closing Protection Letter (ICSL/CPL) User Guide provides instructions for effectively utilizing the FNTI ICSL/CPL integration.



Who is First National?



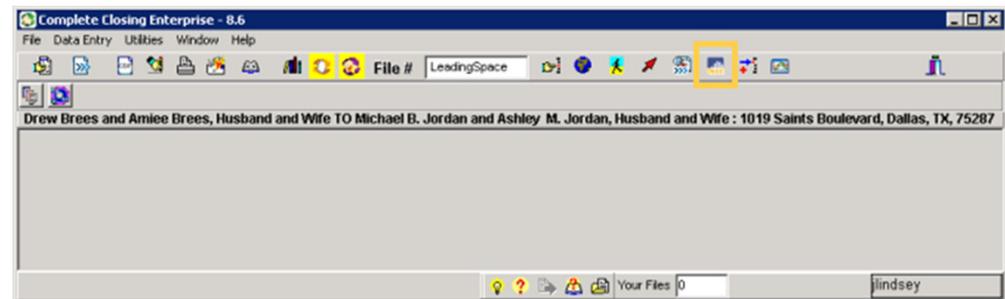
First National Title Insurance Company is a regional underwriter operating in Texas, Arizona, New Mexico, and Florida. We began this company in 2012 with an emphasis on serving the interests of the independent title agents and treating them with the integrity and respect they warrant. We strive to become your independent underwriter of choice.

Connecting to First National Title's FirstNet Agent Access to generate closing protection letters and policy numbers and jackets is easier than ever through integration with RamQuest Closing Market. Producing ICSL/CPLs is now accomplished quickly within RamQuest and pulls information already in your system requiring less data input by you. Policy jackets are easily accessed and no longer require transferring between two systems. FNTI is pleased to offer these improved services allowing our agents to focus on using their time more efficiently and building their businesses.



First National ICSL/CPL User Guide

- Access the **Complete Closing Enterprise** application.
- Click the **Closing Market** icon.





First National ICSL/CPL User Guide

Note: The **Closing Market Trading Partners** screen window will be displayed.

- Enter **First National** into the **Search** field.
- Locate the **First National Title Insurance FirstNet** listing.
- Click the **Submit** button.

The screenshot shows the 'Closing Market Services' web application interface. The page title is 'Closing Market Services' and the user is logged in as 'kholzhauser@rqdemo.com' with the current enterprise 'RCDEMO'. The navigation menu includes 'Home', 'Trading Partners', 'Order History', 'Processing Order Queue', 'The Market', and 'Help'. The main content area is titled 'Trading Partners' and contains a section for 'My Service Providers'. A search bar is present with the text 'First National' entered. Below the search bar is a table with the following data:

Enterprise Name	Service Name	Service Category	
First National Title Insurance - FNTI (FirstNet)	FirstNet	Title	Submit
EnterpriseName	ServiceName	ServiceCategory	

Below the table, it says 'Showing 1 to 1 of 1 entries (filtered from 90 total entries)'. At the bottom of the page, it says 'Version 4.0 Copyright © Closing Market by RamQuest, Inc. 2006 - 2017 Powered by RamQuest, Inc.'



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Note: The **First National Login** screen will be displayed.

- Enter your user name into the **User Name**, **Password** and click the **Login** button.
- If you need a User Name or forgot your Password e-mail firstnet@fnti.com

The screenshot shows a web browser window titled "Closing Market Services". The page header includes the "Closing Market" logo and the text "Logged in as: j@ramquest.com" and "Current Enterprise: RCDBMO". A navigation menu contains links for "Home", "Trading Partners", "Order History", "Processing Order Queue", "The Market", and "Help". The main content area is titled "First National Title Insurance - FNTI" and contains a login form with the following fields and elements:

- User Name:** A text input field containing "Keith.Holzhauser".
- Password:** A password input field containing "*****".
- [Forgot Password](#) link.
- Remember Me checkbox.
- Login** button.

At the bottom of the page, it displays "Version 4.0", "Copyright © Closing Market by RamQuest, Inc. 2006 - 2017", and "Powered by RamQuest, Inc.".



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- Note:** The **First National** interface will be displayed.
- Select the address from the **Property** drop-down menu.

Note: If there is only one property on the file, that property will be displayed.
- Select **ICSL/CPL** from the **Product** drop-down menu.

