Branded Web Site Modules
For Customizable Operation Web Sites
Within the Main Title Brand Sites:

www.alamotitle.com
www.ctic.com
www.fntic.com
www.ticortitle.com
www.sutic.com

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Version 1.0

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1 Overview of Project

This project will replace the local operation site administration tools with a suite of modules to add functionality to each operations portion of the web site. The modules will cover all business segments and their respective services. The local site administrator will have the ability to choose which modules display on their operations pages, and will have the ability to modify selected modules to meet local business needs. The operation will also have the ability to add a login area for their branded Global Premier Services or Dashboard site, where customers can log in to place orders and access password protected services and information.

1.1 Domain Manager Component

Each of the operational sections that are built through the site administration tools will be accessible via its own unique URL. There may be multiple URLs that access the Operation's pages. These may be set up in several different ways:
1) as directories off the main domain name, i.e., fntic.com/sandiego
2) as a third-level domain, i.e., sandiego.fntic.com
3) as a unique URL that resolves to the operations page, i.e. fidelitysandiego.com

Existing domains and URLs currently in use will be migrated to access the new site once an operation has completed it.

1.1.1 Domain Name Requests

The operation will have the ability to select whether they want their web site address or URL to be a directory or a third level domain or may request registration of a new domain name for their site via a request function in the domain manager administration tool. This tool is only accessible to the Site Administrator through a menu item in the administrative tools.

The tool will have three options with an example of the format for each option and a field to enter the web site address or the new domain name that the administrator wants to register. The request will then go through the workflow review and approval process where it will require the Operations Manager's approval.

On approval of the Operations Manager, host headers or other methods for detecting URLs to direct users to the operations page will be created on the servers. In the case of the need to register a new domain name a notification email will go to the Domain Registrar's email address so that FIS Security group can purchase the domain for FNF. A service center ticket will the opened to request any appropriate DNS entries and the addition of a www record. These processes will be automated wherever practicable: the architect and developers will determine the best approach for this process.

1.2   Use of Corporate Meta Directory

The site will access the corporate META Directory to obtain current employee information to display on the operations pages. The site administrator and employee with administrative permission will have the ability to provide alternative data to display in lieu of META directory data for the employee's title, phone, fax, email address, and add supplemental data to display on the site, such as department, additional phones, photo, biography to the record.   The supplemental data will not update the corporate Meta directory, but will be displayed in supplemental tables in the web site database. When an employee drops off the Corporate Meta Directory, the site administrator will be notified so that they can remove the individual from the web site.

The site will access the corporate META Directory to obtain current office information to display on the operations pages. The site administrator and employee with administrative permission will have the ability to provide alternative data to display in lieu of META directory data for the office name, office address, phone, fax, and will have the ability to add supplemental data to display on the site, such as main office email address and/or departments and department email addresses and phone numbers to the record.   The supplemental data will not update the corporate Meta directory, but will be displayed in supplemental tables in the web site database.

Each night a routine will gather the information from the EDE that is available to the operation for both employees and offices that display on the site. This new information will automatically update any of the default information that displays on the site. Supplemental data that has been entered to replace EDE data will not be updated. Should an office no longer exist in the Corporate Meta Directory, the site administrator will be notified so that they can reassign employees affiliated with the missing office to an existing office and remove the non-existent office from the web site. When an employee that is displayed on the web site no longer exists in the Corporate Meta Directory, the site administrator will be notified via email so that they may go in and remove the employee's information from the web site. The site administrator will have the ability to enable the nightly routine to automatically turn off the display of any employees who no longer exist in the Meta Directory, but the SA will still receive a notification that the employee no longer exists.

1.3   Multi-Lingual Capability

All of the modules will be translated from English into Spanish, Korean, Chinese and Vietnamese. The date of translation will be stored in the database. When text is modified on the site through the administrative tool, the system will record the date of the change and if it is greater than the date of the last translation, the new text will be sent out for translation into the foreign languages. When the translations are completed and uploaded to the site, the new translation date will be stored and the translations will display to users.

When new text is entered, it will display on the multi-cultural sites in English until the translation is received and uploaded to the site. That ensures that outdated text is not displayed on the multicultural versions of the site.

Third-party generated content and components that this site may link to or display will not be translated and will appear as they are provided by the vendor or third party web site.

1.4 Browser Compatibility

The web site will be compatible with Internet Explorer 6 and 7, and the latest two versions of Netscape, Firefox and Apple's Safari browsers.

1.5 Operations Site Menus

As modules are added to the individual Operations sections of the branded sites, the Operations Site menus will expand accordingly. The operations sections will have top and/or side menus depending on site design and architecture, and will be specified in the functional requirements once the architecture and design have been determined. These menus will be dynamic, and will be enabled by the Site Administrator as they determine which modules will be utilized in their operational pages.

1.6 Site Modules

The following modules will be made available for operations to add to their local web presence and modify, where applicable, via a site administration tool. The site Administrator and employees with administrative permission will be required to log into the site administration tools to add these modules and make modifications to the web site.

Some of the modules will require work flow review and approval when changes are made. This will be handled automatically by a work flow approval process handler. Changes that require approval will not automatically display on the site, but will display once approved by the approving authority. Modules that require work flow review and approval will be so noted in the descriptions below.

The product manager, architect and lead developer will determine the level of effort for each module listed below.

End Users will not be required to log in to view customer facing pages on this web site, but may be required to log in to other sites referenced or linked to from this web site.

1.6.1 Login (to GPS or to Dashboard)

This module will provide the Site Administrator (SA) with the ability to add a login area to their operations pages for Global Premier Services (GPS) or Dashboard, depending on their local operational needs. GPS and Dashboard are the corporate sites that will contain any privileged information and functions for which users are required to log in.

There will be a login area on the web site to authenticate users for access to the password protected features in GPS or Dashboard. The login area will contain entry fields for email address (username) and password, and will have a link for users who have forgotten their password, and a link to register for access. The registration link will take users to the GPS or Dashboard registration page. The forgot password link will take users to instructions on GPS or Dashboard to reset their password. On successful login, users will be taken to GPS or Dashboard to access the features that are password protected.

Once a user logs in, if they click on a link within the web site that requires them to be authenticated, the link will take them directly to the product, service, or information they request if it is contained in GPS or Dashboard without having to login again.

Login and security of usernames, passwords, and user contact information will be handled by the GPS or Dashboard sites, respectively. Customer authentication will not be developed for this web site, as all features that require authentication will be surfaced through GPS, Dashboard or another third-party site.

1.6.2   Login to the Administrative Tools

Employees who have permission to update the operation pages on the web site will be required to log in. The site administrator (SA) and employees with administrative permission (EAP) will log in using their FNF network credentials. Development will utilize the login component for the Enterprise Directory Services. Login and password security requirements will be handled according to the FNF Corporate Internet Security Group guidelines. The project architect will determine where and how the login to the administrative tools is accessed. See Administrative Tools section for more information.

1.6.3   Home Page Announcement

This module will allow the site administrator to display an announcement feature on the home page of the site. This announcement area will display a headline and the first few lines of text within the story. On selecting a headline, the full content of the announcement will display. The method for displaying the full content will be at the discretion of the development team. Up to three announcements will display on the Home page. If there are more than three announcements in the system, there will be a link to more stories which when selected will take users to a page that displays the headlines and text of additional announcements. When the user selects an announcement headline, the full contents of the announcement will display. If the announcement is a text announcement entered by the site administrator with or without an associated photo, it will display on a page within the web site. If the announcement is a link to a PDF document, the PDF document will open in a new window.

1.6.3.1   Home Page Announcement Administration

The employee with administrative permission will be able to log into the site administration tools and select a tool called Announcements Administration to add, edit and deactivate announcements that appear on the home page of the site. When this tool is selected, an administrative page will open and display a list of all Announcements currently on the site. This list will display the start date, end date, and headline as well as an edit and delete button or link. To edit an existing announcement, the administrator will select the edit function which will display the full contents of the existing announcement in editable fields and allow

the administrator to replace or upload a new photo and also allow them to replace or upload a new document associated with the existing announcement.

The administrative page will also have a function to add a new Announcement to the site. When this function is selected, the administrator will be able to enter a start date and an end date for the display of the announcement. The administrator will have the ability to enter a headline, text, upload a photo, and upload a document in MS Word, MS Excel, PDF, or MS Publisher format. Word, Excel, and Publisher files will be converted to PDF on the fly by a PDF converter on the web site. If no text is entered by the site administrator for the story and only a document has been uploaded, the headline for the story will open the PDF document when selected by the user. If both text and a document have been entered for the announcement, the headline will open the text version of the story, and a link to the associated document will be embedded on the page that is displayed.

When the deactivate feature is selected the existing announcement and all associated documents, if any, will be deactivated. Deactivated announcements will be stored for 13 months. To reactivate an announcement, the administrator will select a link on the Announcement Administration page to View Deactivated Announcements. They will select the announcement they wish to reactivate and enter a new start and end date. This announcement will then be displayed on the site. After 13 months, deactivated announcements and all associated photos and documents will be permanently deleted from the site.

1.6.4   Place an Order

Orders are placed through Dashboard or GPS, depending on the title brand and jurisdiction. Generally speaking, operations using NGS, SIMON and TEAM title production systems will take orders through GPS; operations using SoftPro and Sierra will take orders through Dashboard.

The Place an Order menu option will open up a new browser window pointing to Dashboard at https://chicagodashboard.com or GPS at https://premier.ctic.com/UserLogin/OrdersLoginCheck.aspx.

Users will be required to log in to place an order. Login security and order functionality is handled by the dashboard and GPS sites, and this functionality is not part of the scope of this project.

1.6.4.1   Place an Order Administration

The site administrator (SA) will have the ability to add this module to their operations pages. By turning on this module, a menu item called Place an Order will be added to the site. The SA will determine whether the Place an Order menu pick opens a new window and takes users to a login page on the Dashboard or GPS site, depending on which back-end title processing system the operation uses. At this point in time, operations utilizing NGS, Simon and Team generally use GPS for order placement, and operation using Sierra and Softpro are integrated with Dashboard. The selection of Dashboard or GPS will also add a login area to one of these two systems to the operations site which will also contain links to pages explaining the features of Dashboard or GPS, respectively.

The SA will have the ability to grant permission to other employees to access the administrative tool to make modifications to the Dashboard or GPS information pages, which can be modified to reflect local business needs. Modifications made to the default information for these pages will not automatically be displayed on the web site, but will go through the work flow approval process. Please see sections on Dashboard and GPS below for the default information that will display on these pages.

1.6.4.2   Dashboard

The Dashboard information page will display general information about Dashboard with the ability to log in to Dashboard if the user is a member. The General Information below is provided by default:

Dashboard is an online application designed to provide both internal users and external customers a "dashboard" view of transaction details and account information.

Dashboard currently integrates with SoftPro and Sierra production systems. Through this integration, transaction data is published to Dashboard in near realtime, which provides instant access to transactions via the web from any location. Part of this integration is an easy to use system tray utility that allows for easy switching between your production system and Dashboard forms.

Dashboard provides users with the ability to manage transaction- specific tasks with due dates, online storage for transaction documents, and public and private notes.

Dashboard also allows users to synchronize account information with the production system. Changes to account information made via Dashboard is synched with production system lookup tables, thus eliminating duplicate data entry. This integrated account management also allows for a flexible search interface for finding specific party information stored in the production system. Additional features of the Account Manager functions include customer history tracking, sourcing/commission assignment, and assistant designations for carbon copies in email notifications.

Other Dashboard features include: Open Order Notifications, Daily Summary Notifications, Weekly Summary Notifications, Daily Order Count Summary, and Account Update Notifications.

If you currently have a login to Dashboard, please log in here (opens the dashboard login page in a new window.)

Contact your <Title Company Name> sales representative if you want to be set up for Dashboard.

1.6.4.3   GPS

The GPS information page will display general information about the GPS site specific to the Title Brand. For example, if the operation page is on TicorTitle.com, the page will reference Ticor Express. The names and URLs for the branded GPS sites are as follows:

> Alamo Title – Alamo Advantage – www.advantage.alamotitle.com
> Chicago Title – Chicago Premier Services – www.premier.ctic.com
> Fidelity National Title – Fidelity Passport – www.passport.fntic.com
> Security Union Title – Security Union One Source – www.onesource.sutic.com
> Ticor Title – Ticor Express – www.express.ticortitle.com

The following information will be provided on the page by default, and the employee with administrative permission to edit this module will have the ability to select or deselect standard features that are provided through GPS in order to customize the feature set for the operation. For example, not all areas may wish to display the Property Profile or eFarm information, in which case the site administrator will simply deselect those items so the information does not display on the page. The administrator will also have the capability to add additional text to the page to customize it further for their operation.

<Global Premier Services> (replaced by the appropriate branding)

<Global Premier Services> is an online portal to a variety of solutions to help manage and grow your business, whether you are a real estate agent, broker, lender or an employee of <Title Company Name>. <GPS> offers access to the most comprehensive collection of products and services backed by the industry's best customer service and support. To meet the changing needs of the real estate industry, <GPS> offers password protected access to customized menus and product bundles tailored to your business needs for maximizing efficiency and productivity.

Real Estate Professional

Within this one-stop shop, as a real estate agent, broker or lender, you will have the convenience of searching property data and prospects, placing Title & Escrow orders, viewing order status and utilizing information from outside vendors such as real estate calculators, school reports and news publications.

Important Notices and Information

<GPS> is a value-added offering through which the title company sales reps communicate important information that may assist you in your day-to-day operations. The sales reps can post messages to you that appear when you log into the site, and can post announcements on upcoming events and seminars. The site

also allows you to easily communicate with your sales rep and other title company representatives, such as your title officer, escrow officer and customer service representative. This service is provided to help enhance your productivity and profitability.

Users will have access to:

Open Orders (depending on state, county and transaction type)

- Title Insurance
- Escrow Services

Data Products (depending on state and county)

- Property Profiles (cover sheets)
- Farm Searches
- Lead Locator (mortgage leads)
- NODs/Forclosure

This page will provide the user with the ability to log in to <GPS> if the user is a member.

This module will also give the site administrator the ability to add a login area to GPS to the operations menu. The login area will accept the users email address and password, and open the <GPS> site in a new window. The login area will also have a link to assist the user if they forgot their password, and a link to register for <GPS> if they are not a member. Both of these features will open the appropriate <GPS> function within a new window.

1.6.5   Offices

This module will display office information that is selected to display on the operations pages by the Site Administrator or employee with administration permissions.

When users select offices from the menu they will be presented with a page that dynamically displays a list of offices. The menu may also have a submenu with individual office names from which the user may select an office. When an office is selected from the list the user will be presented with a page that shows detailed information for the office.

The office detail page will include the office name, office address, phone number, fax number, toll free number and will include a map showing the location of the office. There will also be the ability to obtain driving directions to the office from a location specified by the user.

The office detail page will have a link to display a printable version of the page.

Users will also have the option of selecting the map to open it in its own window, use the zoom feature, and print the map and driving directions.

The office detail page will also contain the ability to select another office for viewing. Selection of a new office will refresh the page with the new office information.

