

## **ALTA Best Practice Framework**

*The ALTA Best Practices Framework has been developed to assist lenders in satisfying their responsibility to manage third party vendors. The ALTA Best Practices Framework is comprised of the following documentation needed by a company electing to implement such a program.*



### **ALTA Mission Statement**

ALTA seeks to guide its membership on best practices to protect consumers, promote quality service, provide for ongoing employee training, and meet legal and market requirements. These practices are voluntary and designed to help members illustrate to consumers and clients the industry's professionalism and best practices to help ensure a positive and compliant real estate settlement experience. These best practices are not intended to encompass all aspects of title or settlement company activity.

ALTA is publishing these best practices for the mortgage lending and real estate settlement industry. ALTA accepts comments from stakeholders as the Association seeks to continually improve these best practices. A formal committee of ALTA members regularly reviews and makes improvements to these best practices, seeking comment on each revision.

**Backman Title Services supports ALTA's Mission Statement and our insurance and settlement services are provided in accordance with these standards.**

#### **1. Best Practice: Establish and maintain current License(s) as required to conduct the business of title insurance and settlement services.**

**Purpose:** Maintaining state mandated insurance licenses and corporate registrations (as applicable) helps ensure the Company remains in good standing with the state.

#### **Backman Title Services procedures to meet this best practice:**

- We will establish and maintain applicable Business Licenses (see attached [Exhibit A](#)).
- We will establish and maintain compliance, with licensing, registration and other State of Utah Insurance Department laws/rules, by keeping a licensing checklist, including type of employee license/s, location, continuing education and appointments.
- We will Review the licensee checklist, on a monthly basis, for compliance, expiration dates and removal of former or inactive employees.
- We will establish and maintain appropriate compliance with ALTA's Policy Forms Licensing requirement.

## **2. Best Practice: Adopt and maintain appropriate written procedures and controls for Escrow Trust Accounts allowing for electronic verification of reconciliation.**

**Purpose:** Appropriate and effective escrow controls and staff training help title and settlement companies meet client and legal requirements for the safeguarding of client funds. These procedures help ensure accuracy and minimize the exposure to loss of client funds. Settlement companies may engage outside contractors to conduct segregation of trust accounting duties.

### **Backman Title Services procedures to meet this best practice:**

- Escrow funds and operating accounts are separately maintained.
  - Our Escrow Officers and Assistants will restrictively endorse the back of every check, write our file no. on the front of check, will not deposit Earnest Money checks until we have a file no. and type our file no. online when sending wires to ensure that all escrow funds, or other funds, the Company maintains, under a fiduciary duty, are not commingled with the Company's operating account, employee or manager expense account.
- Escrow Trust Accounts will be prepared with Trial Balances.
  - We will apply every credit and debit to a file number to ensure our Escrow Trust Accounts can be prepared with Trial Balances ("Three-Way Reconciliation"), on at least a monthly basis. The Trial Balance reflects all open escrow balances.
- Escrow Trust Accounts will be reconciled.
  - On at least a daily basis, we will reconcile receipts and disbursements of the Escrow Trust Account.
  - On at least a monthly basis, we will perform a Three-way reconciliation of the bank statement, check book and Trial Balances.
  - We will segregate duties to ensure reconciliations are conducted by someone other than those with signing authority.
  - Management will review results of the reconciliation and allow electronic access by the Company's contracted underwriter(s).
- Escrow Trust Accounts will be properly identified.
  - Accounts will be identified as "escrow" or "trust" accounts. We will request that the bank place the appropriate identification on all account-related documentation including bank statements, bank agreements, disbursement checks and deposit tickets.
- Outstanding file balances will be documented and reconciled.
- Transactions will be conducted by authorized employees only.
  - Only those employees whose authority has been defined to authorize bank transactions may do so. Appropriate authorization levels are set by the Company and reviewed for updates annually. Former employees are immediately deleted as listed signatories on all bank accounts.
- Unless directed by the beneficial owner, Escrow Trust Accounts will be maintained in Federally Insured Financial Institutions.
- We will Utilize Positive Pay or Reverse Positive Pay, Automated Clearing House blocks and international wire blocks, if available.
  - PeopleTrail or other appropriate third party will provide our background checks.
  - We will explain Positive Pay to clients who take our check to their bank and want cash.
  - Background Checks will be completed in the hiring process. At least every three years, we will obtain Background Checks, going back five years, for all employees who have access to consumer funds.
- Ongoing training will be conducted for employees in management of escrow funds and escrow accounting.