The screenshot displays the Closing Market Services web application. The page title is "First National Title Insurance - FNTI". The user is logged in as "j@ramquest.com" with the current enterprise "RQDBVD". The navigation menu includes "Home", "Trading Partners", "Order History", "Processing Order Queue", "The Market", and "Help". The main content area shows the "Order No: LeadingSpace" and two dropdown menus: "Property: Please Select" and "Product: --Please Select--". Below this is a section for "Previous Transactions" with a table header containing "Type", "Number", "Assign Date", "Effective Date", "Agent", and "Actions". The table currently shows "No results found". At the bottom, the version is "Version 4.0" and the copyright is "Copyright © Closing Market by RamQuest, Inc. 2006 - 2017", with a note "Powered by RamQuest, Inc."



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- Select the branch office name from the **Branch Office Name** drop-down menu.
Note: If there is only one branch office name on file, that branch office name will be displayed.
- Select the letter type from the **Letter Type Name** drop-down menu.

The screenshot displays the 'Closing Market Services' web application. The page title is 'First National Title Insurance - FNTI'. The interface includes a navigation menu with links for Home, Trading Partners, Order History, Processing Order Queue, The Market, and Help. The user is logged in as 'j@ramquest.com' with the current enterprise 'RQDBMO'. The form contains the following fields:

- Order No: LeadingSpace
- Property: 1019 Saints Boulevard, Miami, Collin, FL, 75287
- Product: ICSL/CPL
- Branch Office Name: --Please Select--
- Letter Type Name: Standard Letter for TX
- Purchaser Name: Michael B. Jordan, Ashley M. Jordan, Bo R Row er
- Lender: Sunnyland Bank
- Lender Name: Sunnyland Bank
- Lender Address1: 123 Washington RoadSuite 100
- Lender Address2:
- LoanAccount Number: 1122217167



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Note: The purchaser name(s) and the lender fields are auto-populated.

- Select the lender office name from the **Lender Name** drop-down menu.
- Select the lender address from the **Lender Address1** drop-down menu.

The screenshot displays the 'Closing Market Services' web application. The page title is 'First National Title Insurance - FNTI'. The user is logged in as 'j@ramquest.com' with the current enterprise 'RQDBMO'. The navigation menu includes 'Home', 'Trading Partners', 'Order History', 'Processing Order Queue', 'The Market', and 'Help'. The form contains the following fields:

- Order No:** LeadingSpace
- Property:** 1019 Saints Boulevard, Miami, Collin, FL, 75287
- Product:** ICSL/CPL
- Branch Office Name:** --Please Select--
- Letter Type Name:** Standard Letter for TX
- Purchaser Name:** Michael B. Jordan, Ashley M. Jordan, Bo R Row er
- Lender:** Sunnyland Bank
- Lender Name:** Sunnyland Bank
- Lender Address1:** 123 Washington RoadSuite 100
- Lender Address2:** (empty)
- LoanAccount Number:** 1122217167



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Note: The **Lender City**, **Lender State**, and **Lender Zip** fields are auto-populated.

- Click the **Submit** button.

Closing Market Services

Lender Name: Sunnyland Bank

Lender Address1: 123 Washington Road Suite 100

Lender Address2:

Loan Account Number: 1323212152

Lender Phone: 309-699-1383

Lender Fax: 306-969-9123

Lender Email: lender@sunnylandbank.com

Lender City: Washington **Lender State:** IL **Lender Zip:** 61571

Lender Attention:

[Submit](#) [Reset](#)

Previous Transactions

Type	Number	Assign Date	Effective Date	Agent	Actions
Policies	TXT1-9898516	8/2/2017		South Land Title, LLC	Void

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Note: The **Transaction Results** screen will be displayed.

- Click the **Continue** button and your letter can then be found in **FileScan**.





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Note: The **Previous Transactions** screen displays previously submitted transactions.

Note: Click the **Modify** button to modify ICSL/CPL Letter requests.

Note: Click the **Void** button to void previously submitted Policy Jacket requests.

Closing Market Services

Logged in as: j@ramquest.com
Current Enterprise: RQDBMO

Home Trading Partners Order History Processing Order Queue The Market Help

First National Title Insurance - FNTI

Order No: LeadingSpace

Property:

Product:

Previous Transactions

Type	Number	Assign Date	Effective Date	Agent	Actions
Letters	120031	8/2/2017		Keith Holzauer	Modify
Policies	TXT1-9898516	8/2/2017		South Land Title, LLC	Void

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First National ICSL/CPL User Guide

- Example of the completed ICSL/CPL:



August 02, 2017

Name and Address of Addressee:

Attn:
Arvest Mortgage Company
100 East Johnson Cove
Lowell, AR 25674

Name of Issuing Agent (hereafter, "Issuing Agent"):