1.6.5.1　Office Administration

Office information displayed on this page is pulled from the corporate Meta Directory. By using the office information from the corporate META directory, the office contact information only has to be updated in one location, the Enterprise Directory Explorer on the corporate Intranet site, https://home.fnf.com.

This module's administration tool will display all offices returned from the Corporate META Directory and allow the operations site administrator to choose which of these offices to display on the site. The site administrator will also have the option to add and edit supplemental information to display in lieu of the data that is imported from the META directory. The administrator will have the ability to enter supplemental information for office name, phone, fax, and an office email address, and upload an office photo. They will also have the ability to choose which employees within that office will display on the site.

1.6.6　Territory Map showing offices

This module will display a territory map on the home page of the operations pages or as a new page on the site with a submenu item added to the offices menu to access the territory map. When users select an area on the map, the associated office information will display.

1.6.6.1　Territory Map Administration

This module will allow the site administrator to add a territory map to the will be created that plots the office locations and highlights the territory each location serves. The map will display highlighted coverage areas for each office. In the case of a National Site, this map will show the United States with state boundaries, and the site administrator will select the state(s) that each office serves. In the case of a State Operation site, the map will show the various Counties and the site administrator will be able to select a county or multiple counties to associate with each office. In the case of a local operation within a county, the map will show townships in addition to plotting the offices on the map, and the administrator will associate the appropriate townships with each office, depending on the needs of the operation. These maps will either be Mapquest maps, Microsoft Maps, or image maps created by the Corporate Net Solutions graphic artist, depending on the functionality required by the operation. Selecting a territory or office location will display the office information or office page, depending on the need of the operation.

The site administrator or employee with administrative permission will have the ability to display the territory map on its own page with a submenu item added to the office menu to access the territory map page. Alternatively, the administrator will have the ability to display the territory map on the home page for the operation in lieu of an office photo. There will be a caption below the territory map instructing the user to click on an area to view the associated office information.

The site administrator or employee with administrative permission will have the ability to edit the territory map by changing states, counties, or townships associated with an office or adding additional offices and affiliated areas.

1.6.7   Employees

This module will display employee information on the office pages and/or sales team pages. Information that displays will be controlled by the site administrator or employee with administrative permissions through the site administration tools.

1.6.7.1   Employee Administration

The site administrator will have the ability to display employees associated with each office on the office page, and will have the ability to display them by department. If the page is invoked from the Sales Team menu item, it will display only employees marked as sales team members. If it is invoked from the Commercial Sales Team menu item, it will display employees marked as Sales Team as well as Commercial employees.
The page will display employees in alphabetical order by last name. The display will include their name, title, photo (if available, else a THE OPERATION Logo), phone number, fax number and a link to email that individual as well as a link to their web page if it exists. Employee information will be retrieved from the information obtained from the Meta Directory, however, if alternate information (such as title and phone number) has been supplied, the alternate data will display.

1.6.8   Links Page

This module will add a menu item for Links which when selected will display a Links page will display the site links applicable to the context in which the page was invoked. Links maintained in the database have the ability to be associated with one or more business segments and may be assigned a category. Therefore, if the link page is invoked from the Commercial Links menu item, only links pertinent to the Commercial segment will be displayed.

Links will be displayed by category and by link name in alphabetical order. The Category will serve as a heading for the links. Each link will display the link name, hyperlinked to the link location, and a brief description. Each hyperlink will open in a new browser window.

If no links are available, a message indicating that there are no current links will be presented.

1.6.8.1   Quick Links

Quick Links are an area of the home page or a separate menu item that can be populated by the site administrator with the links the operation feels are of high importance for users and/or the operation. Each quick link will display the display name entered by the employee with administrative permission to edit the quick links section. By selecting a quick link, users will be taken to the page or the web site or tool that the link represents. If the link takes users to an external or third-party web site, it will open in a new window..

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1.6.8.2   Links Administration

The Site Administrator and employees with administrative permission will have the ability to add links to the web site that will display on the Links page. The Site Administrator (SA) will have the ability to select which additional pages each link will appear on – quick links, commercial, Lender Links, etc., when applicable.

The SA will be able to add/edit/delete categories and links that appear on the site. When adding a link, the administrator will be able to enter a display name, URL or web address, a brief description, and upload and associate an Icon or logo to display alongside the link if they so desire.

The SA will have the ability to arrange the display order of quick links that appear on the local operations home page or on the operations quick links menu.

When links are added to the site, they will go through the work flow approval process to be approved by the operations manager, legal counsel, or other administrators as required.

Link definitions will be translated for the multicultural versions of the site. See Section 1.4 for more detail on how this will be accomplished.

1.6.9   Corporate Sites

Corporate Sites can display as a separate menu item or as a separate category on the Links page. On selecting this menu item or link users will be taken to a list of company web sites. By selecting one of the display names in the list, a new window will open to display the web site. By default the following sites will display in this module. The site administrator will have the ability to add/edit/delete corporate site links that appear on the site.

> Corporate
> > Fidelity National Financial www.fnf.com
> > Fidelity National Title Group www.fntg.com
>
> Title Brands
> > Alamo Title Insurance Company www.alamotitle.com
> > Chicago Title Insurance Company www.ctic.com
> > Fidelity National Title Insurance Company www.fntic.com
> > Security Union Title insurance Company www.sutic.com
> > Ticor Title Insurance Company www.ticortitle.com
>
> Ancillary Services and Products
> > UCC Plus www.uccplus.com
> > Construction Disbursement Services www.cds.fnf.com
> > IPX 1031 Exchange Services www.ipx1031.com

1.6.9.1 Corporate Sites Administration

The SA will have the ability to display a menu item for Corporate Sites or simply display these links under a Corporate Sites category on the links page. The SA will have the ability to grant permission to other employees to administer the corporate sites links that appear on the page. The SA and EAP will have the ability to add/edit/disable the site display name, URL, and add a description for each link if desired. They will have the ability to rearrange the order in which these corporate links appear on the page. If a link is disabled it will not display on the operations pages, and the other links will move up so that there are no empty spaces displayed where the disabled link would have appeared.

1.6.10 Publications

Publications will appear as a menu item or submenu item and will display a list of publications or brochures uploaded to the site for viewing by users. Selecting one of the publications will display the contents of that publication.

1.6.10.1 Forms and Brochures

The Forms and Brochures page will display items applicable to the context in which the page was invoked. Forms and brochures (documents) maintained in the database have the ability to be associated with one or more business segments and will have a document type (Form or Brochure). Therefore if the page is invoked from the Consumer Forms and Brochures menu item, only forms and brochures applicable to Consumers will be displayed.

Documents will be displayed by document type and document name in alphabetical order. The Document Type will serve as a heading for the document. Each document will display the document name, hyperlinked to the document, and a brief description. Each hyperlink will open the document in a new browser window.

If no documents are available, a message indicating that there are no current links will be presented.

1.6.10.2 Newsletters

This module will provide the ability for the employee with administrative permission to upload newsletter documents to display to users. When the administrator activates this module, a Newsletter menu pick will be added to the site. When users select this menu item, a page will display a list of available newsletters that have been posted to the site. This list will show the date of the posting and the title of the newsletter. By selecting the date, the newsletter will open in a new window. Newsletters will display as PDF documents. If a user does not have Adobe Acrobat Reader on their machine, they will be presented with the option to download Adobe Acrobat Reader.

1.6.10.2.1 Newsletter Administration

This administrative module will allow employees with administrative permission to add Newsletters to the site. When the administrator selects the Newsletter Administration tool, they will be presented with a page that displays a list of newsletters that are currently displayed on the site, and will also allow the administrator to add a new newsletter to the site.

The list will show the date and name of each newsletter, and allow the administrator to edit the newsletter name and/or replace the associated newsletter document with an updated document or deactivate the existing newsletter so it no longer displays to users.

If the administrator selects the function to deactivate an existing newsletter, the link will be removed from the customer facing web page. The administrator will have the option to view deactivated newsletters that are still stored on the server in order to reactivate them. Deactivated newsletters will be kept on the web server for 13 months after which time the database entries for the newsletter and all associated documents will be deleted from the server.

If the administrator selects Add a New Newsletter, they will be taken to a screen that asks them to enter the date and the name of the newsletter, and a feature that allows them to browse their computer to select and upload the newsletter document to the site. The system will allow the administrator to upload MS Word, MS Publisher, and Acrobat documents, and will automatically convert MS Word and MS Publisher documents to PDF format on the fly using a PDF converter that is located on the web server. Once the new newsletter is uploaded to the site, the listing will be added to the customer-facing newsletter page.

1.6.10.3 Marketing Materials

The Marketing Materials page will contain the following introductory text by default, which may be modified by the SA or employee with administrative permission to meet local business needs. The SA and EAP will have the ability to add additional links to sites that provide marketing materials to their valued clients. The SA and EAP will also have the ability to activate a link to <Branded GPS site> <Focus Publications> on this page, if applicable.

The modifiable default text that will appear on this page is as follows:

<Title Company Name> understands the importance of maintaining communication with past, present and future clients. We also know, in this competitive industry, the importance of having your own branding. We want to assist you in making sure your clients remember you. Please take a tour of the different marketing materials we have available for you.

If you have any questions about marketing materials that may be available to you, please contact your <Title Company Name> sales representative.

this to their site, a menu item will be added so that users can navigate to the Real Estate Dictionary.

1.6.13.1 Real Estate Dictionary Administration

The SA will have the ability to turn on this module so that the Real Estate Dictionary menu item is added to the operations site and the dictionary displays. The SA will also have the ability to turn off this module. The module will consist of the standard real estate dictionary used in FNF CNS sites; there is no administrative tool to modify the contents of this dictionary in any way.

1.6.14 Contact Us

This module will allow the site administrator to add a Contact Us page to the local operations site. At the administrators discretion, they may add a page that displays a single address, phone, fax and contact us email address or may choose to list selected offices, departments and contacts, including contact information such as name, title, phone, fax and email address. Email addresses will be coded so that the actual address cannot be copied automatically by spiders or other programs.

The administrator may also choose to include a contact us form on the site which users can fill out and submit to request information. This form will have the following fields:

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     *First Name
     *Last Name
      Company Name
      City, State, Zip
     *Email address
      Phone
      Fax

  Are you inquiring about a title order?  Y/N
          If Y,
          Order #  (if known)
          Subject property address (if known)

  Are you inquiring about an escrow order?  Y/N
          If Y,
          Order #  (if known)
          Subject property address (if known)

  Question or comment
  Text box that may contain up to 250 characters
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On submit the user will see a confirmation page indicating that the email is on the way, and the order will route to the individual(s) that the site administrator has chosen to receive this form. Information submitted via this form will be stored in the database for up to 18 months, and then archived.

1.6.14.1   Contact Us Administration

The SA will have the ability to turn on this module which will add a menu item to the site called Contact Us. The SA will have the ability to grant permission to other employees to access the Contact Us Administration Tool. The SA or EAP will have the ability to select an office or offices that will appear on the Contact Us page. These offices will be selected from available offices for the operation from the Corporate Meta Directory. The page will display the data returned for the office selected by the SA or EAP unless supplemental information is entered by the SA or EAP for office name, department, phone, fax and email address, which will display in lieu of the data returned by the Meta Directory. Employee contact information may also be displayed on this page if selected by the SA or EAP. As with the office information, employee data is pulled from the Corporate Meta Directory, and supplemental data may be entered to display in lieu of the Meta Directory data.

The SA or EAP may also choose to display the Contact Us form defined above on the contact us page. Information submitted through this form will route to individual email addresses managed by the SA or EAp through this admin tool. There will also be a link in the site administration tool to view all contact us requests that have been submitted to the site. The list will include the date and time of the request, the name, company name, and email address of the user submitting the request, and whether the request was on a specific title or escrow order. The SA and EAP will be able to sort this list by name, company name, And Title or Escrow request fields. By selecting the date and time stamp of the request, the entire contents of the request will display in a new window so that it may be printed.

Contact us information will be stored in the database for 18 months after which time it will be archived.

1.6.15   Real Estate & Mortgage Calculators

This module will allow the site administrator to add a menu item that will take users to a page that displays real esatate mortgage calculators provided by a third party. This menu pick will take users to a page that displays 21 different calculators including the following:

How much loan can your client afford?

- How much can your client borrow?
- How much will your client's mortgage payments be?
- How much will adjustable rate payments be?
- Which is better: fixed or adjustable?
- Should I pay points to lower the rate?
- How much should your client put down for a new home?
- What will your client's closing costs be?
- What home can your client afford?

Save your client money

- How much can your client save in taxes?

- Which is better: 15 or 30 year loan term?
- Is your client better off buying a home than renting?
- How can your client reduce mortgage insurance costs?
- Which lender has the better loan?
- Which loan is better?
- How advantageous are extra payments?

Other calculators

- Is your client better off refinancing?
- What will your clients refinancing costs be?
- How large a line of credit can your client obtain?
- Should your client consolidate debts?
- Should your client use a home equity loan instead of an auto loan?
- How much will your client's loan payments be?
- What will your client's tax savings be?
- What will it take to pay off your client's line of credit?

1.6.15.1 Calculator Administration

The SA will have the ability to turn on or off this module which will add a menu item to the site called Calculators. There will be no administrative function to change the list of calculators that are displayed within this module.

1.6.16 Title Rate Estimator

This module will provide the ability for the Site Administrator or employee with administrative permission to add the Title Rate Estimator to the menu of their local operations site that will allow users to access the Corporate Title Rate Estimator. The estimator will open in a new window without navigation menus. Once the user has finished using the estimator, they simply close the window to return to the web site.

1.6.17 Closing Cost Estimator

The Closing Cost Estimator module will allow the site administrator to add a menu item to their local operations site that will allow users to access the Corporate Closing Cost Estimator. This product is being developed under a separate project, and is only available in selected areas. At present the closing cost estimator is available in California with plans to bring Texas, New Mexico and Florida online in the near future. As it expands to other jurisdictions, the option to add this module to operations within those jurisdictions will be made available through the site administration tool.

1.6.18 Buyers and Sellers Net Sheets

This module will display a menu item for Net Sheets which will take users to the Closing Cost Estimator. If the closing cost estimator is not available in the jurisdiction, the SA may choose to add submenu items for Buyers Net Sheet and Sellers Net Sheet which will display a buyers or sellers net sheet when selected by the user.

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1.6.18.1 Buyers & Sellers Net Sheet Administration

The SA will have the ability to turn on this module which will add a menu item to the site called Net Sheets. The SA will have the ability to link this menu item to the Closing Cost Estimator if it is available in their jurisdiction. If the Closing Cost Estimator is not available, the site administrator or employee with administrative permission may add submenu items for Buyers Net Sheet and Sellers Net Sheet and upload the appropriate Net Sheet documents to the web site to display to users in a new window. The SA and EAP will have the ability to replace existing Net Sheet documents at any time through this administrative tool. Net sheets uploaded to the site will not display immediately, but will go through the work flow and approval process to be approved by the appropriate operations manager or legal counsel.

1.6.19 User Defined Pages

This module will display additional menu items and pages that are added to the site by the SA or EAP.

