

Title Leader's quality assurance is based on 25 years of experience.

Our best practices are maintained at the highest level within the title industry. Accordingly, our Vendor Management Policy describes how we screen, onboard, maintain, coach and terminate abstractors. Our policy is designed to produce both a panel of high-quality abstractors, and a high-quality work product.

Excerpts are listed below for your convenience:

Quality assurance for our abstractor panel

Abstractor screening – Years of experience, references, review multiple work examples, technology, review past profiles.

Onboarding – Service agreement, non-disclosure agreement, E&O insurance, etc.

Maintenance – Each report received, is reviewed and scored. Scorecards are maintained for each abstractor.

Coaching – Fine tuning of quality, turn-time or customer service.

Termination – In severe circumstances such as fraud, unprofessionalism or unresponsiveness, an abstractor may be terminated without coaching. Mailed by certified letter, and marked in our system to assure no future use.

Quality assurance for our work product

Before each search report is typed, it is examined by our team of experienced title examiners to ensure it conforms to:

- State statute for search requirements

- Client's search requirements

- Each search is scorecarded and added to the abstractor's cumulative scorecard.

Errors & Omissions Insurance

Maintained at \$2M, it is acceptable by all national title insurance companies (Fidelity, First American, Old Republic, etc.), so that all our title searches may be used to clear title and then issue title insurance policies, with full confidence.