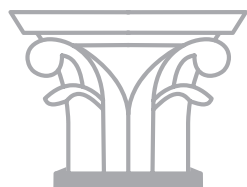


*Welcome to*



**SOUTHERN  
TITLE®**

*Protecting  
Your Investment*

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Southern Title Holding Company

2335 Beville Road

Daytona Beach, FL 32119

[www.stitle.com](http://www.stitle.com)





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Dear Borrower:

Congratulations on your upcoming refinance! Thank you for choosing Southern Title to handle your transaction.

Although you already have lender's title insurance on this property, you will be required to purchase a new loan policy. That is because a lender's policy only provides coverage for the life of the loan. Since you are refinancing, you are paying off one loan and securing a new loan, for which your lender will require a new lender's title policy. Reissue rates may apply, so please provide us with a copy of your prior Owner's Policy of Title Insurance as soon as possible.

New regulations implemented by the Consumer Financial Protection Bureau (CFPB) have resulted in changes to the real estate closing process. Southern Title has documented the policies and procedures that are required by the CFPB and comprise the American Land Title Association (ALTA) Best Practices.

Southern Title is proud to announce it has successfully completed a comprehensive third party assessment of its company practices regarding the protection of customer's personal information and has been awarded an ALTA Best Practices Pillar 3 Certificate of Completion.

The extensive audit, conducted by Security Compliance Associates, demonstrates the company's commitment to compliance and data security, its adherence to ALTA Best Practices Pillar 3 and applicable Gramm-Leach-Bliley Act (GLBA) and Federal Trade Commission (FTC) requirements. In addition, the certification demonstrates the company's preparation for lender or regulator audits.

Inside you will find information regarding the next steps in the refinancing process, including what kind of information we will need from you and why. Also, please review our Blue Ribbon Best Practices, Southern Title's commitment to providing you with a positive experience that complies with all federal, state, and local regulations.

If you have any questions, please feel free to call us at (866) 297-5535 or consult our website at [www.stitle.com](http://www.stitle.com).



## What Is Title Insurance?

### **Your Ownership of Real Estate**

Title Insurance is an insured statement of the condition of your ownership rights to a certain piece of property. An Owner's Policy of Title Insurance describes your property in detail and states what limitations, if any, there are to your ownership.

### **Your Protection Against Hidden Risks**

An Owner's Policy of Title Insurance protects against loss from certain claims on real estate which cannot be discovered by examination of the public records. For example, the title to the home for which you have paid, and to which you have received a deed, could be threatened or lost by such circumstances as a forgery, or error in recorded documents. These hidden risks will be covered in your policy of title insurance, under its terms.

### **How Does a Title Insurance Policy Protect Against These Dangers?**

If a claim is made against your title as covered by your policy, Southern Title's underwriter will protect you by:

- Defending your title, in court if necessary, at our expense, as to covered matters.
- Assuming the cost of settling the claim if it proves valid, in order to protect your title.

### **What Title Insurance Offers You**

Peace of mind. An Owner's Policy of Title Insurance assures you that the property you are purchasing is free of undisclosed liens, confusion in the rights of ownership, and other clouds on the title. It insures you own the property.

### **You Pay Only Once!**

There are no annual payments to keep your Owner's Policy of Title Insurance in force. Unlike other forms of insurance, the original premium is your only cost as long as you own the property. It is a good idea to review your policy to be sure you have sufficient coverage in case of a claim. Please contact our office or your attorney for more information.

Learn more at [www.stitle.com](http://www.stitle.com).



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As we begin creating the documents to facilitate your refinance, our customer service team will call you to gather the following information or you may complete online through Digital Docs.

- Your full name, and the name of your spouse (if applicable).
- Your address, phone number, and email address.
- Your Social Security Number. We understand the importance of securely transmitting this information, and want to assure you that we need this so we can obtain payoff information from your current mortgage lender/creditor. Please consult our Privacy Policy online for information about our legal compliance requirements.
- Mortgages on the property. Please provide detailed information including loan number, phone number, and payment address, on all the mortgages on the property. We will need detailed mortgage information on any home equity lines of credit, even if there is a zero balance, in order for us to arrange for a satisfaction of this loan.
- Consumer Disclosure Form. We need your consent in order to communicate with you via email and share specific documents with other parties to the transaction.

**Additional Information:**

- In order to protect your identity and comply with regulations governing the protection of your Non-public Personal information (NPI), e-mail communications from Southern Title will be encrypted. You will be guided through a simple process of logging in to a portal to read the first e-mail. Subsequent e-mails will require the same e-mail/password combination. Please let us know if you would prefer to access all documents through Paperless Closer, our secure online transaction management system.
- Any judgments, tax liens, etc., filed against you which attach to the property must be paid from your proceeds at closing.
- Lower title premiums may be arranged and/or a reissue premium may be applicable for this property. We will need a copy of the Prior Owner's Policy of Title Insurance in order to issue this premium.
- If you are married, your spouse may be required to sign the closing documents whether or not he or she appears on the contract or deed due to the requirement of joinder on homestead property as stipulated in the Florida Constitution.
- If you are adding your spouse to your deed, please let us know in advance as additional transfer taxes may apply.