1.6.19.1 User Defined Pages Administration

The SA will have the ability to add additional pages to the web site if there is no module that meets a particular localized function or need. The SA will also be able to grant administrative permission to modify user defined pages to other employees.   It will provide the ability to choose between 3 templates for the page. The first template will allow the admin to include a headline, text, and links. The second template will allow the admin to include a headline, text and a photo. The third template will include a headline, subheads, text areas, and the ability to add a photo, photo caption, and links. For brand consistency throughout the site, each template will use style sheets defined by the FNF CNS Graphic Artist that will set spedific fonts, font sizes, font styles (bold, italic, underlined, etc.), for headlines, subheads, photo captions, text, and links. These style sheets will also be used for background color selection for lines, borders, background, and text.

The photo upload feature will allow the user to browse their machine for the appropriate photo to upload, and will resize the photo to fit the space on the selected template for the page.

The link additions to the page will allow the SA or EAP to add links to the site, each of which will include a link display name, a place to enter a URL, or the ability to upload an associated document which will be converted to PDF on they fly using a PDF conversion program on the web server. Any links to third-party site or links to PDF documents will open in a new window. The SA or EAP will also have the ability to modify or disable links that may appear on any user defined page.

User defined pages that are added to the site will be required to go through the work flow approval process before they are activated. The approving authority for each page may be a different individual depending on content, but generally will include one or more of the following: Operations Manager, Underwriting Counsel, Compliance Attorney, or a Corporate Administrator.

1.6.20 Local Information

This module will allow the employee with administrative permission to add one or more of the following things to the site:

> **Local Weather** – this will display web service content for weather that can be customized for the location of the operation.
>
> **Local Traffic** – This will display a service that provides a local traffic map or local traffic information.
>
> **Local History** – This module will allow the site administrator to add Local Historical information which will display on the site.
>
> **Community Information** – This module will allow the site administrator to add links to sites with community information, such as the local chamber of commerce, city web sites, state web site, county web site, etc.
>
> **Relocation Information** – this module will allow the site administrator or employee with administrative permission to upload documents containing information useful to individuals and companies relocating to the area. This may be pages commonly provided by the title company traditionally known as "relocation packages."

Local information that is added to the site will go through the work flow approval process before the information is activated to display on the web site. The operations manager will have the authority to approve this information.

1.6.21 Events

This module will display an events list or events calendar on the home page of the site or a menu item for Events that will display the events list or events calendar on a separate page. The events list will display the name of the event, date and time of the event, event location, a map showing the location of the event and a link to obtain driving directions, and a brief description of the event. It will display a link to a document associated with the event if one was uploaded to the site. It will also display a link to a form to sign up for the event if this option was enabled by the SA or EAP. The registration process may include e-commerce functionality if this is added to the site. The events calendar will show the name of a scheduled event on the date(s) of the calendar. Users will select this event name to display a page with the event details.

1.6.21.1 Events Administration

The SA will have the ability to turn on this module which will add and Events menu item or an Events list or Events Calendar to the home page of the operations site.
The administrator can choose to list the events or an events calendar on the home page for the operation, or add a menu item for Events to their site, or both. If they choose to list the events on the home page or a separate Events page, up to 5 event titles, brief description, date and time will be listed on the page. When the user selects the name of the event, they will be taken to an events detail page which may include a more detailed description, date(s) and time(s), location, a link to display a map to the event and/or driving directions, and a link to register for the event, which may include an ecommerce option to pay for the event via credit card.

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When a user selects registration, the system asks them for their first and last name, email address, phone number, company name, address, city, state, zip and on submit, stores this information in the database and displays a confirmation thank-you for registering page that displays the name of the event or seminar, date, and time of the event, and location (address) of the event that they can print for their records. If the event or seminar requires the ecommerce engine to accept payment, the user will be taken to the secure ecommerce engine to complete their transaction, and on successful payment, will be returned to the site and the confirmation page. (The web site database will not store credit card information; transaction information is handled by the ecommerce engine.) The system also generates an email to the registrant thanking them for registering which includes the same information as on the confirmation page.

The SA or EAP will have an option on the Events or Seminars Administration page to View Registrations. This will display a list of users who have registered for the Event or Seminar. The list will display first and last name, email address, and phone number. The administrator will have the ability to email all registrants in the list so they can be notified in the event of any changes to the event or seminar. The SA or EAP will have the ability to print this list. The SA or EAP will also have the ability to email this list to an instructor or moderator of the seminar or event.

If an event or seminar is cancelled and the event is a paid event, the SA or EAP will use the ecommerce engine to handle any reimbursements.

If the SA chooses to use the e-commerce feature, Storefront will be used for the processing. The SA will also have the ability to post a flyer or related document regarding the event that users can view or download. Documents can be uploaded in multiple file formats, which will be converted to PDF on the fly.

1.6.22   Seminars

This module will allow the site administrator to add a class list or calendar to the operations pages. The administrator can choose to list the classes or post them on an events calendar on the home page for the operation, or add a menu item for Seminars to their site, which will take users to the Seminars page. If they choose to list the seminars on the home page or a separate Seminars page, up to 5 seminars, brief description, date and time will be listed on the page. When the user selects the name of the event, they will be taken to an events detail page which may include a more detailed description, date(s) and time(s); location; instructor or speaker name, title, and company; a link to display a map to the event and/or driving directions; and a link to register for the event, which may include an ecommerce option to pay for the event via credit card. If the SA chooses to use the e-commerce feature, Storefront will be used for the processing. The administrator will also have the ability to post a flyer course syllabus, and related class documents that users can view or download. Documents can be uploaded in multiple file formats, which will be converted to PDF on the fly. Up to 6 course documents may be posted for each class.

1.6.22.1 Seminars Registration

When a user selects registration, the system asks them for their first and last name, email address, phone number, company name, address, city, state, zip and on submit, stores this information in the database and displays a confirmation thank-you for registering page that displays the name of the event or seminar, date, and time of the event, and location (address) of the event that they can print for their records. If the event or seminar requires the ecommerce engine to accept payment, the user will be taken to the secure ecommerce engine to complete their transaction, and on successful payment, will be returned to the site and the confirmation page. (The web site database will not store credit card information; transaction information is handled by the ecommerce engine.) The system also generates an email to the registrant thanking them for registering which includes the same information as on the confirmation page.

The SA or EAP will have an option on the Events or Seminars Administration page to View Registrations. This will display a list of users who have registered for the Event or Seminar. The list will display first and last name, email address, and phone number. The administrator will have the ability to email all registrants in the list so they can be notified in the event of any changes to the event or seminar. The SA or EAP will have the ability to print this list. The SA or EAP will also have the ability to email this list to an instructor or moderator of the seminar or event.

If an event or seminar is cancelled and the event is a paid event, the SA or EAP will use the ecommerce engine to handle any reimbursements.

1.6.23   E-commerce Registration Component for events and seminars

This module will allow the site administrator to add e-commerce functionality to the local operation pages. Details of the eCommerce solution are still being defined.

1.6.24   Company History

The site administrator can use this module to choose to display a menu item for Company History or a submenu item under About Us, and/or a link to Company History off the Home Page or About Us Page. Boilerplate history copy for the respective title brand will be displayed on this page. Below this a link to Local History will be displayed to take users to a local history page if the site administrator has added this information to their operations site. (see Local History).

1.6.25   Mission/Precepts

This module will allow the site administrator to add the mission statement and precepts to the menu and/or home page of the site. There will be an admin tool that allows the site administrator to choose the default Mission/precepts statement for their site which will also allow them to add their own content to the page.

The default Mission Statement and/or Precepts that will appear on each brand site is as follows:

Reasons to Choose <Title Company Name> for Your Closings
<Title Company Name> is:

- One of the nation's largest title insurance companies.
- Together with its parent company (Fidelity National Financial), Fidelity National Title Insurance Company is one of the nation's largest title insurance companies and offers unmatched financial strength for your residential or commercial real estate transactions.

Our Six Fundamental Precepts:
At <Title Company Name> we're committed to upholding our company's core values, which inspire us to do our best each day. We believe in reaching decisions and implementing effective solutions quickly. We provide employees authority with responsibility to encourage decision-making at the point of client contact. We encourage employees to share in ownership of the company to share a common purpose with management and shareholders. We're committed to a small, lean management structure to minimize bureaucracy. Most of all, we're passionate about providing the products, solutions and expertise our clients need for their success -- and ours.

The six corporate precepts on which FNF was founded are:

- **Autonomy and Entrepreneurship**
- **Bias For Action**
- **Close Customer Relationships**
- **Minimize Bureaucracy**
- **Employee Ownership**
- **Highest Standard of Conduct**

<Title Company Name>'s commitment is not just a word - it's a conviction. We take pride in our desire to serve our customers to the best of our ability.

1.6.26 Financial Strength

This module will add three submenu items, Financial Strength, <Title Company Name> Financial Information, and Industry Recognition, which will link to pages contained on investor.fnf.com and fnf.com. These will be menu links that take users to the current financial strength information on the corporate site. The links will display these pages in a new window without navigation. Users will close the new window to return to the operation pages. That way the information will not have to be updated in multiple sites, and users will have the most current information available.

Investor Update will link to
http://files.shareholder.com/downloads/FNT/90007292x0x30579/1E57A4ED-D778-4756-B6CA-290C1378A592/2006_Strength_bro.pdf , which will open in a new window.

<Title Company Name> Financial Ratings will also be displayed from the section on Ticor Title that exists on the following page: http://files.shareholder.com/downloads/FNT/90007292x0x19960/5DEC44C0-EA17-4A34-AF7F-10C8812B2AAE/UnderwriterCards2006.pdf. Information on the other Underwriters will not be displayed on the Ticor Alabama web site.

Industry Recognition will link to http://www.fnf.com/FNF/AboutFNF/Accolades/, which will open in a new window.

1.6.26.1 Financial Strength Administration

The employee with administrative permission will have the ability to add this module to the operations pages by logging into the site administration tools. They will also have the ability to remove the module from the site if they so choose.

1.6.27 Business Segment Pages

This module will allow the site administrator to enable any of the following business segment pages for their operation:

Commercial Operations
Builder Services
Residential Operations
Lender Services
Agency Operations
Customer Service

These pages are defined in detail in their own section of this document.

1.6.28 Commercial Operations

The Commercial Operations module will allow the commercial operation to display a menu item for Commercial Operations with or without submenus and/or links on a Commercial Operations Page to one or more of the following products and services: Local Commercial Title Insurance, National Commercial Title Insurance, Builders Services, Commercial Escrow, Construction Escrow, UCC & Mezzanine Financing, Tenants in Common (TIC), Agency and Formal Escrow, Flood Certification, National Special Projects. On the Commercial Operations page, the employee with administrative permission will have the ability to add text content, including the Commercial operation's mission and history. There will be a menu item or link to a Commercial Quote Request form. The administrator will also have the ability to add a Resources menu item or a Resources section on the Commercial Operations page.

The employee with administrative permissions will have the ability to choose to display any or all of the following options or links in the Resources section: multi-state resources, state specific resources, a link to the National Title Information web site, the UCCPlus web site, the Construction Disbursement Services Web Site, Construction Edge Online, a link to a Publications & Newsletters page, and link to the Real Estate Dictionary.

The Multi-State Resources link will take users to a page that displays an image map of the United States and an option box with a dropdown list containing states. When a user selects a state from the image map or dropdown, links entered by the employee with administrative permission to administer commercial operations features on the site will display. The state links list may include subcategories for cities and counties and state government if they are entered by the SA or EAP. When a link is selected a new window will open to display the external web site. The user will close this window to return to the operations pages.

If added by the SA or EAP, the commercial section will include a submenu item and a link to a Price Quote Request form. See Addendum B for contents of this form (formatting may vary and is dependent on style sheets).

There will also be a link to a Contact page that will display key administrators and employees within the Commercial Operation and their contact information. There will also be the option to link to the contact us form.

1.6.28.1 Commercial Operations Administration

This module will allow the site administrator and employee with administrative permission to administer and modify the content, links, and pages that display within the Commercial Operations module on the site. The site administrator will be able to add or remove the Commercial Module to the site. The site administrator and employees with administrative permission will be able to modify the following pages and features:

1.6.28.1.1 Commercial Operations Main Page Administration

The employee with administrative permission will be able to modify the text on this page to match the local business customs and practices and operational needs. They will have the ability to add and modify the headline on the page, add and modify subheads and text, add links, and upload a photo to the commercial page.

The employee with administrative permission will have the ability to add a Mission Statement and a History of the operation to the page.

The employee with administrative permission will have the ability to deactivate any of the following links to Commercial Services that are listed on the Commercial Operations Main Page by default:
- Local Commercial Title Insurance
- National Commercial Title Insurance
- National Title Information (NTIWeb)
- Builders Services
- Commercial Escrow
- Construction Escrow
- Construction Disbursement Services
- Construction Edge Online (option for Chicago Title Metro Only at this time)
- UCC & Mezzanine Financing
- Tenants in Common (TIC)
- Agency and Formal Escrow

➢ Flood Certification
➢ National Special Projects.
➢ Commercial Publications & Newsletters
➢ Real Estate Dictionary
➢ Multi-State Resources
➢ State-Specific Resources

1.6.28.1.2 Multi-State Resources Administration

The employee with administrative permission will have the ability to add a multi-state resources link on the Commercial Services Main Page and will be able to add links to the Multi-State Resources page. The administrative page will display the Multi-State Resources that are currently listed on the site by default. The administrator will have the ability to add sub categories that will be able to add/edit/delete items in this list. They may enter a display name for each link, a URL or web address for each link, and a brief text description if desired.

Multi-State Resources that will display on the site by default are listed in Addendum A.

1.6.28.1.3 State Specific Resources

The employee with administrative permission will also have the ability to add and modify Headlines and text that appears when any of these Commercial Services links are selected by a user. They can also upload photos or graphics to display on each services page if so desired. They can also enter a web address for any of the services listed which will open another web site in a new window when users select that service. The UCC & Mezzanine Financing service will take users to www.uccplus.com, for example, by default, and the National Title Information link takes users to the brand specific NTI Web site. (See individual service page administration options below.)

1.6.28.1.4 Price Quote Request

This module will allow the site administrator or employee with administrative permission to add submenu items and pages for the Price Quote Request form to the site. The SA or EAP will be able to enter the email routing for this form. The recipient will receive the email which will contain a link to the information that was submitted. The email notification will have the sender's email address as the return address and will have Price Quote Request from (web site address) in the subject line. Requests submitted by users will be stored in the database for 180 days, after which time they will be archived. The SA or EAP will have the ability to view a list of all price quote requests that have been submitted and will be able to sort them by email address, name, property address, sales rep, and date. They can select an item in the list to view the details which will open in a new window so they can be printed. The SA or EAP will have the ability to add/edit/delete the names that appear in the sales rep option dropdown within the form. See Addendum B for contents of the Form.

1.6.28.1.5 Commercial Escrow

This module will allow the site administrator or employee with administrative permission to add submenu items and pages for Commercial Escrow to the site. This page will contain the information that is available on the following page on the main title brand site: commercialescrow.asp.