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

**Purpose:** Federal and state laws (including the Gramm-Leach-Bliley Act) require title companies to develop a written information security program that describes the procedures they employ to protect Non-public Personal Information. The program must be appropriate to the Company's size and complexity, the nature and scope of the Company's activities, and the sensitivity of the consumer information the Company handles. A Company evaluates and adjusts its program in light of relevant circumstances, including changes in the Company's business or operations, or the results of security testing and monitoring.

#### **Backman Title Services procedures to meet this best practice:**

- Physical security of Non-public Personal Information.
  - We will restrict access to Non-public Personal Information to authorized employees who have undergone Background Checks at hiring (People Trail provides our background checks).
  - We will employ a clean-desk policy. Employees will utilize locking filing cabinets, safes and desks. Consumers/clients will not be left alone in our offices.
  - We will prohibit or control the use of removable media. USB drives, CD/DVD, SD cards are only used on our public use group of computers/closing room computers).
  - We will use secure delivery methods when transmitting Non-public Personal Information or E-mail attachments will be password protected.
- Network security of Non-public Personal Information.
  - We will maintain secure access to Company information technology.
  - Employees will follow company computer use policies as outlined on Pages 17 & 18 in the employee manual (see attached [Exhibit B](#)).
  - Employees will not share computer passwords and will be required to create a new password every 90 days.
  - We have and will continue to develop guidelines for the appropriate use of Company information technology.
  - We will ensure secure collection and transmission of Non-public Personal Information.
- Disposal of Non-public Personal Information.
  - We will follow Federal law that requires companies that possess Non-public Personal Information for a business purpose, to dispose of such information properly in a manner that protects against unauthorized access to or use of the information.
  - We will place paper in secure Certified Shredding bins, every night, and continue to retain Certified Shredding Inc. or other, licensed and bonded, document destruction company, to securely destroy this information.
  - Employees will follow company privacy policies as outlined on page 23 in the employee manual (see attached [Exhibit C](#)).
  - Record retention. Generally, we do not keep copies of credit reports, loan applications and tax returns; however, if no other instructions are given for specific transactions we retain records in accordance with current state law, federal law or underwriting agreements which is generally 15 years.
  - Electronic records and equipment. When circumstances dictate the need to dispose of electronic information or the equipment used to store that information we will use a licensed and bonded destruction company.
- Establish a disaster management plan. Our plan includes:
  - Maintain a backup set of company data, and computer systems, at our Riverwoods branch office (33 miles south of our Fashion Place, primary, office).
  - Re-route the data connection, for all offices, to the Riverwoods Office.
  - Distribute employees among each functioning office.
  - Goal of 70% normal operations.
  - Promptly notify our customer about any expected interruption of service caused by a disaster or system failure.
- Appropriate management and training of employees to help ensure compliance with Company's information security program.
  - Our employees will read and understand computer use and privacy policies.
  - We will review ALTA Best Practices and information security program at semi-annual, in-house, company sponsored Continuing Education Seminars.
- Oversight of third party service providers to help ensure compliance with the Company's information security program.
  - We will take reasonable steps to select and retain service providers that;

- Are capable of appropriately safeguarding Non-public Personal Information.
- Are licensed with the appropriate Department of Insurance when providing real estate settlement abstract and insurance services.
- Will agree to our privacy and information security programs.
- Audit and oversight procedures to help ensure compliance with Company's information security program.
  - We will have semi-annual reviews of privacy and information security procedures to detect the potential for improper disclosure of confidential information.
- Notification of security breaches to consumers and law enforcement.
  - We will post our privacy and information security program on company websites. We will also provide program information directly to consumers in other useable forms as requested.
  - When a breach is detected, employees will immediately inform management and the company will immediately inform consumers and law enforcement as required by law.
  - Ben Franklin taught, "An ounce of prevention is worth a pound of cure."

