

Policies and Procedures

Title Policy Production/Premium Remittance

Purpose	Maintain written procedures related to title policy production, delivery, reporting and premium remittance to the insurer to help ensure Thomas C. Santoro PA meets its legal and contractual obligations.
Scope	These policies and procedures are for all of Thomas C. Santoro Title Services, LLC (hereafter referred to as “The Company”) locations including all satellite offices. These procedures are to be followed by all employees and independent contractors where applicable.
Procedures	<p>Policy Inventory</p> <p>The Company receives its policy inventory directly from the insurer. A Policy Inventory Report is maintained to track and monitor all of the paper and/or electronic policy numbers allocated to The Company. When policies are issued to customers, they move into an ‘issued’ status within the Policy Inventory reports.</p> <p>The following items are included in the Policy Inventory report:</p> <ul style="list-style-type: none">• The date paper and/or electronic policies are received by or allocated to The Company• The file number associated with each policy number• Unused policies• Voided policies• Policy numbers assigned, but not yet reported to the insurer• Policy issued, but not yet reported to the insurer <p>In addition to the Policy Inventory report, The Company has a tracking system that identifies files that have closed for which policies have not been issued.</p> <p>Paper policy stock is kept locked up. Electronic policy stock is limited to authorized users with login and passwords.</p> <p>Policy inventory duties have been clearly defined and are the responsibility of the post closer. We are able to reconcile our policy inventory records with the Insurer’s records.</p>

	<p>Policy Issuance</p> <p>Policies are issued to customers (lender and/or purchaser) within a 30 days after the transaction is disbursed. Electronic logs are maintained within the software system to monitor all orders that have closed and disbursed in which final policies have not been issued.</p> <p>If The Company does not perform the settlement/closing, the order is tracked and monitored by United Postal Services to help ensure the documents are received 3 days after disbursement.</p> <p>If a short-form lender's policy is issued, it can be delivered immediately after disbursement; however, monitoring procedures are still in place to help ensure the necessary documents are recorded.</p> <p>Premium Remittance and Policy Reporting</p> <p>In accordance with contractual or statutory obligations on a weekly basis, The Company reports to the insurer all title insurance policies (including endorsements), premiums and other fees as contractually obligated. Reporting is performed using the attached policy register report that has been approved by the insurer or via electronic upload through the insurer's electronic reporting web-based system. Physical copies of the policies are emailed (or mailed) to the insurer.</p> <p>A policy register report is maintained by each office that performs policy production.</p> <p>Premium remittance duties have been clearly defined and are the responsibility of the post closer. We are able to reconcile the premiums and fees we charged to our customers with the premiums and fees remitted to the insurer.</p>
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Contact Officer	<i>Trina M. Larsen</i>
Date Approved	<i>June 2025</i>
Date of Commencement	<i>June 2022</i>
Amendment Dates	
Date for Next Review	<i>June 2026</i>
Related References and Links	<ul style="list-style-type: none"> • <i>The Policy Register report is kept on our computer system.</i> • <i>The Policy Inventory report is kept on our computer system.</i> • <i>Please visit santorolaw.org for more information.</i>