1.6.29 Builder Services

The Builder Services page will display standard content regarding Builder Services which may be modified to fit local or regional business practices, and additional content entered by the employee with administrative permission to modify this page. It will also contain links to information and sites of interest to Builders and Developers that are entered into the site by the site administrator. There will also be standard modules and links that the site administrator can choose to display on this page, such as the a link to Subdivision Services -- including Land Acquisition Services, Mapping with Qualified Assistance, Development and Construction Loan Title Services, Expert DRE Processing, Full Local Escrow Services -- and links to Construction Edge Online, the Construction Disbursement Services Web Site www.cds.fnf.com , and Land for Sale/Land Wanted.

1.6.29.1 Subdivision Services

The site administrator will have the ability to add a Subdivision Services section, which will add a submenu item to Builder Services that will take users to a Subdivision Services page. The subdivision page will display the following text by default. The site administrator will have the ability to modify this text to meet their local needs.

Subdivision Services is a specialized division that supplies the necessary underwriting, coordinating and high liability service needs of commercial/industrial and subdivision developers, builders, lenders and other real estate professionals in the state or the nation. We have built a reputation for efficiency in smoothly processing land acquisitions, new construction and sale-out transactions. Whether you're considering an industrial park subdivision, or accumulating parcels for a master planned community, we can assist you with every phase of development.

We know that builder developers require speed, accuracy and confidentiality in the fulfillment of their title needs. That's why so many builders and developers choose us for subdivision services.

The site administrator will also have the ability to add any or all of the following links to the subdivision page: Land Acquisition Title Processing, Mapping with Qualified

Assistance, Development and Construction Loan Title Services, Expert DRE Processing, Full Escrow Services.

1.6.29.1.1 Land Acquisition Title Processing:

If a user selects the Land Acquisition Title Processing link, they will be taken to a page that displays the following content by default. The site administrator will have the ability to modify this content so that it meets local operational needs and describes local customs and practices.

Our highly trained technicians to examine, report, guarantee and insure the condition of title for all types of subdivision developments. In addition, as a member of your developer's team, we see our job as working closely with you, your project engineer and attorney to anticipate and resolve the many title related issues that arise throughout the course of a project.

We work with your team in examining and proposing solutions to title related issues such as:

- **"Blanket floating"** or otherwise undefined or unlocated easements.
- **Implied or actual rights of surface entry for** the development of existing oil or mineral rights.
- **Recorded covenants, conditions and restrictions (CC&R's)** which limit or prohibit the proposed development.
- **Boundary documents** which may create gaps or overlaps with the description or establishment of the boundaries of the subject property.
- **Easements of record** which may, based on their location or use, impair or otherwise limit the proposed development.
- Issues involving **primary or secondary** access to the project site.

This represents just a few of the issues which may delay, hinder or otherwise impair the proposed project development plans. We recognize that we may not always be the title company for the land acquisition. However, since we will be working with you and your team thereafter, consider seeking our input prior to closing of the land acquisition escrow. We will be happy to help when and where possible.

1.6.29.1.2 Mapping with Qualified Assistance:

If a user selects the Mapping with Qualified Assistance link, they will be taken to a page that displays the following content by default. The site administrator will have the ability to modify this content so that it meets local operational needs and describes local customs and practices.

Mapping with Qualified Assistance

At <Title Company Name> we take the following steps and provide the following services to assist you:

STEP 1 Tentative map and boundary review for your project engineer.

STEP 2 Provide project engineer with boundary deeds, vesting deed(s), recorded maps, recorded easements and other recorded documents necessary to prepare and process the project map(s) and plans.

STEP 3 Preliminary reports (for subdivision mapping purpose) are provided to you, your project engineer, the city and/ or county as well as any other interested parties. These reports and the subsequent Subdivision Guarantee (provided to the city and/ or county for recording of your map) include the current owners and the nature of all recorded title interests that appear on the title sheets of the map to be recorded in accordance with the requirements of the Subdivision Map Act and local ordinances enacted pursuant thereto.

STEP 4 If the development is a condominium, we obtain the condominium plan from your engineer and review it for correctness and consistency with the proposed declaration of covenants, conditions and restrictions as prepared by your project attorney.

STEP 5 If Department of Real Estate (DRE) processing is required, through our in-house DRE processing coordinators, your attorney or outside DRE processing company, your <Title Company Name> Officer will coordinate the review of documents to be recorded for the development, i.e., the Covenants, Conditions & Restrictions (CC&R's), condominium plan and sample sale-out grant deed. Your Title Officer will also provide the required preliminary reports for DRE processing purposes.

STEP 6 At <Title Company Name> Title your Title Officer also reviews and records the approved project documents.

STEP 7 We will also consult with your project engineer, attorney and other team members to resolve or recommend solutions to title insurance issues or problems.

1.6.29.1.3 Development and Construction Loan Title Services:

If a user selects the Development and Construction Loan Title Services link, they will be taken to a page that displays the following content by default. The site administrator will have the ability to modify this content so that it meets local operational needs and describes local customs and practices.

Development and Construction Loan Title Services

Construction Loan Phase

When you are ready for construction loan financing, the issues previously referred to will form the basis of a preliminary report for the benefit of you and your lender. Your Title Officer will then be working with you and your lender to:

- Provide the above referenced preliminary report.
- Provide plotting of recorded easement locations
- Provide recorded document copies (referenced in the title report)
- Consult with you and your lender to resolve any title insurance issues or needs raised by your lender.
- Review, record and insure the construction loan documents as required by your lender.

If you intend to start work on the subject property prior to the recording of your construction loan, consult your <Title Company Name> Sales Representative or Title Officer **before** work begins on your subdivision site.

Your lender requires that its title insurance policy insures against loss due to any mechanic's lien claims. In order to provide this insurance to your lender, you will need to provide an indemnity, acceptable to <Title Company Name>.

We recommend that you notify us of any start of work on your project site at once, but no later than 48 hours before your construction loan is expected to record. This will give us the minimum time necessary to prepare and process your indemnity for approval.

Construction Completion Phase
Upon completion of construction, recordation of all required project documents and the issuance of any required DRE Public Report (White report), you are ready to open escrow for the sale of completed lots or units. Your Title Officer will open a title order for each lot or unit in your development as requested by your escrow. The Title Officer will:

- Provide the above referenced preliminary report.
- Provide legal descriptions, upon request, for use by the escrow officer, lender or buyer's lender for their documents.
- Consult with you, your escrow officer, lender or buyer's lender to resolve any issues or needs in order to insure sale-outs to your buyers and your buyers' lenders.
- Review and record documents and issue policies of title insurance as requested and required by your escrow officer, lender and buyer's lender.

Other Services & Information

- "Land for Sale" and "Land Wanted" information and referrals.
- Detailed sales and marketing research for existing and proposed developments.
- Contract "Builders Bulk Rate" title insurance premium rate quotations for your subdivision needs (acquisition, construction loan and sale-out policies of title insurance).
- Engineering firms and attorney referrals upon request.

- Other value-added services are available to you on a county-by-county basis.

Please contact your <Title Company Name> C&I/Subdivision Sales Representative for more details.

1.6.29.2 Expert DRE Processing:

If a user selects the Expert DRE Processing link, they will be taken to a page that displays the following content by default. The site administrator will have the ability to modify this content so that it meets local operational needs and describes local customs and practices.

Expert DRE Processing

A Public Report (White Report) is a disclosure statement to the buyers of lots or units in your development and is issued by the Department of Real Estate after all requirements have been met by the developer.

A Public Report is required for all residential subdivision developments having five or more units or lots.

Obtaining your public report can be a complicated and time consuming process. It is this reason that <Title Company Name> is pleased to offer the services of our experienced D.R.E. coordinators to assist you with this process. As a member of your development team, our D.R.E. coordinator, assigned to your development, will work closely with your project engineer, project attorney, budget preparer and our title department staff as the Single Responsible Party for purposes of facilitating and obtaining your Public Report from the State Department of Real Estate.

Our D.R.E. coordinators stand ready, willing and very able to assist you with your residential subdivision. Give us a call and well be there for you.

1.6.29.3 Full Local Escrow Services:

If a user selects the Full Local Escrow Services link, they will be taken to a page that displays the following content by default. The site administrator will have the ability to modify this content so that it meets local operational needs and describes local customs and practices.

Full local Escrow Services

Our escrow customers are attorneys, brokers, principals, bankers, trust officers, developers and private parties. <Title Company Name>'s escrow officers, being senior personnel with years of

hands-on experience and training, can handle any level of complexity presented in an escrow.

- Multi-site Transactions
- Purchase and Sale
- New Home Sale-outs
- Refinance / Loan Modifications

- Settlement Escrows
- 1031 Tax-Deferred Exchanges
- Holding Escrows
- Bulk sales

When your success depends on the highest level of performance, demand <Title Company Name> **Escrow.**

Commercial/Industrial or Subdivision, leases, acquisitions and financing transactions are as individual and complex as their multi-million dollar price tags. Real estate professionals rely on the experienced and insightful abilities of <Title Company Name>'s elite escrow team. Talented Senior Escrow Officers assure that when any single site (and, every multi-site) changes hands, all requirements of the participants are flawlessly fulfilled.

Advantage of Our On-Site Payoff

As a part of the Federal Wire System, we offer you **direct fund transfers** and **same day payoffs** that are fast and efficiently executed. This is very important to customers dealing in high dollar figure transactions because we are not dependent on another department or entity to conduct scheduled payoffs.

All of our **escrow officers and managerial staff** have the appropriate wire transfer authority and can, therefore, wire funds. This expedites the close of a transaction and allows payoff to be done quickly and efficiently. We do not need to call or fax for authority. This capability means you have no "down time." Because of our strong national relationships with many financial institutions, we are able to move funds quickly through their interstate banking systems.

Skillful Processing, Tracking, and Scheduling

Our escrow officers track documents and funds throughout the course of the escrow, constantly advising the parties and their representatives of the status and of what is needed to close. As the closing date approaches, the parties are assisted by our escrow officers in obtaining all necessary documents. The receipt of funds is confirmed, the escrow is closed by recording documents, handling payoff and disbursement, and by immediately providing the closing package in a prompt and efficient manner.

At <Title Company Name>, we take great pride in our seamless escrow process and work flow. This is why we are the solution for complex commercial, industrial, and subdivision transactions.

1.6.29.4 Land for Sale/Land Wanted

This module will display information on land for sale that has been posted on the site by an employee with administrative permission. On selecting this menu item, a fly-out or drop-down menu will display two links: Land for Sale and Land Wanted.

When Land for Sale is selected users will be taken to the Land for Sale page. This page will have a dropdown menu that contains Location Names (generally cities and/or townships), which, when selected, will display property descriptions of land for sale within the area and a contact name and email where the user can request more information on each of the properties. There will also be a "List My Land!" Link where authenticated users who own land that they wish to sell can fill out a form and upload the information. This information will not display in real time since it has to be approved and published by an employee with administrative permission. One it is published by the site administrator, it will appear.

When Land Wanted is selected users will be taken to the Land Wanted page. This page will have a dropdown menu that contains Location Names (generally cities and/or townships), which, when selected, will display descriptions of they type of land a developer is looking for within the area and a contact name and email where the user can request to be put in touch with the developer who is interested in buying land in the area.

This section of the site is administered by an employee with administrative permission though the site administration tools which are defined later in this document.

1.6.30   Agency Operations

This module will provide the site administrator with the ability to add an Agency Operation menu item to the local operations pages and Agency submenu items for an Agency Operations main page and other Agency related pages and functions as defined below.

1.6.30.1   Agency Operations Main Page

The site administrator will have the ability to add an Agency Operations main page with the following default content which may be modified by the administrator or employee with administrative permissions to meet local operational needs.

Agency Operations

In addition to our Company-owned operations, <Title Company Name> conducts business through our valued network of over <2,500> Agents located throughout the United States, Puerto Rico, the Bahamas and Virgin Islands.

We take pride in our Agency relationships which range from sole proprietors and attorneys to large multi-partner law firms and multi-state corporate entities who are recognized as among the Best in the industry! We stand behind the work of our Agents who issue title assurances and perform real estate closing services on behalf of <Title Company Name>. Our strong financial condition enables <Title Company Name> and our Agents to provide peace of mind to our ultimate customer, the real estate consumer.

<Title Company Name> also stands out among title insurance underwriters by offering special value-added services to our Agents, including:

LIST OF VALUE ADDED SERVICES T.K.

For more information regarding our Agency Operations, to apply for an agency relationship with <Title company Name> or to locate a <Title Company Name> agent in your area, please use the Office Locator to contact your local office.

1.6.30.2   Agency Services

This module will allow the Site Administrator to add any or all of the following Agency Services to the Agency Operations submenu.

1.6.30.2.1   Closing Protection Letters (AgentTRAX) (CPL)

The site administrator will have the ability to add a Closing Protection Letter submenu item to the Agency Services menu and as a value added link on the Agency Services main page. The CPL submenu item and link will take users directly into the Corporate CPL System (also known as AgentTRAX) to generate a CPL instantaneously online in real time. Users must be logged in to access the

Closing Protection Letter system. Authenticated users will be passed to the Corporate CPL system. Since the integration path for seamless login with the Corporate CPL System has yet to be fully developed, tested and proven, we will provide a link to the Corporate CPL System, which will open in a new window. Users will have to login to The Corporate CPL System until the integration is complete. The integration is a separate project and is not included in this BR document.

1.6.30.2.2   Policy Jacket Generator (AgentTRAX) (Corporate PJG)

The site administrator will have the ability to add a Policy Jacket Generator submenu item to the Agency Services menu and as a value added link on the Agency Services main page. The PJG submenu item and link will take users directly into The Corporate Policy Jacket Generator (also knows as AgentTRAX PJG) to produce a Policy Jacket. Once at the AgentTRAX site, users must log in to access the Policy Jacket Generator. Since the integration path for seamless login with Corporate PJG has yet to be fully developed, tested, and proven, we will provide a link to the Corporate PJG, which will open in a new window. Users will have to login to the Corporate PJG until the integration is complete. The integration is a separate project and is not included in this BR document.

1.6.30.2.3 Bulletins/Closing Alerts and Updates

This module will allow the site administrator to add a Bulletins/Closing Alerts and Updates submenu item to the Agency Operations menu and a value added link on the Agency Operations page which will take users to an information page with the following headline and text to the site:

Bulletins/Closing Alerts and Updates
Important bulletins, closing alerts and updates that are posted on the site are privileged information available only to authenticated agents who have logged into <Branded GPS Name or Dashboard goes here, depending on which site is used for password protected features>. Please log in to view this information, or sign up for access.

1.6.30.2.4 Fraud News

This module will add a Fraud News submenu item to the Agency Services Menu, which will take users to a page listing sites that have news items pertaining to Fraud. The default links that appear on this page are as follows:
- FlippingFrenzy.com — Mortgage Fraud/Real Estate Fraud
- IAFCI.com — International Association of Financial Crimes Investigators
- MARI-Inc.com — Mortgage Asset Research Institute
- MortgageFraudBlog.com — Mortgage Fraud News | Real Estate Fraud

News

- 2006 FinCEN Mortgage Fraud Report
- Mortgage Fraud - Prevention & Investigation
- Identity Theft Ring Alert 10/09/2006

1.6.30.2.4.1 Fraud News Administration

The site administrator can enable this module for display on the operations pages, and the site administrator or employee with administrative permission will have the ability to view/edit/add/delete links that appear on this page. When the employee with administrative permission logs into the administration tools and selects Fraud News Administration, they will be presented with a page that shows the links that currently exist on the page. They will be able to edit the display name and URL and description for each link that appears, will be able to change the order in which the links display, and will be able to add new links and delete existing ones. When they submit their changes, the page will be updated in real time.