#### **4. Best Practice: 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.**

**Purpose:** Adopting appropriate policies and conducting ongoing employee training helps ensure the Company can meet state, federal, and contractual obligations governing the Settlement.

##### **Backman Title Services procedures to meet this best practice:**

- Recording procedures.
  - We will maintain our duty as an objective third-party fiduciary and review legal and contractual requirements/instructions to determine Company obligations to record documents. We will incorporate such requirements/instructions with our recording instructions checklist.
  - We will follow our in-house recording instruction checklist (see attached [Exhibit D](#))
  - We will submit or ship documents for recording to the county recorder (or equivalent) or the person or entity responsible for recording within two (2) business days or the later of (i) the date of Settlement, or (ii) receipt by the Company if the Settlement is not performed by the Company.
  - We will track shipments of documents for recording.
  - We will ensure timely responses to recording rejections.
  - We will follow up on rejected recordings to prevent unnecessary delay.
  - We will verify that recordation actually occurred and maintain a record of the recording information for the document(s).
  - We will save a copy of all recorded documents in our electronic file system.
- Pricing procedures.
  - We will maintain written procedures to help ensure that consumers are charged the appropriate/applicable title insurance premium and other rates, including our filed escrow fees, for services provided by the Company. These premiums and rates are determined by a mix of legal and contractual obligations.
  - We will utilize rate manuals and, our, online calculators, as appropriate, to help ensure correct fees are being charged for title insurance policy premiums, state-specific fees and endorsements.
  - We will avoid junk fees and use our "best efforts" to charge a single, bundled settlement/closing fee.
  - We will ensure discounted rates are calculated and charged when appropriate, including refinance or reissue rates.
  - We will review 1200 section on HUD for RESPA compliance recording amounts (\$14.00 for Deed and \$40.00 for Deed of Trust).
  - We will keep a written log to account for escrow charges above our minimum filed fees.
  - Before closing, we will check to make sure we are using the correct underwriter, policy and charges.
  - We will quality check files after Settlement to help ensure consumers were issued the appropriate policy and charged our filed fees.
  - We will provide timely refunds to consumers when an overpayment is detected.
  - We will store your closed files in our electronic file system
- Compliance Officer; Canyon Anderson President, 801-288-8818

**5. Best Practice: Adopt and maintain written procedures related to title policy production, delivery, reporting and premium remittance.**

**Purpose:** Adopting appropriate procedures for the production, delivery, and remittance of title insurance policies helps ensure title companies can meet their legal and contractual obligations.

**Backman Title Services is an issuing agent for First American Title, Old Republic Title and Alliant National Title and maintains the following procedures to meet this best practice:**

- Title policy production and delivery.
  - Within 30 days of the later of (i) the date of Settlement, or (ii) the date the terms and conditions of title insurance commitment are satisfied;
    - We will conduct a quality control examination of each transactions written instruction and begin resolving any post-closing issues discovered.
    - We will issue and deliver title policies,
  - We will upload First American policy copies to First American Title Agent Net website.
  - Backman Title Services will keep Old Republic policy copies.
  - Backman Title Services will keep Alliant National policy copies.
  - We will provide complete and accurate information in your recording package and recording checklist (see attached [Exhibit D](#))
- Premium reporting and remittance.
  - We will report any premiums from title insurance policies to the underwriter in a timely manner and meet statutory, regulatory or contractual obligations.
  - We will report policies (including a copy of the policy) to underwriter by the last day of the month following the month in which the insured transaction was settled.
  - We will remit premiums to underwriter by the last day of the month following the month in which the insured transaction was settled.

