

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 **RamQuest One** application.

Note: The **Welcome** screen will be displayed.

- Double-click the applicable order.

Note: The **File Main** screen will be displayed.

The screenshot shows the 'Welcome' screen of the RamQuest One application. On the left is a navigation pane with options: Home, Order Entry, Title Production, Policy, HUD, CDF, Order Data, Reports, Configuration, Escrow Accounting, FileScan, Scheduler, and 1099 Filing. The main area displays a table titled 'Recent Orders' with columns: File #, Closing Agent, Open Date, Close Date, Status, and Address. The first row is highlighted in blue.

File #	Closing Agent	Open Date	Close Date	Status	Address
KS DemoTest		4/2/2017		Open	
KN-Demo-0321	CC - Coleen Ch...	3/21/2017	4/21/2017	Open	123 Seller Stree...
Demo-17043	AT - Angela Tho...	3/20/2017	4/20/2017	Open	123 Seller St , D...
Demo-17049	TG - Terrence G...	4/20/2017	5/17/2017	Open	522 Crater Rod...
JA123		4/18/2017		Open	PHILADELPHIA...
Demo-17048		4/18/2017		Open	896 West Main ...
Demo-17045		3/29/2017		New	
Demo-17044		3/29/2017		New	123 New Home ...
test1234		3/7/2017		Open	TX
Demo-042_AT		3/4/2017	4/3/2017	Open	TX
DM-340-TG-17		3/1/2017	3/15/2017	Open	4232 Tapping La...
Demo-041	AT - Angela Tho...	2/22/2017	3/22/2017	Open	9898 Tulip Lane ...
COASTAL PURC...		2/16/2017		Template	
CONDO PURCH ...		2/16/2017		Template	
1-4 FAM PURCH...		2/16/2017		Template	
DM-TG-211-17	TG - Terrence G...	2/16/2017	3/2/2017	Open	441 Whisper La...
Demo-040		2/15/2017		Open	
DM-TG-201-17	TG - Terrence G...	2/14/2017	3/17/2017	Open	577 Hopeland T...
Temp-Test2		2/10/2017		New	
DM-TG-004-17	TG - Terrence G...	2/9/2017	4/26/2017	Open	31 Holly Lane , ...
test20917		2/9/2017		New	



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- Click the **Closing Market** icon.

RamQuest One - [jonathan.lindsey]

File Actions Utility Navigation Help

Order Data

Home

- Welcome
- Workflow Des...
- Internet Alarms

Order Entry

- File Main
- Buyer
- Seller
- Order Contacts

Order Data

Reports

Configuration

Escrow Accounting

FileScan

Scheduler

1099 Filing

File Main

File No: KS Demo Test
Buyer:
Property:

File Open: 04/03/2017
Seller:

Region: 1-Production

File Details:

Status:	Open	Escrow Unit:	[None]	Se
Process Template:	Loan Purchase	Title Unit:	[None]	Other Company's
Title Company:	Demo Title Company, LLC	Order Category:	Residential Purchase	Kind of
Escrow Account:	2 - Chase Bank	Underwriter:	Old Republic National Titl...	Source of Bus
		Place of Closing:	27 - Old Republic National	Loc
		Settlement Agent:		

Staff:

Sales Rep.:	[None]	Escrow Officer:	[None]	Title O
Closing Agent:	[None]	Escrow Processor:	[None]	Title Proc

Critical Dates:

Title Due:		Close Date:		Dur
Cancelled:		Close Time:		Fund I



First National ICSL/CPL User Guide

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

- Enter **First National** into the **Search** field.
- Locate the **First National** listing.
- Click **Submit**.