1.6.30.2.5 Prior Policies/Starts

This module will add a submenu item to the Agency Services Menu called Prior Policies/Starts and a value added service link to the Agency Operations page that will take users to a page describing eDocs. The employee with administrative permission will have the ability to rename this Agency Submenu item to eDocs rather than Prior Policies/Starts if so desired. There will be a link on theDocs page which will open the eDocs web site in a new window where Agents with an account can log in to conduct business.

The content on the eDocs page will be as follows:

Online Document Management Solution

eDoc OnDemand is a secure hosted, online document management solution designed to help FNTG operations capture, organize, store, and retrieve any document. Below are some details about the key components.

Capture
From uploading Single or multiple documents, to faxing in paper documents. to high volume scanning, eDoc OnDemand provides several methods to capture documents and make them accessible online.

Index
Customizable indexing allows you to look at your business needs and determine the best way to index your documents for quick and easy retrieval. With eDoc OnDemand , you can use any value or combination of values to index a document.

Organize
Within eDoc OnDemand, documents are grouped together in "files". These files are just like the physical files /folders you see around your office. The only difference is they are easier to find, use, and share with office personnel, partners, or customers - and they are always safe, never lost.

Store
Inside eDoc OnDemand "files" are stored in logical groups called "cabinets." These cabinets allow you to organize documents in a way that makes sense to your operation. You can create as many cabinets as you want and you can even control user access to each cabinet.

Find
Looking for and viewing documents within eDoc OnDemand is simple, Similar to searching for information on the internet, eDoc OnDemand allows users to look for files and documents through either their primary name or any of their keywords (indexes).

Manage
User management is a snap as well. By entering a secure username and password, users can gain easy access to documents, files and cabinets that have been assigned to them. eDoc OnDemand also provides you with multiple permission levels to ensure that users can only perform those actions you assign.

Control
Documents stored within eDoc OnDemand are only available to your operation and no one else. Your staff can determine which users have access to which cabinets. eDoc OnDemand puts you in control of who can log in, search, locate and view your documents.

For more information about how you can take advantage of eDoc OnDemand, contact eDocOnDemand@fnf.com.

1.6.30.3 Agency Request Forms (forms differ in each jurisdiction and brand)

1.6.30.3.1 Inventory Order Form(s)

This module will display submenu item(s) for Inventory Request Forms that have been uploaded to the site by the site administrator or employee with administrative permission. On selecting the menu item, the appropriate form will be displayed in a new window.

1.6.30.3.1.1 Inventory Order Form Administration

For some brands and locations, there may be more than one form. The Site Administrator or employee with administrative permission will have the ability to upload one or more inventory order forms to display on the site. This module will provide the ability to enter a name each order form and this name will display as a submenu item under Agency Request

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Forms. Inventory Order forms can be uploaded in MS Word or MS Excel format and will be converted to PDF documents automatically by the web site. The administrator or employee with administrative permission will also have the ability to rename, replace or delete existing Inventory Request Forms.

1.6.30.3.2 Policy Request Form

This module will display a submenu item for the Policy Request Form which will take users to GPS or Dashboard and force them to log in before displaying the form. The form will need to be added to GPS and Dashboard which will be covered by a separate project.

1.6.30.3.3 Reinsurance Request Form

This module will display a submenu item for the Reinsurance Request Form which will take users to GPS or Dashboard and force them to log in before displaying the form. The form will need to be added to GPS and Dashboard which will be covered by a separate project.

1.6.30.3.4 Search Order Request Form

This module will display a submenu item for the Search Order Request Form which will take users to GPS or Dashboard and force them to log in before displaying the form. The form will need to be added to GPS and Dashboard which will be covered by a separate project.

1.6.30.3.5 Authorization to Exceed (Overlimits Form)

This module will display a submenu item for the Authorization to Exceed request form, also known as Overlimits form, which will display a PDF form to users in a new window so they can print the document, complete it, and send it to the specified individual per instructions on the form.

1.6.30.3.5.1 Authorization to Exceed Form Administration

Due to local or regional real estate customs and practices, each brand and jurisdiction has their own version of an Authorization to Exceed (a.k.a. Overlimits) Form. The Site Administrator or employee with administrative permission will have the ability to upload the Authorization request form used by their operation to display on the site. This module will provide the ability to the name of the form and this name will display as a submenu item under Agency Request Forms. Forms can be uploaded in MS Word or MS Excel format and will be converted to PDF documents automatically by the web site. The user will click on form name in the submenu which will open the request form in a new

window so they can print it out to complete and send to the <title company name> individual, office, or fax number specified on the form.

1.6.30.4 Endorsements

This module will allow the site administrator to add a submenu item to the Agency Operations Menu for Endorsements an information page with the following headline and text to the site:

Endorsements
Endorsements that are posted on the site are privileged information available only to authenticated agents who have logged into <Branded GPS Name or Dashboard goes here, depending on which site is used for password protected features>. Please log in to view this information, or sign up for access.

Endorsements are additions to title policies that further define the policy. Please contact your Agency Representative for more information.

Endorsement Handbook
The endorsement handbook is also privileged information available only to authenticated agents who have logged into the site. Please log in to access this information.

1.6.30.4.1 Endorsements Administration

The site administrator will have the ability to choose to add the Endorsements submenu item to the Agency Operations menu and display the Endorsements and/or Endorsement Handbook headline(s) and text on the Endorsements Page. They will also have the ability to edit this text if necessary to meet their local business needs. The Endorsements and Endorsements Handbook will not be stored on the operations site, and will be accessed only through GPS, Dashboard, or NTI Web. If this feature is enabled, these links will punch out to these other web sites and require the users to login for access.

1.6.30.5 Underwriting

This module provides the site administrator with the ability to add a submenu item for Underwriting and an associated Underwriting page to their local operations pages. The Underwriting page will contain the following default headline and text, which may be modified by the site administrator or the employee with administrative permission.

Underwriting Services

Underwriting services are available to employees of companies who have entered into an Agency relationship with <Title Company Name>.

Underwriting Manual
The Underwriting Manual is privileged information available only to authenticated agents who have logged into <Branded GPS Name or Dashboard

goes here, depending on which site is used for password protected features>.
Please log in to view this information, or sign up for access.

1.6.30.5.1   Ask the Underwriter

The site administrator will have the ability to add a submenu item to the Agency Operations menu that will take users to an Ask the Underwriter form on the site. The administrator will also be able to indicate the email address(es) to which information that is submitted by users is sent. When users select this menu item the following form will display for them to fill out and submit.

The Ask the Underwriter form will use the email address entered into the form by the user as the "from" address on the message sent to the underwriter to make it easy for underwriter to respond to the request. Fields included in the form are *Company (Agent) Name, *user first and *last name, *email address, *phone number, a text box for the users question, and a choice for response via email or phone. (Asterisks denote required field.) The form will route to the underwriter specified by the SA of EAP who will also be able to change the routing via the admin tool. On submit the contents of the form will be sent to the underwriting email address specified by the SA or EAP, and the content will be date and time stamped and stored in the database for retrieval via the admin tools by the SA or EAP.

1.6.30.5.2 Ask the Underwriter Administration

The SA will be able to enable this module for inclusion on the site, which will add a submenu item to the Agency Services menu for Ask the Underwriter. The SA and EAP will have the ability to enter the routing for the form by entering the email address of the underwriting counsel who should receive these requests. The SA and EAP will have the ability to change this routing at any time. The SA and EAP will have the ability to view a list of all Ask the Underwriter forms that have been submitted, and will be able to sort this list by date, user last name, and Company name. When an item in the list is selected, the content of the request will be displayed to the SA or EAP in a new window to facilitate printing.

1.6.30.6   Agent Software

This page will provide information on software available to Agents, with links to the software providers. The Site Administrator will have the ability to add a submenu item for Agent Software to the Agency Services menu and the employee with administrative permission will have the ability to display any of the products applicable to their area and edit the default content displayed for each which is listed below:

Policy Preparation Software

LandTech Services Real Estate Settlement Software
Landtech Services is a regional distributor of the Landtech Real Estate Settlement Software System covering the areas of Georgia, Tennessee, and South Carolina. We have an experienced staff with over 30 years in the real estate closing

industry. We take the time to customize our software to fit your specific needs. We can provide the Landtech product, onsite training, help with the installation process or customize documents for your firm. Let us assist you in implementing the most technologically advanced title software on the market today!
Website: www.landtechservices.com

SoftPro

SoftPro is a leading provider of estate closing and title insurance software, with more than 9,600 customer sites and over 45,000 users nationwide.
Telephone: 800-848-0143
Website: www.softprocorp.com

Power Closer

Information regarding Power Closer will be provided by Ticor Title Prior to project start.

Property Insight

Florida Account Manager - Troy Denunzio 800.418.6872
or e-mail troy.denunzio@propertyinsight.biz
Casselberry: 497 East Semoran Blvd., Suite 135, 32707
Florida coverage: http://www.propertyinsight.biz/PDFs/Florida.pdf

Searcher Features and Benefits
Single-seat technology improves efficiency with single point of order processing and examination.
Title searches can be conducted from any Internet-connected PC.
Plant data is accessible around the clock, seven days a week.
Document images can be examined, printed and saved from within Searcher.
Filter records by party, date or legal description.
Sort records by document type.
Soundex technology increases the accuracy of name searching.
Computerized plant access is available via dial-up line using a standard PC.

RamQuest Software

RamQuest has created one of the most powerful software solutions for the Land Title Industry with the direct intent of helping you increase revenue and profitability. Their fully integrated Land Title Closing, Escrow Accounting, Imaging, and Digital Marketplace software solutions continue to set new standards for what title companies should expect from their software partner. Click here to find out more information: www.ramquest.com

1.6.30.7   Recording Fees & Conveyance Taxes

This module will allow the SA to display a menu item for Recording Fees and Conveyance Taxes which will take users to a PDF document that defines this information

for the jurisdiction that has been uploaded by the SA or the employee with administrative permission via the site administration tools. Users will be provided with the ability to download Adobe Acrobat Reader.

1.6.30.7.1 Recording Fees & Conveyance Taxes Administration

The Site Administrator (SA) will have the ability to display a menu item called Recording Fees and Conveyance Taxes. The SA will be able to change the menu name, i.e., to call it simply Recording Fees or some other name by which this is known in their jurisdiction. The SA will also have the ability to grant permission to other employees to access this portion of the admin tool so that they may post or replace and existing document associated with this menu item. Documents may be uploaded in MS Word, MS Excel, or other format, but they will be automatically converted by PDF format by the system.

1.6.30.8 1031 Exchange Services

This module will provide the site administrator with the ability to add a menu item and a value added link on the Agency Services page to 1031 Exchange will take users to a page explaining the 1031 Exchange system and will provide a link to http://www.ipx1031.com, the IPX 1031 Exchange system. The following logo and copy will be included on the page.

IPX 1031

Investment Property Exchange Services, Inc.

Investment Property Exchange Services, Inc. (IPX1031) is the Qualified Intermediary for <title company name>, part of the Fidelity National Financial family of companies (NYSE: FNF).

For over two decades, IPX1031 has provided its clients with the highest level of security, expertise and service in the industry.

 IPX1031 handles Simultaneous and Delayed exchanges as well as Reverse, Improvement, Personal Property and Multiple Asset Exchanges.

 I.R.C. Section 1031 allows businesses and individuals to defer the recognition of the capital gains or other taxes associated with the sale of most business or investment assets.

www.ipx1031.com

1.6.30.9 1099 Services

This module provides the site administrator with the ability to add a menu item and a value added services link on the Agency Home Page that will take users to a page describing 1099 Services. The 1099 Services page will include the following content:

"Fidelity National Financial's 1099 Division makes tax reporting easy, accurate, cost-effective and timely. This division was established in 1985 to provide IRS 1099 reporting solutions to the real estate title and escrow industry. Forms include 1099-S, 1099-MISC, 1099-INT, and Form 1098. Our 1099 specialists offer the best personal and professional services ensuring absolute compliance with all 1099 IRS regulations. Customers under contract with FNF 1099 Services never need to worry about incurring penalties resulting from a missed IRS reporting deadline or incorrect data format submission once they have satisfied the program reporting guidelines.

For further information on Ticor Financial's 1099 Service, please contact your local <Title Company Name> representative or call 800-567-2395, extension 4210. You may also contact Fidelity National Financial's 1099 Division by sending an email to 1099info@fnf.com."

The 1099 page will also include a link to the FNF 1099 Services Brochure in PDF format. The brochure will be scanned and converted to PDF by FNTG Corporate Net Solutions.

1.6.30.10 Real Estate Dictionary

The site administrator will have the ability to add a submenu item to the Agency Services menu and/or a value added link on the Agency Operations main page to the Real Estate Dictionary. The Real Estate dictionary that will be used is the standard one used on other FNF web sites.

1.6.30.11 National Title Information (NTI Web)

The site administrator will have the ability to add a submenu item to the Agency Services menu and/or a value added link on the Agency Operations main page to National Title Information. This menu item and link will take users to the branded version of www.ntiweb.com.

1.6.31 Lender Services

This module will allow the site administrator to add a menu item to the Operations Pages for Lender Services. The employee with administrative permission will have the ability to alter content on the main Lender Services page and will be able to add submenu items that apply to their local operation.

The default content for the Lender Services page (which may be modified or appended by the site administrator) is as follows:

As a real estate lender, protection of the collateral for your loans is of utmost importance to you, whether you are making multi million dollar loans on commercial shopping centers or $20,000 equity line loans to homeowners. <Title Company Name> has a variety of products, each designed to respond to a specific need. Our experience and insurance reserves provide assurance that you have the greatest level of protection available. Regardless of size, the experienced, dedicated members of our staff will give every transaction the attention it deserves.

Additional submenu items may be added to the Lender Services menu at the discretion of the site administrator, including the Agent Verification Request Form, Request for Duplicate Policy, RealEC (specific link to title company branded RealEC site), and Printable Brochures for lenders. These items are defined below.

1.6.31.1 Agent Verification Request Form

This module will add a submenu item to the Lender Services menu for an Agent Verification Request Form. The employee with administrative permission may choose to add this form to the Lender Services section if the local operation is an Agency Operation. This form is used by lenders to validate the status of title agency relationships with the FNF Title Underwriter. When submitted, the form is routed to the individual specified by the employee with administrative permission through the administrative tools. The contents of this form are as follows:

Agent Verification Request Form

Date: 3/5/2007

Please submit the following information to receive an Agent's status with <Title Insurance Company Name>:

REQUESTOR INFORMATION

Contact Name:

Lender Name:

Email Address: Invalid Email Format

Telephone: -   -   Ext.