**6. Best Practice: Maintain appropriate professional liability insurance and fidelity coverage.**

**Purpose:** Appropriate levels of professional liability insurance or errors and omissions insurance help ensure title agencies and settlement companies maintain the financial capacity to stand behind their professional services. In addition, state law and title insurance underwriting agreements may require a company to maintain professional liability insurance or errors and omissions insurance, fidelity coverage or surety bonds.

**Backman Title Services procedures to meet this best practice:**

- We will maintain and comply with all requirements for professional liability insurance/errors and omissions insurance and fidelity coverage as directed by Utah State law and Underwriting Requirements. .
- We will maintain copies of our insurance policies, as part of our Lender Approval Packet, on the home page of our web site. ([www.backmantitle.com](http://www.backmantitle.com))

## **7. Best Practice: Adopt and maintain written procedures for resolving consumer complaints.**

**Purpose:** A process for receiving and addressing consumer complaints helps ensure reported instances of poor service or non-compliance do not go undiscovered.

### **Backman Title Services procedures to meet this best practice:**

- We strive to provide the best consumer experience possible. If any of our consumers have a concern or complaint with our services we have several convenient ways for them to notify us;
  - Consumers may contact the office, escrow or title officer or employee with whom they have transacted business.
  - Consumers are also welcome to contact our company president Canyon Anderson at 801-288-8818 or [canderson@backmantitle.com](mailto: canderson@backmantitle.com)
  - Consumers may use our web site; [www.backmantitle.com/contact-us](http://www.backmantitle.com/contact-us)
- Upon receipt of a verbal or written concern or complaint:
  - A single point of contact will be assigned and they will contact the consumer within 72 hours.
  - The issue will be assigned a ticket number for logging the nature and scope of the concern or complaint into our standard form that identifies the specific transaction.
  - We will use our best efforts to provide the consumer with a satisfactory resolution and log the details into our standard form.
- The concern or complaint and the final resolution will be analyzed against our current policies, procedures and our employee continuing education topics.
  - If needed updates will be created to mitigate the chances a similar concern or complaint will arise in the future.

EXHIBIT A – Business Licenses



# American Fork City Corporation

51 East Main  
American Fork, UT 84003  
Telephone (801) 763-3000

## Business License

The below person/firm is hereby granted a license to do business as stated heron in American Fork City, Utah, subject to provisions of Ordinances of American Fork City, Utah, Given under my hand and the seal of American Fork City.

BUSINESS NAME:	BACKMAN TITLE SERVICES
DBA:	
LICENSE NO.:	2711
PERIOD:	FROM 01/01/2022 TO: 12/31/2022
ADDRESS:	765 E 340 S STE 103 AMERICAN FORK, UT 84003
BUSINESS DESCRIPTION:	TITLE INSURANCE, ESCROWS & CLOSINGS

Licensing Official: \_\_\_\_\_

*Angie Katsa*

THIS LICENSE MUST BE  
POSTED IN A  
CONSPICUOUS PLACE



# BOUNTIFUL BUSINESS LICENSE

License Type COMMERCIAL

No. 1063

BACKMAN TITLE SERVICES, LTD.

is hereby licensed to conduct business within the city limits of

Bountiful, Utah, for the calendar year 2022 or the remaining portion thereof.

BACKMAN TITLE SERVICES, LTD.  
150 NORTH MAIN STREET #100  
BOUNTIFUL, UT 84010 USA

*Randy Lemmi*  
Mayor

*Fastwaga*  
Business License Official

**NON-TRANSFERABLE**

LAYTON CITY CORPORATION  
437 N WASATCH DR  
LAYTON UT 84041

## Business License

This license or permission is hereby granted to conduct, operate and maintain in Layton City, Utah, the following trade, business or activity in accordance with Federal, State and Local laws, and is subject to revocation as provided in the Layton Municipal Code.

