

AQUEBOGUE ABSTRACT CORP.

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A TITLE COMPANY'S BILL OF RIGHTS FOR ATTORNEY CLIENTS

Title companies are licensed by the state of New York to issue title insurance policies. Title agencies operate pursuant to a contract with one or more of these companies. Title premiums are uniform with both companies and their agents.

A client has a right to be treated with respect and courtesy by everyone they interact with at the title company. This includes telephone, email and in the case of closers, in person contact.

Upon request the client has a right to as complete a bill as possible prior to a closing. This should include all recording fees and taxes of all types. Questions about any part of the bill are to be answered to the satisfaction of the client.

The client should expect competence and diligence.

Prior to public recordation the client can expect confidentiality regarding an open file.

If a file requires a more involved level of research resulting in lengthier production time the client has a right to as accurate and thorough updates as possible. Any inquiry, whether by phone or correspondence must be responded to in a timely fashion.

Title businesses, like attorneys have dedicated escrow accounts. Agents are subject audits annually by their underwriters and title companies are audited by the Department of Insurance of New York State. When taking an escrow for property taxes the client can expect prompt payment and return of the escrow balance.

If a client has a complaint that is not satisfactorily responded to he may request the contact information for an agency's underwriting counsel. If dealing direct with a title company he may contact that company's main office or the Superintendent of Insurance of New York State.