AGENT INFORMATION

Name:

Address:

City:

State:

ZIP:

Comments:

Submit Request

This site is not designed for the transmission of highly confidential customer, non-public personal information, and should therefore not be used to enter or transmit data such as customer Social Security Numbers or Driver's License numbers.

1.6.31.2 Request for Duplicate Policy

This module will allow the site administrator to add a submenu item under the Lenders menu for a Request for Duplicate Policy. When users select this submenu item they are taken to a form that collects the following information which is sent to the email address(es) specified by the site administrator or employee with administrative permissions.

1.6.31.3 Real EC

This module will allow the employee with administrative permission to add a submenu item to the Lenders menu to the branded version of RealEC. Lenders who are signed up with RealEC use the system to place and track orders and use RealEC to upload the details of the transaction directly from their LOS or Loan Origination System. The employee with administrative permission will have the ability to link the menu item to the appropriately branded RealEC site, based on the title company site they are building their operations pages on. In other words, the only option they will have will be to link it to the appropriate site. The branded sites for RealEC are as follows:

Alamo Title: www.alamoec.com
Chicago Title: www.ctiec.com
Fidelity National Title: www.fnticec.com
Ticor Title: www.ticorec.com
Security Union Title: www.suticec.com

1.6.31.4 Printable Brochures

This module will provide the site administrator the ability to add a submenu item to the Lenders menu for Printable Brochures, and allow employees with administrative permission to upload brochures for Lenders to view that will be listed on the Printable Brochures page. The printable brochures page will list brochures alphabetically by title. Up to 15 brochures will be listed on the page. If more than 15 brochures have been uploaded to the site for viewing by users, then a navigation menu will appear on the page to take users to subsequent pages to view the remaining brochures. The user will click on the title of the brochure to display the PDF document in a new window.

1.6.31.4.1 Printable Brochures Administration

The Site Administrator (SA) will have the ability to add a submenu item to the Lenders Menu for Printable Brochures. The SA will also have the ability to choose to display a link to the Printable Brochures page on the main Lenders page. The SA will have the ability to determine which employees will have permission to upload printable brochures for lenders through the site administration tools.

The employee with administrative permission (EAP) will have the ability to add/edit/replace/and delete lender brochures that appear on the Printable Brochures page. When the EAP logs into the administrative tool, they will click on the Printable Brochures Administration link and be presented with a list of all printable brochures that are currently displayed on the web site for lenders. They will have the ability to edit the name of existing brochures, and will have the ability to replace the existing document associated with the name of the brochure. The will also have the ability to add new brochures by entering the name of a new brochure and browsing their computer for the document to upload to the site. Documents may be uploaded to the site in PDF, MS Word, MS Excel, and MS Publisher formats. Non PDF documents that are uploaded will automatically be converted to PDF and posted on the site.

1.6.31.5 Real Estate Dictionary

The site administrator will have the ability to add a submenu item to the Lenders menu and/or link on the Lenders page to the Real Estate Dictionary. The Real Estate dictionary that will be used is the standard one used on other FNF web sites. There is no admin tool other than the ability for the SA to add or remove this module from the site.

1.6.32 Residential Operations

This module will provide the site administrator with the option to add Residential business segment pages to the site, and will allow employees with administrative permission to modify and update these pages. It will add a submenu item to the site under Business Segments for Residential Operations, which will take users to the main Residential page on the site. The main Residential page will include the following headline and text by default:

Residential Operations

<Title Company Name> offers customers the most complete real estate services in the nation. From title, closing and escrow to mandatory disclosure services, you can count on <Title Company Name> for all your real estate needs. <Title Company Name> has a 150-year history of serving its customers with accuracy and efficiency, and has unequalled financial strength to back your policy. For assurance and security for you and your heirs, rely on <Title Company Name>. To receive <Title Company Name> Closing or Escrow services and a Homeowner's Policy, simply tell your REALTOR® you want a <Title Company Name> policy and request <Title Company Name> for closing services or when you open escrow.

1.6.32.1 Residential Brochures

This module will also give the employee with administrative permissions the ability to display any of the following links to informational brochures on the Residential main page. When selected by users, these links will open a new window to display as PDF documents so that they may be printed or sent by the user via email to their clients. These PDF documents will contain the information provided in the existing brochures that are already on the main content area of the existing national title company site, and will be branded for the title company.

> What is Title Insurance? (content pulled from whatistitle.asp)
> Why Do You Need Title Insurance? (content pulled from whyneedtitle.asp)
> 21 Reasons for Title Insurance (content pulled from 21reasons.asp)
> Steps in the Title Process (content pulled from titlesteps.asp)
> Common Ways to Hold Title (content pulled from commontitle.asp)
> The Preliminary Report (content pulled from preliminaryreport.asp)
> Homeowner's Policy of Title Insurance (content pulled from homeownerspolicy.asp)

1.6.32.2 Residential Services

This module will allow the site administrator or employee with administrative permission to add any of the following residential submenu items for the following Residential Services:

1.6.32.2.1 Title Services

This submenu item will take users to a Title Services page that has the following headline and text. The employee with administrative permission will have the ability to modify this text to address local real estate customs and practices, if applicable.

Title Services

<Title Company Name> offers customers the most complete real estate services in the nation. You can count on <Title Company Name> for all your real estate needs. <Title Company Name> has a long history of serving its customers with accuracy and efficiency, and has the financial strength to back your policy. For assurance and security for you and your heirs, request <Title Company Name> on every transaction. To receive a <Title Company Name> Homeowner's Policy, simply tell your REALTOR® you want a <Title Company Name> policy and request <Title Company Name> for your escrow or closing services.

1.6.32.2.1.1 Title Services Administration

The SA or EAP will have the ability to modify or add to the text on the Title Services page by selecting the Title Services Administration link in the administrative tools. This tool will display the text that appears on the Title Services page in editable text format. When the SA or EAP is finished with their changes, they will have the ability to submit their changes. Changes to the Title Services page will not automatically appear on the site, but will be submitted for review and approval by the Operations Manager via the work flow approval process.

1.6.32.2.2 Closing Services

This submenu item will take users to a Closing Services page that has the following headline and text. The employee with administrative permission will have the ability to modify this text to address local real estate customs and practices, if applicable.

Closing Services
<Title Company Name> provides closing services through a wide network of real estate attorneys, signing professionals, title professionals and other experts. We handle purchase, refinance, construction, and commercial settlements and closings, and work closely with lenders and other parties to expedite the process when necessary to ensure deadlines are met. We offer traditional office and mobile closing services and flexible scheduling to meet the needs of our clients. Contact your local <Title Company Name> representative for more information.

1.6.32.2.2.1 Closing Services Administration

The SA or EAP will have the ability to modify or add to the text on the Closing Services page by selecting the Closing Services Administration link in the administrative tools. This tool will display the text that appears on the Closing Service page in editable text format. When the SA or EAP is finished with their changes, they will have the ability to submit their changes. Changes to the Closing Services page will not automatically appear on the site, but will be submitted for review and approval by the Operations Manager via the work flow approval process.

1.6.32.2.3 Residential Escrow Services

This submenu item will take users to a Residential Escrow Services page that has the following headline and text. The employee with administrative permission will have the ability to modify this text to address local real estate customs and practices, if applicable.

Residential Escrow Services
<Title Company Name> offers you experienced escrow settlement agents who are well trained in real estate closing procedures and the issuance of title insurance. Our agents act as a disinterest third party who follows the instructions of the principals. Their wealth of technical experience and knowledge of how to keep track of all the transaction details is your assurance of a smooth closing. <Title Company Name>'s escrow settlement agents get the job done with efficiency and accuracy.

1.6.32.2.4 Residential Escrow Brochures

This module will also give the employee with administrative permissions the ability to display any of the following links to informational brochures on the Escrow Services page. When selected by users, these links will open a new window to display as PDF documents so that they may be printed or sent by the user via email to their clients. These PDF documents will contain the information provided in the existing brochures that are already on the main content area of the existing national title company site, and will be branded for the title company.

What Happens in Escrow Settlement?
Life of an Escrow
What Each Party Does in Escrow
Who May Handle Escrow Settlements?
Instructions to the Settlement Agent
Closing the Sale and Division of Charges

1.6.32.2.4.1 Residential Escrow Services Administration

The SA or EAP will have the ability to modify or add to the text on the Escrow Services page by selecting the Escrow Services Administration link in the administrative tools. This tool will display the text that appears on the Closing Service page in editable text format. The tool will also display a list of Escrow Brochures that are available as links on the page. The SA or EAP will have the ability to deactivate any of the escrow brochures links so that they do not appear on the page. If a link has been previously deactivated, they will have the ability to reactivate it as well. When the SA or EAP is finished with their changes, they will have the ability to submit their changes. Changes to the Escrow Services page will not automatically appear on the site, but will be submitted for review and approval by the Operations Manager via the work flow approval process.

1.6.33 Customer Service

This module will provide the site administrator or employee with administrative permission with the ability to add a customer service menu item to the site. The customer service menu item will take users to a customer service page with the following default content. This content may be modified by the employee with administrative permission to address local or regional real estate customs, practices, or business needs.

CUSTOMER SERVICE

<Title Company Name> Customer Service is your key to flawless integrated real estate services. Each <Title Company Name> sales representative relies on customer service personnel to help you with the details of your transaction. Please contact your sales rep to find out which member of the customer service team represents your account. That way you can be assured of the prompt and dedicated service for which <Title Company Name> is renowned.

Customer Service means many things to many people. Among the various services they provide, they give you direct access to:

- Property Information, such as profiles
- Farm Packages
- Relocation information
- Recorded Documents
- Mail Merge vendors and services
- Title Services
- Escrow Services
- Closing Services

On-line Access to Customer Service
If you enroll as a <Branded GPS Name or Dashboard> user, you may be able to access or order many of these services on-line through our website. Log into <Branded GPS Name or Dashboard> or click on **Sign Up for Services** to enroll. Your <Title Company Name> Representative will then grant you access to services available in your area. Call your <Title Company Name> Representative for further information.

1.6.33.1.1.1 Customer Service Administration

The SA or EAP will have the ability to modify or add to the text on the Customer Service page by selecting the Customer Service Administration link in the administrative tools. This tool will display the text that appears on the Customer Service page in editable text format. When the SA or EAP is finished with their changes, they will have the ability to submit their changes. Changes to the Customer Service page will not automatically appear on the site, but will be submitted for review and approval by the Operations Manager via the work flow approval process.

1.6.34   Ancillary Services

This module will add a menu item for Ancillary Services that will take users to a page that lists products and services provided by the FNF Family of Companies. The page may be modified by the Site Administrator or employee with administrative permission so that it only displays ancillary services that the operation feels are beneficial to clients in their jurisdiction. If any of the services listed on the page by default are turned off by the administrator, the service will not display and the spacing on the page will adjust so that it does not appear that any service is missing from the page. The default content for this page is listed below:

Ancillary Services

Customers of <Title Company Name> have access to a wide variety of ancillary services offered by other FNF companies and partners. Listed below are some of the value-added services available to you:

Construction Disbursement Services (www.cds.fnf.com)
CDS provides personalized third-party construction funding disbursement on a national basis. Clients benefit from Construction Disbursement Services' understanding of construction and the construction disbursement process. CDS is dedicated to monitoring and disbursing allocated project funds in an accurate and efficient manner, limiting mechanic's lien exposure for developers and lenders.

UCC Plus (www.UCCPlus.com)
UCCPlus provides valuable insurance coverage to lenders funding: mezzanine financing, asset-based loans, mixed collateral transactions, loan workouts, loan portfolios and securitizations, mergers and acquisitions. It insures commercial loans secured by non-real estate assets for validity, enforceability, attachment, perfection and priority, and includes "GAP" coverage.

Servicelink (www.servicelinklp.com)
By combining state-of-the-art technologies with forward-thinking professionals, ServiceLink has built the industry's leading closing system, while maintaining the highest customer satisfaction ratings. ServiceLink is now the largest centralized Closing Management Company in the country, including six of the top 10 lending institutions in the U.S. ranked by loan origination volume.

Fidelity National Property & Casualty
(www.fnicproducer.com/fnpac/index.html)
Fidelity National Financial's Property and Casualty Insurance Division is a nationwide provider of a broad range of personal insurance products. Coverage offered includes homeowners, flood, condominiums and townhouses, rental dwellings, automobiles and personal umbrella (liability), as well as insurance for mobile homes, earthquakes and recreational vehicles.

Fidelity National Home Warranty (www.homewarranty.com)
Guard against home-repair expenses with a one-year home warranty protection plan that covers major systems and appliances. Coverage includes plumbing,

heating, electrical, water heater, range, oven, cook top, etc - a very affordable way to preserve peace of mind and to protect your most valuable asset: your home!

Credit Services (www.fidelityinfoservices.com/fnfis/markets/mortgage/originationsolutions/creditsrvc)
Our Credit Services are available 24 hours a day, seven days a week, and accessible from the comfort and security of your own desk, whether over the Internet or through built-in interfaces with virtually any – and every – major LOS (Loan Origination Software) system. We offer both Merged Credit Reports and Residential Mortgage Credit Reports (RMCRs) accessible through Fannie Mae's Desktop Underwriter® and from Freddie Mac's Loan Prospector®, as well a complete range of business credit reports.

Flood Services (www.fidelityinfoservices.com/FNFIS/Markets/Mortgage/OriginationSolutions/FloodSrvcs/)
LSI Flood Services protects you from needless risk by providing detailed, exceptionally accurate flood data in real time, based on the highest level of automation in the industry. We are the first – and to our knowledge, only – company to fully utilize a complete set of actual FEMA Flood Insurance Rate Maps. The result is the most accurate and comprehensive GIS coverage in the industry, producing higher hit rates and faster turnaround times.

Bancserv Notary Services (www.bancserv.net)
Bancserv, Inc. is a nationwide mobile notary service that can facilitate all of your document signing needs. Through a network of over 6,500 qualified notaries, we coordinate and simplify the loan closing process by sending notaries directly to a borrower's home or workplace to sign loan documents. This value-added service eases the signing process for both the borrower and lender alike by providing a professional, convenient and flexible signing alternative.

BuyBankHomes (www.buybankhomes.com)
Save on your dream home or change your life! Buy Bank Homes teaches you how to execute in the foreclosure market for just over a dollar per day. There is even a 7-day free trail available.

CyberHomes (www.cyberhomes.com)
Search the Cyberhomes database which includes more than 100 million property records, including property, ownership, sales and mortgage information. You can even view detailed community, school, and economic information as your search!

Fidelity Inspection and Consulting Services (www.ficservices.com)
FICS specializes in providing inspection services to corporate and third party relocation clients. FICS manages and process approximately 30,000 real estate inspections a year in the United States, including Hawaii, Alaska, and Puerto Rico. We also offer outstanding inspection services throughout Canada through

our Network Management Inspector Partnerships, a program that is carefully managed and constantly reviewed.

Investment Property Exchange (www.IPX1031.com)
IPX1031 has provided its clients with superior Qualified Intermediary services for over two decades. Each year IPX1031 assists thousands of clients and their tax advisors by providing proven exchange solutions that best achieve the client's goals of enhancing their business portfolios and preserving equity. IPX1031 specializes in every type of exchange transaction and provides Qualified Intermediary services through its broad nationwide network of regional offices and its highly specialized exchange divisions, including the National Reverse and Improvement Exchange Division and the Multiple Asset Exchange Division.