South Land Title, LLC
0021 Fairmont Parkway, Ste. 100
Pasadena, TX 77505

File No: CD-2010HUDTest
Loan No: 412131
Purchaser Name: Bob Buyer, Betty Buyer
Property Address: 123 Lake Front Lane, Dallas, TX 75235

If you have any questions, please call Keith Holzhauser at 409-304-2610

RE: Insured Closing Service

Dear Customer:

First National Title Insurance Company (the "Company") agrees, subject to the Conditions and Exclusions set forth below, to reimburse you for actual loss incurred by you in connection with closings of real estate transactions conducted by the Issuing Agent, provided:

(A) title insurance of the Company is specified for your protection in connection with the closing;

(B) you are to be the lender secured by a mortgage (including any other security instrument) of an interest in land, its assignees or a warehouse lender; and

(C) provided the loss arises out of:

1. Failure of the Issuing Agent to comply with your written closing instructions to the extent that they relate to (a) the status of the title to that interest in land or the validity, enforceability and priority of the lien of the mortgage on that interest in land, including the obtaining of documents and the disbursement of funds necessary to establish the status



First National ICSL/CPL User Guide

- Example of the completed ICSL/CPL as displayed in FileScan.

FileScan Plus! - 8.6

Drew Brees and Amiee Brees, Husband and Wife TO Michael B. Jordan and Ashley M. Jordan, Husband and Wife : 1019 Saints Boulevard, Miami, FL, 75287

LeadingSpace

All Documents (33)

- Unassigned (29)
- Escrow (0)
- Title (1)
- Lender Docs (0)
- Junk Docs (0)
- Buyer's Package (1)
- Seller's Package (0)
- Realtor Package (0)
- Correspondence (1)
- Invoices (1)
- Commitments (0)
- Recording (0)

Name	Date Modified	User ID	Publi...	Published D...	AI
Loan I 91-L-LeadingSpace			Closin...	12/17/2015...	Fc
Loan I 2390-SFL-LeadingSpace			Closin...	12/17/2015...	Fc
BPL I 91-BPL-LeadingSpace			Closin...	12/17/2015...	Fc
UPS Label 126789110156712...			Closin...	12/18/2015...	Fc
FedEx 782045320325 Label			Closin...	12/24/2015...	Fc
Westcoo_Commitment			Closin...	04/05/2017...	Fc
Westcoo_Owners			Closin...	04/06/2017...	Fc
Westcoo_Owners 040617 12.1...			Closin...	04/06/2017...	Fc
Westcoo_Owners 040717 14.2...			Closin...	04/07/2017...	Fc
Westcoo_Owners 041117 8.56...			Closin...	04/11/2017...	Fc
Westcoo_Owners 041217 13.4...			Closin...	04/12/2017...	Fc
Westcoo_Owners 041217 14.3...			Closin...	04/12/2017...	Fc
AgentTaxPolicyJacket_72000...			Closin...	06/06/2017...	Fc
FedEx 786882891323 Label			Feder...	05/14/2017...	Fc
FedEx 786931316359 Label			Feder...	05/20/2017...	Fc
STG CMT 06			Jndrey	07/24/2017...	Fc
83245 - LeadingSpace - TXT1...			Closin...	08/02/2017...	Fc
83245 - LeadingSpace - 120031			Closin...	08/02/2017...	Fc
20MB Document	03/11/2015 8.4...	ncrisler			
Email	03/11/2015 8.5...	ncrisler			
excellet	03/11/2015 8.4...	ncrisler			
invoice12	03/11/2015 8.4...	ncrisler			



August 02, 2017

Name and Address of Addressee:

Attn:
Sunnyland Bank
123 Washington Road/Suite 100
Washington, IL 61571

Name of Issuing Agent (hereafter, "Issuing Agent"):

South Land Title, LLC
14729 Highway 100W, Ste. 170
Montgomery, TX 77356

File No: LeadingSpace
Loan No: 123212152

Purchaser Name: Michael B. Jordan, Ashley M. Jordan, Do R Rower
Property Address: 1019 Saints Boulevard, Miami, FL 75287

If you have any questions, please call Keith Holzhauser at 469-304-2518

RE: Insured Closing Service

Dear Customer:

First National Title Insurance Company (the "Company") agrees, subject to the Conditions and Exclusions set forth below, to reimburse you for actual loss incurred by you in connection with closings of real estate transactions conducted by the Issuing Agent, provided:

- title insurance of the Company is specified for your protection in connection with the closing;
- you are to be the lender secured by a mortgage (including any other security instrument) of an interest in land, its assignees or a warehouse lender; and
- provided the loss arises out of:
 - Failure of the Issuing Agent to comply with your written closing instructions to the extent that they relate to (a) the status of the title to that interest in land or the validity, enforceability and priority of the lien of the mortgage on that interest in land, including the obtaining of documents and the disbursement of funds necessary to establish the status of title or lien, or (b) the obtaining of any other document, specifically required by you, but only to the extent the failure to obtain the other document affects the status of the title to that interest in land or the validity, enforceability and priority of the lien of the mortgage on that interest in land, and not to the extent that your instructions require a determination of the validity, enforceability or the effectiveness of the other document; or
 - Fraud or dishonesty of the Issuing Agent in handling your funds or documents in connection with the closings to the extent that fraud or dishonesty relates to the status of the title to that interest in land or to the validity, enforceability, and priority of the lien of the mortgage on that interest in land.

If you are a lender protected under the foregoing paragraph, your assignee and your warehouse lender in connection with a loan secured by a mortgage shall be protected as if this letter were addressed to them.

Doc ID: 13535 | \\BTAAPP1\RamQuest Software\...Web\asp\cc\demo\LeadingSpace\6905262_120031.pdf | 83245 - LeadingSpace - 120031



First National ICSL/CPL User Guide

- Example of the completed ICSL/CPL as displayed in Web Publishing.

Web Publishing					
Order Settings Authorized Parties Authorized Parties Details Published Documents Web Usage E-Mails					
Total Accesses: 146					
Name	AccessedTime	Description	Info	Person	Mark Read
Closing Market SA	8/2/2017 11:58:32 AM	Submitted Document	83245 - LeadingSpace - 1200		<input type="checkbox"/>
Closing Market SA	8/2/2017 11:58:28 AM	Added Note	j@ramquest.com updated orde		<input type="checkbox"/>
Closing Market SA	8/2/2017 11:32:23 AM	Submitted Document	83245 - LeadingSpace - TXT1		<input type="checkbox"/>
Closing Market SA	8/2/2017 11:32:15 AM	Added Note	TXT1-9898516 was created or		<input type="checkbox"/>
Closing Market SA	8/2/2017 11:32:11 AM	Added Note	j@ramquest.com submitted orc		<input type="checkbox"/>
Closing Market SA	8/2/2017 11:15:16 AM	Accessed Order			<input type="checkbox"/>
Closing Market SA	7/24/2017 2:22:24 PM	Accessed Order			<input type="checkbox"/>
Federal Express	7/20/2017 5:43:41 PM	Accessed Order			<input type="checkbox"/>
Closing Market SA	7/17/2017 2:38:03 PM	Accessed Order			<input checked="" type="checkbox"/>
Federal Express	7/14/2017 2:48:26 PM	Accessed Order			<input checked="" type="checkbox"/>
Closing Market SA	7/14/2017 10:09:48 AM	Accessed Order			<input checked="" type="checkbox"/>
Closing Market SA	7/11/2017 3:49:58 PM	Accessed Order			<input checked="" type="checkbox"/>
Closing Market SA	7/11/2017 1:52:34 PM	Accessed Order			<input checked="" type="checkbox"/>
Closing Market SA	7/11/2017 1:50:50 PM	Accessed Order			<input checked="" type="checkbox"/>
Closing Market SA	7/11/2017 11:52:01 AM	Accessed Order			<input checked="" type="checkbox"/>
Closing Market SA	7/11/2017 11:49:26 AM	Accessed Order			<input checked="" type="checkbox"/>
Closing Market SA	7/11/2017 10:17:19 AM	Accessed Order			<input checked="" type="checkbox"/>
Closing Market SA	7/5/2017 2:42:25 PM	Added Note	Your order was successfully up		<input checked="" type="checkbox"/>
Closing Market SA	7/5/2017 2:36:01 PM	Accessed Order			<input checked="" type="checkbox"/>
Closing Market SA	7/5/2017 1:45:59 PM	Accessed Order			<input checked="" type="checkbox"/>
Closing Market SA	7/5/2017 11:30:40 AM	Added Note	Your order was successfully up		<input checked="" type="checkbox"/>
Closing Market SA	7/5/2017 11:27:07 AM	Accessed Order			<input checked="" type="checkbox"/>
Closing Market SA	7/5/2017 11:27:00 AM	Accessed Order			<input checked="" type="checkbox"/>



First National ICSL/CPL User Guide

If you need a user name or forgot your password,
please e-mail FNTI at firstnet@fnti.com.

If you have any questions about Closing Market,
please contact RamQuest Support at 214-291-1616
or email Support at support@ramquest.com