

# American Land Title Association

# Best Practices

We support and promote the ALTA Best Practices that highlight the policies and procedures our industry exercises to protect consumers. We are committed to providing quality service that strengthens relationships and ensures a positive and compliant real estate settlement experience for our customers.

## **BEST PRACTICE #1**

Establish and maintain current License(s) as required to conduct the business of title insurance and settlement services.

## **BEST PRACTICE #2**

Adopt and maintain appropriate written procedures and controls for Escrow Trust Accounts allowing for electronic verification of reconciliation.

## **BEST PRACTICE #3**

Adopt and maintain a written privacy and information security program to protect Non-public Personal Information as required by local, state and federal law.

## **BEST PRACTICE #4**

Adopt standard real estate settlement procedures and policies that help ensure compliance with Federal and State Consumer Financial Laws as applicable to the Settlement process.

## **BEST PRACTICE #5**

Adopt and maintain written procedures related to title policy production, delivery, reporting and premium remittance.

## **BEST PRACTICE #6**

Maintain appropriate professional liability insurance and fidelity coverage.

## **BEST PRACTICE #7**

Adopt and maintain written procedures for resolving consumer complaints.

Parkway Title, LLC