EC Purchasing (www.ecpurchasing.com)
EC Purchasing was established in 1999 to help reduce expenses for businesses in the real estate industry. We are able to offer our members significant discounts on an expanding list of companies. Members do not pay annual dues or membership fees, and are not required to purchase a minimum quantity of product or service from any of our business partners.

1.6.34.1 Ancillary Services Administration

The SA or EAP will have the ability to modify or add to the text on the Ancillary Services page by selecting the Ancillary Services Administration link in the administrative tools. This tool will display the text and links that appear on the Ancillary Services page in an editable format. This display will show each service heading, the service URL, and the text area associated with each service. The SA or EAP will have the ability to disable any of the listed services so that they will not appear on the page. They will also have the ability to remove the link associated with a service and add text instructing the user to contact their local sales rep for more information about this service. Conversely, any services that have been disabled can be re-enabled so that they will appear on the page. When the SA or EAP is finished with their changes, they will have the ability to submit their changes. Changes to the Ancillary Services page will not automatically appear on the site, but will be submitted for review and approval by the Operations Manager via the work flow approval process.

1.6.35 Surveys

This module will add a link called Take Our Survey! to the home page or to a seminar or event page on the site. When selected, the user will be taken to a survey page that contains survey questions posted by the site administrator or employee with administrative permission. The questions can be true/false, multiple choice, and/or have a text box for the user to write their answer. When the user submits their survey answer, the answers are stored in the database and an email is sent to the email address set by the site administrator when the survey was set up. The user is then presented with a thank you screen which thanks them for providing feedback to <Title Company Name>.

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1.6.35.1 Survey Administration

The Site Administrator can enable the survey module for use on their operations pages. This will give the SA or the employee with administrative permission the ability to add a Take Our Survey! link to the home page or to a seminar or event page. There can be multiple surveys on the operations pages at any given time. When the administrator activates a survey, they will add a survey name and indicate which page the link appears on, and can grant employees access to the survey administration tool. The SA will also enter permission for selected individuals to access the survey results.

The SA or employee with administrative permission can add survey questions that will display on the survey page. They will have the option of indicating whether the questions is True/False, Multiple Choice, or Brief Essay. If the option for True/False is selected, the question will appear as such on the survey page, with radio buttons for the user to select the answer. If Multiple Choice is selected, the administrator will be prompted to add the multiple choice answers they want to display on the site, and users will be presented with these answers and their respective radio buttons. If Brief Essay is selected, the question will display with a text box where users can enter their answer.

1.6.35.2 Survey Results View

The SA, employees with administrative permission, and employees granted permission to view the survey results will all be able to view the results of the survey by selecting a Survey Results link in the administrative tool. This will display a list of surveys to which the employee has access to the results. They will select the survey name and a tabulation of responses for each question will display. In the case of Brief Essay questions, it will display the answers that have been entered. There will also be an option to send the results to an email address or multiple email addresses so that the survey results can be shared with other individuals.

1.6.36 Career Opportunities

This module will add a Career Opportunities menu item and page to the operations section of the web site, and will allow the SA or employee with administrative permission to upload job descriptions to the site. The career opportunities page will display the following default text, instruct users interested in applying for any of the posted positions to contact their <Title Company Name> human resources department, and will display the appropriate email address and phone number which is entered by the SA or employee with administrative permission through the admin tool. The page will also display the names of open positions which will serve as links to the job descriptions that are uploaded to the site.

1.6.36.1 Career Opportunities Administration

The SA or employee with administrative permission will have the ability to enter the email address and phone number of the Human Resources department or individual that is handling applications for open positions posted on the site. The SA or EAP will have the ability to enter the name of an open position and upload an associated job description. The names of the open positions will display on the Career Opportunities page and will appear as links to the respective job descriptions.

Posted job descriptions will not appear automatically on the web site, but will go through the work flow approval process before they are enabled to appear on the site. The approver will be the local HR administrator and/or operations manager, depending on the needs of the operation.

There will be no capture of applicant data or responses on this web site. The applicants will deal directly with the HR representative if they choose to apply for a position.

1.6.37 Partners

This module will add a Partners menu item to the operations site which will take users to a Partners Page. The Partners Page will display logos of selected companies that <Title Company Name> does business with that have been uploaded for display on this page by the Site Administrator or employee with administrative permission. The logos will serve as links to the various company web sites, which will open in a new window.

1.6.37.1 Partners Administration

The SA will have the ability to enable this module for display on the operations site, and will grant permission to selected employees so they can administer this page.

The SA and EAP will have the ability to upload partner company logos and enter the link to each respective partner company's web site. Partner company logos will automatically be resized to similar heights so that one logo does not appear larger than another on the page.

Posted partner company logos will not appear automatically on the page, but will go through the work flow approval process to be approved. The approver will be the operations manager and may also include other managers or corporate compliance attorneys, depending on operational and corporate needs.

1.6.38 E-Cards

This module will add a menu item for E-Cards that will display card templates created by the FNF CNS Graphic Artist that can be used by customers to send greetings to individuals via email. There will be standard holiday cards, and cards for business related topics. The user can select the E-Card they wish to send, enter the email address of the individual they wish to send the card to, and enter any text message they want to include on the card. When they are finished, they can click on a link to view the card they have created, can go back to edit their text or the email address they wish to send the card to, or can click a send function to send the card.

1.6.38.1 E-Cards Administration

The SA will have the ability to enable this module for display on the operations site, and will grant permission to selected employees so they can also administer this page. When the SA or EAP selects the E-Cards Administration tool, they will be presented with a list of all E-Cards available, and will have the ability to enable or disable an E-Card's visibility on the operation web site. As new E-Cards are added to the selection by the FNF CNS Graphic Artist, they will automatically appear as options in the E-Cards Administration tool so the SA or EAP can choose to display them on the web site. The SA or EAP will not have the ability to create new E-Cards, but will simply choose which E-Cards that have been made available by the FNF CNS Graphic Artist display on their operation pages.

1.6.39   Search the Site

A keyword search feature will be utilized and displayed on the main page of the Operations section of the site. Searches will be confined to information on the publicly accessible pages within each local operations portion of the web site. Searches will be confined to enabled modules. Depending on the level of effort and development timelines, and the fact that the site menus and other navigation features may make such a search tool irrelevant, this module is considered low priority and may be removed from the scope of this project. It may also be deferred to a second phase of the project.

This feature shall provide the functionality for users to search the operation pages using keywords and phrases.

The user will enter a keyword or keyword phrase to search on in the Site Search data entry box and select SEARCH.

The search will return results from the website pages that match all or partially match the search criteria. The development team will determine the best method search and display the search results back to the user.

The user will be able to navigate to the desired website page based on the results returned from the search. The development team will determine the best method for the user to navigate to the desired webpage based on the search results.

If a keyword is entered into the Site Search data entry box and is not in the list of valid keywords to search (Addendum I: Keyword Search List) the message "The Search Keyword Entered is not in the valid Keyword Search List. Please contact your title representative if you need assistance with your transactions."

1.6.40   Site Map

There will be no site map added to this site, since navigation is handled through dynamic menus and links embedded in the pages, and there is a search feature built into the site, the addition of a site map would be redundant and is not necessary.

1.7   Site Administration

This portion of the site will include tools that give the site administrator and employees with administrative permission the ability to add and remove modules from their operations pages and modify the content and features presented in each module. The site administrator and employees with administrative permission will be required to log in to access the administrative tools. The site administrator will have the ability to set access permissions to selected tools for other employees who are allowed to make changes to the operations pages.

1.7.1   Login

The site administrator (SA) and employees with administrative permission (EAP) will log in using their FNF network credentials. Development will utilize the login component for the Enterprise Directory Services. Login and password security requirements will be handled according to the FNF Corporate Internet Security Group guidelines.

1.7.2   Permissions Handling

The Site Administrator will have permission to access all of the site administration tools, including Module Activation/Deactivation and Permissions Handling. Through the Permissions Handling feature, the SA will have the ability to add employees who will be permitted to access administrative tools and to set permissions indicating the tools to which they have been granted access. The SA will have the ability to remove an employee's access to any and all administrative tools at any time.

1.7.3   Module Activation/Deactivation

The SA will have the ability to activate and deactivate the site modules that display on their respective operation pages. When the Module Activation/Deactivation administrative menu item is selected, the SA will be presented with a list of all site modules available for use. This list will display the module name, and indicate whether the module is ACTIVATED or DEACTIVATED. There will be an Activate or Deactivate capability presented depending on the status of the respective module. Once a module has been activated, it is added to the operation pages on the Operation's portion of the web site. The default information contained within the module will display immediately upon activation by the SA. This information may be modified by the SA or employee with administrative permission (EAP) at any time after activation. Only employees who have been granted access to administer a module will see the module in their list of administrative options.

1.7.4   Individual Module Administration

The SA or EAP will log into the site administration tools where they are presented with a list of modules that have been permitted to access by the SA. Only activated modules will appear in this list. The SA will see a complete list of activated modules when they log in. The EAP will see a list that shows only activated modules to which they have been granted permission.

To modify a module in the list, the SA or EAP selects the module name. The modifications allowed vary per module and are defined within each module listed above. See individual module

administration sections for more detail. Not all modules may be modified, some will only display default content when activated by the SA.

1.7.5   Administrative Help menus

Each Administrative tool will have a help feature to explain how to use the tool. The screen specific help feature can be accessed from a link on each respective administrative page. There will also be a Help menu item in the list of administrative tools that the SA and EAP can select. This help menu item will take the SA or EAP to a page containing links to all the administrative help screens that are available. The contents for the individual help screens will be defined in the functional specifications.

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2 Addendums

2.1 Addendum A – Multi State Resources

ALABAMA
Alabama Code -www.legislature.state.al.us/CodeofAlabama/1975/coatoc.htm
Alabama Department of Revenue -http://www.ador.state.al.us/
Alabama Dixie Land Title Association -http://www.dlta.net/
Alabama Legislature http://www.legislature.state.al.us/

ALASKA

Alaska Department of Revenue -http://www.revenue.state.ak.us/

Alaska Land Title Association - http://www.alaskalandtitle.com/

Alaska Legislature - http://www.legis.state.ak.us/

Alaska Statutes - www.legis.state.ak.us/folhome.htm

ARIZONA
Arizona Department of Revenue - www.revenue.state.az.us/

Arizona Revised Statutes - www.azleg.state.az.us/ArizonaRevisedStatutes.asp

Arizona State Legislature -www.azleg.state.az.us/

ARKANSAS

Arkansas Code - http://www.arkleg.state.ar.us/data/ar_code.asp?

Arkansas Department of Finance and Administration - www.state.ar.us/dfa/

Arkansas General Assembly - www.arkleg.state.ar.us/

Arkansas Land Title Association - http://www.arlta.org/

CALIFORNIA

California Association of Real Estate Appraisers -http://www.appraiser.org/

California Building Industry Association - http://www.cbia.org/

California Franchise Tax Board **-** http://www.ftb.ca.gov/

California Franchise Tax Board - Withholding Requirements for Real Estate Sales

www.ftb.ca.gov/individuals/wsc/California_Real_Estate.html

California Fresno County Recorder **-** www.co.fresno.ca.us/0420/recorders_web/index.htm

California Land Title Association – CLTA **- http://www.clta.org**

California Legislative Information **-** http://www.leginfo.ca.gov/

California Office of Real Estate Appraisers **-** http://www.orea.ca.gov/

California San Diego County Grantor/Grantee Index Search

arcc.co.san-diego.ca.us/services/grantorgrantee/

California Secretary of State - Business Search **-** kepler.ss.ca.gov/list.html
California State Assembly **-** http://www.assembly.ca.gov/acs/defaulttext.asp
California State Board of Equalization **-** http://www.boe.ca.gov/
California State Codes **-** www.leginfo.ca.gov/calaw.html
California State Home Page **-** www.ca.gov/state/portal/myca_homepage.jsp
California State Insurance Code **-** www.leginfo.ca.gov/cgi-bin/calawquery?codesection=ins

COLORADO
Colorado Department of Regulatory Agencies **-** www.dora.state.co.us/index.htm

Colorado Department of Revenue **-**www.revenue.state.co.us/main/home.asp

Colorado General Assembly **-** www.leg.state.co.us/

Colorado Land Title Association **-** http://www.ltac.org/

Colorado Revised Statutes **-**
www.state.co.us/gov_dir/leg_dir/olls/HTML/colorado_revised_statutes.htm

CONNECTICUT

Connecticut Department of Revenue Services **-** http://www.drs.state.ct.us/

Connecticut General Assembly **-** www.cga.ct.gov/

Connecticut New England Land Title Association http://www.nelta.org/

Connecticut Statutes **-** www.cga.ct.gov/asp/menu/Statutes.asp

DELAWARE

Delaware Code **-** www.delcode.state.de.us/

Delaware Division of Revenue **-** www.state.de.us/revenue/default.shtml

Delaware General Assembly **-** www.legis.state.de.us/Legislature.nsf?Open

DISTRICT OF COLUMBIA

District of Columbia Code- brc.dc.gov/licenses/dccode.asp

District of Columbia Council **-** http://www.dccouncil.washington.dc.us/

District of Columbia Office of Tax and Revenue **-** cfo.dc.gov/otr/site/default.asp

District of Columbia Real Property Service Center **-**
cfo.dc.gov/otr/cwp/view,a,1330,q,594366,otrNav_gid,1679,otrNav,|33280|.asp

FLORIDA

Florida Bar - Real Property, Probate & Trust Law Section **-** http://www.flabarrpptl.org/

Florida Department of Revenue **-** www.myflorida.com/dor

Florida Department of Revenue – Forms **-** www.myflorida.com/dor/forms

Florida Department of Revenue - Tax Law Library **-** www.myflorida.com/dor/law

Florida Division of Corporations**-** ccfcorp.dos.state.fl.us

Florida Land Title Association **-** www.flta.org/
Florida Legislature **-**
www.leg.state.fl.us/Welcome/index.cfm?CFID=1291243&CFTOKEN=15215788
Florida Statutes **-** www.leg.state.fl.us/Statutes/index.cfm?Tab=statutes&submenu=-
1&CFID=1291243&CFTOKEN=15215788

GEORGIA

Georgia Code **-** www.legis.state.ga.us/cgi-bin/gl_codes_detail.pl?code=1-1-1

Georgia Department of Revenue **-**http://www.etax.dor.ga.gov/

Georgia Dixie Land Title Association **-** http://www.dlta.net/

Georgia Legislature **-** www.ganet.org/services/newleg

HAWAII

Hawaii Department of Taxation www.state.hi.us/tax/tax.html

Hawaii Revised Statutes www.capitol.hawaii.gov/site1/docs/docs.asp

Hawaii State Legislature http://www.capitol.hawaii.gov/

IDAHO

Idaho Legislature – http://www.legislature.idaho.gov/

Idaho State Tax Commission **-** tax.idaho.gov

Idaho Statutes **-** www3.state.id.us/idstat/TOC/idstTOC.html

ILLINOIS

CITY OF CHICAGO

http://egov.cityofchicago.org/city/webportal/home.do

COOK COUNTY

http://www.co.cook.il.us/ Cook County

http://www.ccrd.info/CCRD/il031/index.jsp Cook County Recorder of Deeds

http://www.cookcountytreasurer.com/ Cook County Treasurer's Office

http://198.173.15.41/CCRD/il031/index.jsp Document Search

DUPAGE COUNTY

http://www.co.dupage.il.us/ DuPage County

http://www.co.dupage.il.us/recorder/index.cfm   DuPage County Recorder

http://www.dupageco.org/treasurer/lookup.cfm DuPage County Treasurer's Office

http://www.addisontownship.com/addison/assessor.asp DuPage County Assessor's Office