Business Name: **BACKMAN TITLE SERVICES**

Business Location: **1558 N WOODLAND PARK DR STE 410  
LAYTON UT 84041**

License #: **170**  
Issue Date: **12/3/2001**  
Expiration Date: **3/19/2023**

License Type: **BUSINESS(SERVICES)**

RESTRICTIONS:

Mail To: **ATTN: CANYON ANDERSON  
BACKMAN TITLE SERVICES  
7070 UNION PARK AVE STE 100  
MIDVALE UT 84047**

*[Signature]*  
License Officer

**POST IN A CONSPICUOUS PLACE**



# CERTIFICATE OF LICENSE

The person, firm or corporation below named is hereby granted license (pursuant to the provisions of License Ordinance of Lehi City) to engage in, carry on or conduct, in the City of Lehi, the business, trade, calling, profession, exhibition, or avocation described as follows:

BACKMAN TITLE

1633 W INNOVATION WAY, 5TH FLOOR, OFFICE  
05-133  
LEHI UT 84043

Is licensed to do business as:  
PROFESSIONAL OFFICE



153 North 100 East  
Lehi, Utah 84043  
(385) 201-1000

Expires: **12/31/2022**

License No.: **7019**

Date of Issue: **01/01/2022**



*Mark Johnson* *Tersha Wilson*  
Mayor Lehi City Recorder

*This certificate must be displayed in a conspicuous place*

NOTICE: THIS CERTIFICATE MUST BE POSTED IN A CONSPICUOUS PLACE - NOT TRANSFERABLE

## Business License

This is to certify that the below named, having complied with the ordinances in force, relating to licenses, is hereby licensed to transact as so stated.

**BUSINESS NAME:** BACKMAN TITLE SERVICES

**DBA:** BACKMAN TITLE SERVICES

### BUSINESS LOCATION:

7050 UNION PARK AVE #110  
Midvale UT 84047

**BUSINESS OWNER:** CANYON ANDERSON

BACKMAN TITLE SERVICES  
7050 UNION PARK AVE #110  
Midvale UT 84047

## MIDVALE CITY

7505 S Holden Street  
Midvale City, Utah 84047  
(801) 567-7213

**Rate Description:**  
101 Commercial Licen

**Business Description:**  
Commercial License

**License Number:** 54229

**Date Issued:** 01/01/2022

**Expiration Date:** 12/31/2022

**Date of Payment:** 12/02/2021

## IMPORTANT

This information is  
confidential

Please fold on line  
before posting.

*Eric L. Anderson*

Recorder

*Audrey Rios*

Business License Administrator

NOTICE: THIS CERTIFICATE MUST BE POSTED IN A CONSPICUOUS PLACE - NOT TRANSFERABLE

## Business License

This is to certify that the below named, having complied with the ordinances in force, relating to licenses, is hereby licensed to transact as so stated.

**BUSINESS NAME:** BACKMAN TITLE SERVICES

**DBA:** BACKMAN TITLE SERVICES

### BUSINESS LOCATION:

7070 UNION PARK AVE #100  
Midvale UT 84047

**BUSINESS OWNER:** CANYON ANDERSON

BACKMAN TITLE SERVICES  
7070 UNION PARK AVE #100  
Midvale UT 84047

## MIDVALE CITY

7505 S Holden Street  
Midvale City, Utah 84047  
(801) 567-7213

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Please fold on line  
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*Eric L. Anderson*

Recorder

*Audrey Rios*

Business License Administrator



## PROVO CITY LICENSING

A FUNCTION OF PROVO311



(801) 852-6000 || [PROVO.ORG/LICENSING](https://provo.org/licensing)

