



The American Land Title Association (ALTA) developed and recommends its ALTA Best Practices Framework to assist lenders in satisfying their responsibility to manage third party vendors and service providers in the real estate settlement industry. Fidelity National Title Group meets or exceeds all of the recommended ALTA Best Practices. The attached information maps each of the 7 Best Practice Pillars to the corresponding FNTG policies or procedure and provides an executive summary of each policy.

## **ALTA Best Practices Framework: Title Insurance and Settlement Company Best Practices**

### **1. Best Practice: Establish and maintain current License(s) as required to conduct the business of title insurance and settlement services.**

FNTG's title insurance underwriters and wholly owned title agent subsidiaries are authorized by applicable state insurance regulators to issue title insurance policies in each state where they do business. The applicable license or Insurance Certificate of Authorization for each FNTG subsidiary you may work with is available on request.

### **2. Best Practice: Adopt and maintain appropriate written procedures and controls for Escrow Trust Accounts allowing for electronic verification of reconciliation.**

All FNTG direct closing and escrow operations maintain separate escrow and operating accounts, receipts and disbursements are reconciled on a daily basis with a three-way reconciliation performed at least monthly and reviewed by management.

Outstanding file balances are documented, and escrow accounts are prepared with Trial Balances. Safeguards are in place on FNTG's bank accounts, including positive pay, Automated Clearing House blocks and a two-signer system for checks and wire transfers. Training is conducted for those employees involved with settlement services and only authorized employees have access to FNTG's escrow trust accounts.

FNTG has a background investigation policy to ensure that all individuals being considered for employment have a thorough criminal background check performed by FNTG's selected background screening provider.

### **3. Best Practice: Adopt and maintain a written privacy and information security program to protect Non-public Personal Information as required by local, state and federal law.**

FNTG is committed to maintaining the integrity and security of customer non-public information and it is the policy of FNTG to secure that information from unauthorized use. FNTG embodies the policy in specific required security procedures.

FNTG has established a privacy and security policy regarding any Personal Identifiable Information (PII) that is collected by FNTG corporate or their operations. In addition, FNTG has established data classification guidelines for all information received to ensure that it is handled appropriately to protect our customers' confidential information. These classifications are used to ensure that the data is maintained, handled, stored, backed-up, and destroyed in the correct manner to protect our customers.

### **4. Best Practice: Adopt standard real estate settlement procedures and policies that help ensure compliance with Federal and State Consumer Financial Laws as applicable to the Settlement process.**

FNTG complies with all state and federal laws related to real estate settlement procedures. For all settlement services FNTG policies ensure: (i) the original documents will be submitted for recording within two business days of loan disbursement; (ii) e-Recording will be used where available and practical; and (iii) all operations have controls in place to ensure the consumer is charged the proper rate for the services performed by the Company.

FNTG's Compliance department monitors State laws and regulations to ensure that FNTG and its operations are in compliance with the pricing regulations within each state. A monitoring program is in place to ensure premiums and charges have been filed with the state if required by law.

### **5. Best Practice: Adopt and maintain written procedures related to title policy production, delivery, reporting and premium remittance.**

FNTG expects, that each direct operation will issue title insurance policies to its customers in no more than 30 days, subject to all conditions of the title insurance commitment having been addressed and satisfied.



#### **6. Best Practice: Maintain appropriate professional liability insurance and fidelity coverage.**

FNTG maintains Errors & Omissions insurance coverage for all locations and operations of Fidelity National Title Group and its subsidiaries in the amount of \$10 million per claim. FNTG also maintains Fidelity and Computer Crime Insurance for all locations and operations in the amount of \$25 million per claim.

#### **7. Best Practice: Adopt and maintain written procedures for resolving consumer complaints.**

It is the policy of FNTG to respond to all consumer complaints in an effective and consistent manner in accordance with all applicable federal and state laws, regulations and agency guidelines.

In addition to the ALTA Best Practices, FNTG has also adopted and implemented the following policies and procedures.

**Audited Financial Statements.** The current Annual Report to Shareholders for Fidelity National Financial, Inc. includes consolidated audited financial statements issued by its independent auditors, KPMG, is available at [www.fnf.com](http://www.fnf.com) under the Investors link. The most recent 10-K filing with the Securities and Exchange Commission (SEC) is available at the same web address.

**Legal / Regulatory Monitoring.** The FNTG Corporate Compliance function uses a customized database that identifies, tracks, monitors, and reports on state and federal legislative and regulatory developments relating to identified issue areas, specifically: insurer regulation (insurance protection, title insurance), agents, abstractors, closings (agent, escrow, closing/settlement, abstractor) and titles (foreclosure, mortgage, liens). We also have State Counsels who report to us monthly on legislative and regulatory issues in their area. At the national level, we are on the State Legislative/Regulatory Action Committee as well as the Government Affairs Committee of the American Land Title Association so we stay well-informed of the latest legislative activity

**Code of Business Conduct & Ethics.** FNTG has implemented a Code of Business Conduct and Ethics policy, which requires its employees to act with honesty and strong ethical standards. The code contains the proper steps each employee is required to take should they detect fraud, including contacting FNTG's Fraud/Ethics Hotline to report their detection. The code also contains the rules for protecting our customer's personal financial information and addresses each employee's responsibility for compliance with state and federal regulations.

**OFAC Compliance.** FNTG has established internal procedures for title and escrow operations to comply with the mandates of the Executive Presidential order 13224 as implemented by the Office of Foreign Asset Control (OFAC), including not doing business with any person or entity listed on the Specially Designated and Block Persons list maintained by OFAC.

**Clean Desk Policy.** FNTG offices have adopted a "clean desk" policy to ensure customer and other proprietary information is treated with the highest degree of security and confidentiality.

**Business Continuity.** FNTG has procedures to ensure business continuity in the event of a disruption with the objective of ensuring uninterrupted availability of all key business resources required to support essential business activities. The approach involves identifying preventative treatments for continuity risks that can be routinely managed, and developing an organization-wide business continuity plan to deal with the consequences should the preventative treatments fail.

**Supplier Diversity.** FNTG's Policy Statement is provided below:

"It is our policy to provide maximum opportunity to minority, women, and disadvantaged business enterprises that provide economically competitive goods and services to our company as a part of our corporate procurement process. The use of diverse suppliers is an integral part of our purchasing procedures. We recognize that supplier diversity creates a competitive advantage for our company and positively impacts the communities we serve. We believe that the success of our company allows diverse businesses to share and grow in the marketplace."