# BEFORE CLOSING

- If you are bringing funds to closing, please coordinate a wire transfer at least a day in advance of closing to allow your bank or lending institution sufficient time to process the funds.
- If you plan to use a Power of Attorney or take title in a Trust for your closing, please let us know immediately.
- If you are unable to attend the closing, please let us know so we can make special arrangements to get your documents to you (sometimes known as a mailaway). Your signature on certain affidavits, loan documents and other closing documents may require witnesses and a Notary Public. Please arrange for these in advance to expedite the process.
- Your bank may have restrictions regarding the wiring of funds to your account. Please confirm their wiring regulations and let us know how we can help ensure a smooth wire transmission of your proceeds.
- Your lender/creditor will require proof of homeowner's insurance on your property. If your closing is scheduled during hurricane season, you may not be able to bind coverage once the storm is named. It is suggested that you pre-pay your homeowner's insurance (and flood insurance, if applicable) as early as possible.
- A survey may be required for your refinance, unless it is a condominium. Please contact your lender / creditor for additional information.



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## GENERAL CLOSING INFORMATION

**IDENTIFICATION:** Florida Statute 117 requires each person who has his or her signature notarized must present **ONE** of the following types of identification, or **TWO** depending on your lender/creditor:

1. **CURRENT ID** or Driver License issued by a United States Driver License Bureau.
2. **CURRENT** Canadian or Mexican Driver License issued by an Officer of a State or Provincial Agency.
3. U.S. Passport or Foreign Passport IF stamped by the U.S. Immigration and Naturalization Service.
4. U.S. Military ID Card.
5. Inmate ID card issued after January 1, 1992, by the Department of Corrections.
6. A veteran health identification card issued by the United States Department of Veterans Affairs (effective July 1, 2017).
7. Social security card, as a secondary form of ID.

Please note that one of the above will be required for **EACH** person executing closing documents so that his or her signatures can be notarized.

**REQUIRED FUNDS:** Pursuant to the Florida Realtors®/Florida BAR Contract for Sale and Purchase language requiring collected funds at closing (as stipulated in the Florida Administrative Code 69O-186.08) Southern Title Holding Company, LLC will require all cash to close to be tendered in the form of a wire transfer. Our wire transfer instructions will be mailed to you separately and will **NOT** be emailed to you in order to mitigate a security breach and safeguard your accounts and your personal information. If you receive wire instructions via email, please disregard and call your closing officer.

Wire fraud has become quite prevalent in real estate transactions and Southern Title has instituted this process in order to prevent hackers from diverting your funds to the wrong account. Industry Best Practices require our compliance with security standards to protect your privacy, personal information and escrow funds. Please feel free to contact us if you have any questions.

**CONTINGENCIES/REQUIREMENTS:** All contingencies and requirements set forth by your Lending Institution and the Title Insurance Commitment must be satisfied in order for us to proceed to closing.

**SPECIAL INSTRUCTIONS:** We ask that you please notify us immediately of any possible changes in order for us to better serve you and avoid delays to your closing or another scheduled closing. (For example: more than one proceeds check; change in repair bills; charge to a wrong party; name spelled incorrectly; property address incorrect).

**LEGAL QUESTIONS:** This office, by law, is not authorized to provide any opinion on legal matters or interpretation of documents. Any questions of this nature should be referred to your legal counsel.

**HAZARD INSURANCE:** Your lender/creditor will require proof of homeowner's insurance on your property. If your closing is scheduled during hurricane season, you may not be able to bind coverage once the storm is named. It is recommended that you pre-pay your homeowner's insurance (and flood insurance, if applicable) as early as possible. Your insurance agent may not be able to bind coverage if a storm has been identified.

**CANCELLATION:** Please be advised that should this transaction not be consummated, a cancellation fee may be incurred.

*We look forward to seeing you at the closing table.*





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Congratulations on successfully refinancing your home! We appreciate the trust you have placed in Southern Title to handle your transaction. It has been our pleasure to serve you and we hope that you will contact us when you are in the market to buy or sell real estate in the future.

We are pleased to provide you with information that might help you make a smooth transition to your next adventure.

- If you are considering selling, purchasing a new home or refinancing in the future, please allow us to help you with that real estate closing.
- Please keep a copy of your Owner's Policy of Title Insurance and your Deed in a safe, secure location. These important documents protect the ownership of you and your heirs as long as you have an interest in this property. In addition, you may be eligible for a reduced premium if you refinance again or sell the home in the future.
- If, for any reason, you were not satisfied with the service provided by Southern Title, or you would like to file a title insurance claim, please let us know immediately by calling (866) 297-5535 and requesting our Customer Service Department, email [customerservice@stitle.com](mailto:customerservice@stitle.com), or send a letter to Customer Service Department, Southern Title Holding Company, LLC, 2335 Beville Road, Daytona Beach, FL 32119. You may access the customer service page on our website at [www.stitle.com](http://www.stitle.com).

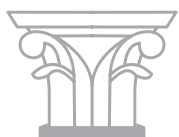


### Blue Ribbon Best Practices

- Treat customers, co-workers and business associates with honesty and integrity.
- Uphold a steadfast commitment to excellence in every endeavor.
- Employ committed, trustworthy, and highly capable associates.
- Conduct daily oversight and regular audits of all escrow trust accounts.
- Maintain a robust privacy and information security plan.
- Perform and document a thorough search and examination of public records.
- Always operate with the highest professional standards throughout the transaction.
- Maintain appropriate liability, fidelity, and errors and omissions insurance coverages.
- Ensure easy-to-use customer comment process as well as effective and timely resolution to complaints.
- Provide consistent and timely education to customers and consumers regarding the value of title insurance.
- Regularly audit escrow accounting, closing files, security plan, search processes, policy production, and customer complaint resolution to ensure continued compliance.
- Maintain membership in Florida Land Title Association (FLTA), American Land Title Association (ALTA) and associations with published Codes of Ethics and Best Practices.



*Thank you  
for allowing us  
to serve you.*



**SOUTHERN  
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*Please contact us for assistance with your  
next real estate transaction.*

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**FLTA**