351 WEST CENTER ST | PROVO, UT 84601

NOT TRANSFERABLE

KIND <b>BUSINESS LICENSE</b>	NUMBER <b>54055</b>
BUSINESS NAME <b>BACKMAN TITLE SERVICES LTD</b>	BUSINESS ADDRESS <b>5255 N EDGEWOOD DR, STE 150, PROVO, UT 84604</b>
START DATE <b>FEBRUARY 27, 2013</b>	EXPIRATION DATE <b>FEBRUARY 28, 2023</b>
ATTN <b>BACKMAN TITLE SERVICES LTD 5255 N EDGEWOOD DR STE 150 PROVO, UT 84604</b>	

# FEBRUARY

## 2023

ATTEST

POST IN A CONSPICUOUS PLACE

NOT TRANSFERABLE

NOTICE: THIS CERTIFICATE MUST BE POSTED IN A CONSPICUOUS PLACE

## SALT LAKE CITY CORPORATION

CITY I.D. Number: **LIC2007-01865**

(524127)

THIS IS TO CERTIFY THAT THE HEREIN NAME, HAVING COMPLIED WITH THE ORDINANCE IN FORCE, RELATED TO LICENSES, IS HEREBY LICENSED TO TRANSACT THE BUSINESS OF:

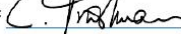
Direct Title Insurance Carriers

Expiration Date: Sep 30, 2023

Commercial License  
Miscellaneous Services  
Employees

1  
1  
2



Attest: 

WITHIN SALT LAKE CITY, UTAH AT THE ADDRESS INDICATED BELOW:

**BACKMAN TITLE SERVICES LTD**  
**170 S MAIN ST 135**  
**Salt Lake City, UT**

IN TESTIMONY WHEREOF, I HAVE HEREUNTO SET MY HAND:



THIS LICENSE IS NOT TRANSFERABLE



## BUSINESS LICENSE

Expires 08/31/2023

License # 642

The person or firm named below is hereby granted a license to do business in South Ogden, Utah as stated below, subject to provisions of the Business Licensing Code of South Ogden, and subsequent amendments relating to business license for the period indicated only.

Notice: License must be posted in a conspicuous place.  
Licenses are not transferable.

Fee \$87.00

Location 955 Chambers Street #202

Business Type Business, Professional & Contractor

### Backman Title Services

Backman Title Services  
955 Chambers Street #202  
South Ogden UT 84403

Mayor



Russell L. Porter

Recorder



Leesa Kapetanov

O 801-622-2700

F 801-622-2718

3950 Adams Ave Ste. 1  
South Ogden, UT 84403

[southogdencity.com](http://southogdencity.com)

NOTICE:  
THIS LICENSE MUST BE POSTED  
IN A CONSPICUOUS PLACE

CITY OF ST. GEORGE  
175 E 200 N  
ST. GEORGE, UT 84770

LICENSE NO.: 00019253  
DATE ISSUED: 1/01/2022  
EXPIRES: 12/31/2022

**BUSINESS LICENSE**

THIS CERTIFIES that the business or individual listed below is hereby granted a license to do business as stated at the specified business location for the year indicated on this certificate.

NAME: BACKMAN TITLE SERVICES LTD  
TO: 382 S BLUFF STE 100  
SAINT GEORGE UT 84770



LICENSE YEAR: 2022

BUSINESS OWNER: CANYON ANDERSON  
BUSINESS LOCATION: 382 S BLUFF ST #100  
TYPE OF BUSINESS: TITLE & ESCROW COMPAN

*Heidi Mathis*  
CITY LICENSE OFFICER

THIS LICENSE IS NOT TRANSFERABLE BETWEEN OWNERS AND/OR LOCATIONS

## **EXHIBIT B – Pages 17 & 18 of the Employee Manual**

4. You apply for and are available for re-employment within ninety (90) days after discharge from active duty. If you are returning from up to six (6) months of active duty for training, you must apply within thirty (30) days after discharge.