Closing Market Services

Logged in as: kholzauer@rqdemo.com
Current Enterprise: RQDEMO

[Home](#) [Trading Partners](#) [Order History](#) [Processing Order Queue](#) [The Market](#) [Help](#)

Trading Partners

My Service Providers

Show entries

Search:

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

Showing 1 to 1 of 1 entries (filtered from 90 total entries)

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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". The page header includes the Closing Market logo and the text "Logged in as: j0017@ramquest.com Current Enterprise: RQDemoQA". A navigation bar contains links: Home, Trading Partners, Order History, Processing Order Queue, The Market, and Help. The main heading is "First National Title Insurance - FNTI". Below this, there are input fields for "User Name:" and "Password:", both highlighted with yellow boxes. A "Forgot Password" link is present below the password field. A "Remember Me" checkbox is also visible. A "Login" button, also highlighted with a yellow box, is at the bottom of the login section. At the bottom of the page, it says "Version 4.0 Copyright © Closing Market by RamQuest, Inc. 2006 - 2017 Powered by RamQuest, Inc.". A "Close" button is in the bottom right corner.



First National ICSL/CPL User Guide

Note: The **First National** integration will be displayed.

- Select the address from the **Property** drop-down menu.

Note: If there is only one property on file, that property will be displayed.

- Select **ICSL/CPL** from the **Product** drop-down menu.

The screenshot shows the Closing Market web application interface. The title bar reads "Closing Market". The page header includes the Closing Market logo and the text "Logged in as: j0017@ramquest.com Current Enterprise: RQDemoQA". The navigation menu includes 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". It displays the Order No: CD-2010HJ0Test. The Property field is a dropdown menu showing "123 Lake Front Lane, Dallas, Dallas, TX, 75235". The Product field is a dropdown menu showing "--Please Select--". Below this is a section titled "Previous Transactions" with a table that has columns for Type, Number, Assign Date, Effective Date, Agent, and Actions. The table currently shows "No results found". At the bottom of the page, it says "Version 4.0 Copyright © Closing Market by RamQuest, Inc. 2006 - 2017 Powered by RamQuest, Inc.". A "Close" button is located in the bottom right corner.



First National ICSL/CPL User Guide

- 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.

Note: The **Letter Type Name** field will auto-populate.

The screenshot displays the Closing Market web application interface. The title bar reads "Closing Market". The page header includes the Closing Market logo and the text "Logged in as: j0017@ramquest.com Current Enterprise: RQDemoQA". A navigation bar contains links: Home, Trading Partners, Order History, Processing Order Queue, The Market, and Help. The main heading is "First National Title Insurance - FNTI". The form contains the following fields:

- Order No: CD-2010HUDTest
- Property: 123 Lake Front Lane, Dallas, Dallas, TX, 75235
- Product: ICSL/CPL
- Branch Office Name: --Please Select--
- Letter Type Name: Standard Letter for TX
- Purchaser Name: Bob Buyer, Betty Buyer
- Lender: Arvest Mortgage Company
- Lender Name: Arvest Mortgage Company
- Lender Address1: 100 East Johnson Cove
- Lender Address2:
- LoanAccount Number: 412131
- Lender Phone:
- Lender Fax:
- Lender Email:

A "Close" button is located at the bottom right of the form.



First National ICSL/CPL User Guide

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.

Closing Market

Logged in as: j0017@ramquest.com
Current Enterprise: RQDemoQA

Home Trading Partners Order History Processing Order Queue The Market Help

First National Title Insurance - FNTI

Order No: CD-2010HUDTest

Property: 123 Lake Front Lane, Dallas, Dallas, TX, 75235

Product: ICSL/CPL

Branch Office Name: --Please Select--

Letter Type Name: Standard Letter for TX

Purchaser Name: Bob Buyer, Betty Buyer

Lender: Arvest Mortgage Company

Lender Name: Arvest Mortgage Company

Lender Address1: 100 East Johnson Cove

Lender Address2:

Loan Account Number: 412131

Lender Phone:

Lender Fax:

Lender Email:

Close



First National ICSL/CPL User Guide

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

- Click the **Submit** button.