KANE COUNTY

http://www.co.kane.il.us/ Kane County

http://www.kanecountyrecorder.net/   Kane County Recorder

http://www.co.kane.il.us/treasurer/ Kane County Treasurer's Office

KENDALL COUNTY

http://www.co.kendall.il.us/index.htm Kendall County

http://www.co.kendall.il.us/propertyservices.htm Kendall County Treasurer's Office

LAKE COUNTY

http://www.co.lake.il.us/default.asp Lake County

http://www.co.lake.il.us/recorder/   Lake County Recorder

http://www.co.lake.il.us/treasurer/collbook/collbook2.asp Lake County Treasurer's Office

http://www.co.lake.il.us/gis/MapGallery/default.asp Lake County Parcel Search

MCHENRY COUNTY

http://www.co.mchenry.il.us/ McHenry County

http://www.co.mchenry.il.us/CountyDpt/recorder/ McHenry County Recorder

http://www.co.mchenry.il.us/CountyDpt/treasurer/ McHenry County Treasurer's Office

http://taxweb2k.co.mchenry.il.us/cidnet/publictreasurer.htm McHenry County Property Search

WILL COUNTY

http://willcountyillinois.com/ Will County

http://www.willcountyrecorder.com/ Will County Recorder

http://www.willcountysoa.com/assessors.htm Will County Assessor's Office

http://www.willcountysoa.com/taxmaps.htm Will County Parcel Search

ORDINANCE.COM

http://www.ordinance.com/default.asp

STATE OF ILLINOIS

Illinois Department of Revenue

http://www.revenue.state.il.us/

Illinois Land Title Association (ILTA)

http://www.illinoislandtitle.org

Illinois Legislature

http://www.illinois.gov/government/gov_legislature.cfm

Illinois Secretary Of State

http://www.sos.state.il.us/

Illinois Secretary of State - Real Time Corporate/LLC Information Search

http://cdsprod.ilsos.net/corp.html

INDIANA

Indiana Code **-** http://www.state.in.us/legislative/ic/code/

Indiana Department of Revenue **-** http://www.in.gov/dor/

Indiana General Assembly **-** http://www.in.gov/legislative/

Indiana Land Title Association **-** http://www.indianalandtitle.org/

IOWA

Iowa Code **-** www2.legis.state.ia.us/IowaLaw.html

Iowa Department of Revenue **-** www.state.ia.us/tax/index.html

Iowa General Assembly **-** http://www.legis.state.ia.us/

Iowa Land Title Association **-** http://www.iowalandtitle.org/

KANSAS

Kansas Department of Revenue - http://www.ksrevenue.org/

Kansas Land Title Association **-**http://www.klta.org/

Kansas Legislature **-** www.kslegislature.org/legsrv-legisportal/index.do

Kansas Statutes **-** www.kslegislature.org/legsrv-statutes/index.do
KENTUCKY
Kentucky Department of Revenue **-** revenue.ky.gov
Kentucky Legislature **-** www.lrc.ky.gov/home.htm
Kentucky Office of Insurance - Local Government Premium Tax Unit **–**
http://www.doi.state.ky.us/kentucky/Docs.asp?DivID=10
Kentucky Revised Statutes **-**www.lrc.ky.gov/statrev/frontpg.htm
LOUISIANA

Louisiana Department of Revenue **-**http://www.rev.state.la.us/

Louisiana Land Title Association - http://www.llta.org

Louisiana Legislature **-** http://www.legis.state.la.us/

Louisiana New Orleans Notarial Archives **-** www.notarialarchives.org/doctax.htm

Louisiana Statutes **-** www.legis.state.la.us/lss/tsrssearch.htm

MAINE

Maine Legislature **-** janus.state.me.us/legis

Maine New England Land Title Association **-** http://www.nelta.org/

Maine Revenue Services **-** http://www.state.me.us/revenue

Maine Revised Statutes -janus.state.me.us/legis/statutes

MARYLAND

Maryland Comptroller **-** http://www.comp.state.md.us/default.asp

Maryland Department of Assessments and Taxation **-** http://www.dat.state.md.us/

Maryland General Assembly **-** mlis.state.md.us

Maryland Land Title Association **-** mdlta.com

Maryland Statutes **-** mlis.state.md.us/#stat

MASSACHUSETTS

Massachusetts Department of Revenue **-** http://www.dor.state.ma.us/

Massachusetts General Court - http://www.state.ma.us/legis

Massachusetts General Laws **-**www.state.ma.us/legis/laws/mgl/index.htm

Massachusetts New England Land Title Association **-**http://www.nelta.org/

MICHIGAN

Michigan Compiled Laws **-**
www.legislature.mi.gov/(a0csg4r0wohg5bmshqtou03m)/mileg.aspx?page=home

Michigan Department of Treasury **-** www.michigan.gov/treasury

Michigan House of Representatives **-**http://www.house.mi.gov/

Michigan Land Title Association **-** http://www.milta.org/

MINNESOTA

Minnesota Department of Revenue **-** http://www.state.mn.us/ebranch/mdor/

Minnesota Hennepin County Mortgage Registry and Deed Tax Calculator **-**
www.co.hennepin.mn.us/vgn/portal/internet/hcdetailmaster/0,2300,1273_83303_101373383,00.html

Minnesota Land Title Association **-** http://www.mlta.org/

Minnesota State Legislature **-** http://www.leg.state.mn.us/

Minnesota Statutes, Session Laws, and Rules - www.library.leg.state.mn.us/leg/statutes.htm

MISSISSIPPI

Mississippi Dixie Land Title Association -http://www.dlta.net/

Mississippi Legislature -http://www.ls.state.ms.us/

Mississippi Official Site -www.mississippi.gov/index.jsp

Mississippi Tax Commission - http://www.mstc.state.ms.us/

MISSOURI

Missouri Department of Revenue -http://www.dor.mo.gov/

Missouri House of Representatives - http://www.house.state.mo.us/

Missouri Land Title Association - http://www.mlta.com/

Missouri Revised Statutes - www.moga.state.mo.us/homestat.htm

MONTANA

Montana Code and Constitution - leg.state.mt.us/css/mtcode_const/laws.asp

Montana Land Title Association -leg.state.mt.us/css/mtcode_const/laws.asp

NEBRASKA

Nebraska Department of Revenue -http://www.revenue.state.ne.us/index.html

Nebraska Land Title Association -http://www.nelta.net/

Nebraska Legislature - http://www.unicam.state.ne.us

NEVADA

Nevada Department of Taxation - tax.state.nv.us

Nevada Legislature - http://www.leg.state.nv.us/

Nevada Statutes -www.leg.state.nv.us/Law1.cfm

NEW HAMSHIRE

New Hampshire Department of Revenue Administration - www.state.nh.us/revenue/index.htm

New Hampshire General Court - http://www.gencourt.state.nh.us/ie/

New Hampshire New England Land Title Association -http://www.nelta.org/

New Hampshire Revised Statutes - http://www.gencourt.state.nh.us/rsa/html/indexes/

NEW JERSEY

New Jersey Division of Taxation -http://www.state.nj.us/treasury/taxation/

New Jersey Land Title Association -http://www.njlta.org/

New Jersey Legislature - http://www.njleg.state.nj.us/

NEW MEXICO

New Mexico Land Title Association -http://www.nmlta.org/

New Mexico Legislature -legis.state.nm.us

New Mexico Taxation & Revenue Department -http://www.state.nm.us/tax/

NEW YORK

New York State Assembly - http://assembly.state.ny.us/

New York State Department of Taxation and Finance - http://www.tax.state.ny.us/

New York State Land Title Association - http://www.nyslta.org/

NORTH CAROLINA

North Carolina Bar Association - http://www.ncbar.org/

North Carolina Department of Insurance - http://www.ncdoi.com/

North Carolina Department of Revenue -http://www.dor.state.nc.us/

North Carolina General Assembly - http://www.ncga.state.nc.us

North Carolina General Statutes - www.ncga.state.nc.us/gascripts/statutes/statutes.asp

North Carolina Land Title Association - http://www.nclta.org/

North Carolina School of Government Library (UNC) -www.iog.unc.edu/library/index.html

North Carolina Secretary of State - http://www.secstate.state.nc.us/

North Carolina State and Local Government on the Net -www.statelocalgov.net/state-nc.cfm

NORTH DAKOTA

North Dakota Code - www.legis.nd.gov/information/statutes/cent-code.html

North Dakota Legislative Branch -http://www.legis.nd.gov/

North Dakota State Tax Commissioner - http://www.nd.gov/tax//

OHIO

Ohio Department of Taxation -http://www.state.oh.us./tax/

Ohio General Assembly -http://www.legislature.state.oh.us/

Ohio Land Title Association -http://www.legislature.state.oh.us/

Ohio Revised Code - onlinedocs.andersonpublishing.com/revisedcode/

OKLAHOMA

Oklahoma Land Title Association -http://www.oklahomalandtitle.com/

Oklahoma Legislature -http://www.lsb.state.ok.us/

Oklahoma Statutes - www.lsb.state.ok.us/osStatuesTitle.html

Oklahoma Tax Commission -http://www.oktax.state.ok.us/

OREGON

Oregon Department of Revenue -http://www.dor.state.or.us/default.html

Oregon Land Title Association -http://www.oregonlandtitle.com/

Oregon Revised Statutes -http://www.leg.state.or.us/ors/

Oregon State Legislature -http://www.leg.state.or.us/

PENNSYLVANIA

Pennsylvania Department of Revenue -www.revenue.state.pa.us/revenue/site/default.asp

Pennsylvania Department of Revenue – Forms -
www.revenue.state.pa.us/revenue/cwp/browse.asp?a=190&bc=0&c=32805

Pennsylvania General Assembly -http://www.legis.state.pa.us/

Pennsylvania Land Title Association - http://www.plta.org/

Pennsylvania City of Philadelphia - http://www.phila.gov/

RHODE ISLAND

Rhode Island Division of Taxation -http://www.tax.state.ri.us/

Rhode Island General Assembly -http://www.rilin.state.ri.us/

Rhode Island General Laws -www.rilin.state.ri.us/statutes/statutes.html
Rhode Island New England Land Title Association - http://www.nelta.org

SOUTH CAROLINA

South Carolina Code -www.scstatehouse.net/code/statmast.htm

South Carolina Department of Revenue -http://www.sctax.org/

South Carolina Legislature -http://www.scstatehouse.net/

South Carolina Palmetto Land Title Association -http://www.scplta.org/

SOUTH DAKOTA

South Dakota Codified Laws -legis.state.sd.us/statutes/index.aspx

South Dakota Department of Revenue -www.state.sd.us/revenue/Revenue.html

South Dakota Legislature -legis.state.sd.us

TENNESSE

Tennessee Department of Revenue -http://www.state.tn.us/revenue/

Tennessee General Assembly -http://www.legislature.state.tn.us/

Tennessee Land Title Association -http://www.tnlta.org/

TEXAS

Texas Comptroller of Public Accounts -www.window.state.tx.us/m23taxes.html

Texas Land Title Association - http://www.tlta.com/

Texas Legislature -http://www.capitol.state.tx.us/

Texas Statutes -www.capitol.state.tx.us/statutes/statutes.html

UTAH

Utah Code -www.le.state.ut.us/~code/code.htm

Utah Land Title Association -http://www.ulta.org/

Utah Legislature -http://www.le.state.ut.us/

Utah Tax Commission -http://www.tax.utah.gov/

VERMONT

Vermont Department of Taxes -http://www.state.vt.us/tax/

Vermont Legislature -http://www.leg.state.vt.us/

Vermont New England Land Title Association -http://www.nelta.org/

Vermont Statutes -www.leg.state.vt.us/statutes/statutes2.htm

VIRGINIA

Virginia Code -leg1.state.va.us/000/src.htm

Virginia Department of Taxes -http://www.state.vt.us/tax/

Virginia General Assembly -legis.state.va.us

Virginia Land Title Association -http://www.vlta.org/

WASHINGTON

Washington Department of Revenue -dor.wa.gov

Washington Legislature -www1.leg.wa.gov/legislature

Washington Revised Code -www.leg.wa.gov/wsladm/rcw.cfm

WEST VIRGINIA

West Virginia Code -www.legis.state.wv.us/WVCODE/masterfrm3Banner.cfm

West Virginia Legislature -http://www.legis.state.wv.us/

West Virginia Tax Department - http://www.state.wv.us/taxrev/

WISCONSIN

Wisconsin Department of Revenue -http://www.dor.state.wi.us/
Wisconsin Land Title Association -http://www.wlta.org/

Wisconsin Legislature - http://www.legis.state.wi.us

Wisconsin State Bar -http://www.wisbar.org/

Wisconsin Statutes -www.legis.state.wi.us/rsb/stats.html

WYOMING

Wyoming Department of Revenue -revenue.state.wy.us

Wyoming Legislature -legisweb.state.wy.us

Wyoming Statutes -legisweb.state.wy.us/titles/statutes.htm

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2.2   Addendum B – Price Quote Request Form

Request Price Quote For Title Insurance Premium
Fields marked with an asterisk are mandatory:

Contact Information:

First Name:*   [   ]

Last Name:*   [   ]

Company Name:*   [   ]

How would
you like   ⊙ Phone   ⊙ Email
to be contacted?*

Phone Number: ([   ]) [   ] - [   ]

Email Address: [   ]

Confirm Email Address: [   ]

Property Information:

Address:*   [   ]

City:*   [   ]

State:*   [Select a State] ▼

Zip Code: [   ] - [   ] ❌

County: [   ]

Max of 250 characters.

Legal Description: [   ]

PIN: [   ]

Type of Transaction: ☐ Commercial Real Estate Sale

                       ☐ Refinance

                       ☐ Construction

Policy(s) Requested:

Liability Amount

☐ Owner's $ _____

☐ Loan $ _____

☐ Construction $ _____

☐ Leasehold $ _____

☐ Endorsements Requested [   ]

Sales Rep Information:*
You must select
one of the options.

My sales rep is [Select sales rep ▼]

☐ I am a new customer or my sales rep is not listed. Please contact me regarding my price quote request.

Max of 500 characters.

Additional Information or
Special Instructions: [   ]

[Request Quote]

When using this site, **DO NOT** include information relating to a customer's confidential, non-public personal information including, but not limited to; Social Security Number(s); Driver's License Number(s); Checking/Savings Account Number(s); Unlisted Telephone Numbers or other private information.