The screenshot shows the 'Closing Market' web application interface. The form contains the following fields:

- Letter Type Name:** Standard Letter for TX (dropdown)
- Purchaser Name:** Bob Buyer, Betty Buyer
- Lender:** Anvest Mortgage Company (dropdown)
- Lender Name:** Anvest Mortgage Company
- Lender Address1:** 100 East Johnson Cove
- Lender Address2:** (empty)
- LoanAccount Number:** 412131
- Lender Phone:** (empty)
- Lender Fax:** (empty)
- Lender Email:** (empty)
- Lender City:** Lowell
- Lender State:** AR
- Lender Zip:** 25874
- Lender Attention:** (empty)

Below the form are two buttons: **Submit** (highlighted with a yellow border) and **Reset**.

Previous Transactions

Type	Number	Assign Date	Effective Date	Agent	Actions
Policies	TXT1-989517	8/1/2017		South Land Title, LLC	Void

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Close



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

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





First National ICSL/CPL User Guide

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

Logged in as: j0017@ramquest.com
Current Enterprise: RQDemoQA

[Home](#) [Trading Partners](#) [Order History](#) [Processing Order Queue](#) [The Market](#) [Help](#)

First National Title Insurance - FNTI

Order No: CD-2010HJDTTest

Property: 123 Lake Front Lane, Dallas, Dallas, TX, 75235

Product: --Please Select--

Type	Number	Assign Date	Effective Date	Agent	Actions
Letters	120030	8/2/2017		Keith Holzhauser	Modify
Policies	TX11-989517	8/1/2017		South Land Title, LLC	Void


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[Close](#)



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 25874

Name of Issuing Agent (hereafter, "Issuing Agent"):
South Land Title, LLC
6021 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

File No: CD-2010HUDTest
File Open: 06/27/2017
Property: 123 Lake Front Lane, Dallas, TX 75235

Buyer: Bob Buyer and Betty Buyer
Seller: Sam Seller and Sally Seller

Region: Admin Region
Branch: None
Underwriter: 12-Old Republic National

Document Name	Description	Document Type	File Type	Publish	Allow Anonymous
2728.txt	Super Official Document of Extreme 1...	Attached	TXT	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2729.txt	Quit Claim Deed	Attached	TXT	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2732.pdf	Stewart_Jacket_1-SLS2EX_07_13_2017	Web	PDF	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2733.pdf	Stewart_Jacket_1-SLS5Y7_07_13_2017	Web	PDF	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2741.pdf	83227 - CD-2010HUDTest - TXT1-989...	Web	PDF	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2742.pdf	83227 - CD-2010HUDTest - 120030	Web	PDF	<input checked="" type="checkbox"/>	<input type="checkbox"/>

All Documents (7)

- Uncategorized (6)
- Order Form Info/Contract (0)
- Lender Docs (1)
- Seller Docs (0)
- Title Docs (0)
- Lisa Category (0)
- Another Category (0)
- Emails (0)
- Post Closing (0)
- Lender Closing Packet (0)
- Surveys (0)
- Bills (0)

Filter by Tags

[All Documents]

August 02, 2017

Name and Address of Addressee:

Attn:
Arvest Mortgage Company
100 East Johnson Cove
Lowell, AR 75874

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

South Land Title, LLC
6021 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



First National ICSL/CPL User Guide

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

Web Publishing

File No: CD-2010HUDTest
File Open: 06/27/2017
Property: 123 Lake Front Lane, Dallas, TX 75235







Buyer: Bob Buyer and Betty Buyer
Seller: Sam Seller and Sally Seller

Region: 0-Admin Region
Branch: None
Underwriter: 12-Old Republic National Title

Order Settings

Published Documents

Email

Description	Allow Anonymous	Document Type	Published Date	Author
Super Official Document of Est...		Attached	6/30/2017 3:41:03 PM	Jindsey
Quit Claim Deed		Attached	7/6/2017 11:42:47 AM	Jindsey
Stewart_Jacket_1-SLS2EX_07...		Web	7/13/2017 11:31:58 AM	Closing Market Administ...
Stewart_Jacket_1-SLS5V7_07...		Web	7/13/2017 1:26:55 PM	Closing Market Administ...
83227 - CD-2010HUDTest - TX...		Web	8/1/2017 4:46:04 PM	Closing Market Administ...
83227 - CD-2010HUDTest - 12...		Web	8/2/2017 9:37:20 AM	Closing Market Administ...



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