### **Military Reserves or National Guard Leave of Absence**

Employees who serve in U. S. military organizations or state militia groups may take the necessary time off without pay to fulfill this obligation, and will retain all of their legal rights for continued employment under existing laws. These employees may apply accrued PTO time to the leave if they wish, however, they are not obliged to do so.

You are expected to notify your (manager / supervisor / team leader / designated company representative) as soon as you are aware of the dates you will be on duty so that arrangements can be made for replacement during this absence.

### **Insurance Premium Payment During Leaves of Absence**

Backman Title Services will continue to pay its share of insurance premiums for employee coverage and dependent coverage for a maximum of twelve weeks (12) while you are on a FMLA or Specific Short Term Disability leave of absence. While you are on any other type of unpaid leave of absence from Backman Title Services, you will be responsible for paying the total premiums for your coverage and that of your dependents. Failure to do so may result in loss of coverage and possible refusal by the insurance carrier to allow your coverage to be reinstated. Please contact the human resource department with questions about how to pay the health insurance premium.

### **Workplace Policies**

This Employee Manual is designed to answer many of your questions about the practices and policies of Backman Title Services. Feel free to consult with your (manager / supervisor / team leader / designated company representative) for help concerning anything you don't understand.

### **Company and Department Meetings**

On occasion, we may request that you attend a company-sponsored meeting. If this is scheduled during your regular working hours, your attendance is required. If you are a non-exempt employee, and attend a meeting held during your non-working hours, you will be paid for the time you spend traveling to and from the meeting as well as for time spent at the meeting.

#### **Computer Software (Unauthorized Copying)**

Backman Title Services does not condone the illegal duplication of software. The copyright law is clear. The copyright holder is given certain exclusive rights, including the right to make and distribute copies. Title 17 of the U.S. Code states that "it is illegal to make or distribute copies of copyrighted material without authorization" (Section 106). The only exception is the users' right to make a backup copy for archival purposes (Section 117).

#### **Computers, Electronic Mail, Internet, and Voice Mail Usage**

Backman Title Services makes every effort to provide the best available technology to those performing services for Backman Title Services. In this regard, Backman Title Services has installed, at substantial expense, equipment such as computers, electronic mail, and voice mail. This policy is to advise those who use our business equipment on the subject of access to and disclosure of computer-stored information, voice mail messages and electronic mail messages created, sent or received by Backman Title Services's employees with the use of Backman Title Services's equipment.

This policy also sets forth policies on the proper use of the computer, voice mail, Internet, and electronic mail system and the Internets provided by Backman Title Services.

Backman Title Services property, including computers, electronic mail and voice mail, should only be used for conducting company business.

The use of the electronic mail system and the Internet may not be used to solicit for commercial ventures, religious or political causes, outside organizations, or other non-job related solicitations. Furthermore, the electronic mail system and the Internet are not to be used to create any offensive or disruptive messages. Among those which are considered offensive, are any messages which contain sexual implications, racial slurs, gender-specific comments, or any other comments that offensively address someone's age, sexual orientation, religious or political beliefs, national origin, or disability. In addition, the electronic mail system and the Internet shall not be used to send (upload) or receive (download) copyrighted materials, trade secrets, proprietary financial information, or similar materials without prior authorization.

Although Backman Title Services provides certain codes to restrict access to computers, voice mail and electronic mail to protect these systems against external parties or entities obtaining unauthorized access, employees should understand that these systems are intended for business use, and all computer information, voice mail and electronic mail messages are to be considered as company records and not private or confidential.

Backman Title Services also needs to be able to respond to proper requests resulting from legal proceedings that call for electronically stored evidence. Therefore, Backman Title Services must, and does, maintain the right and the ability to enter into any of these systems and to inspect and review any and all data recorded in those systems. Because Backman Title Services reserves the right to obtain access to all voice mail and electronic mail messages left on or transmitted over these systems, employees should not assume that such messages are private and confidential or that Backman Title Services or its designated representatives will not have a need to access and review this information. Individuals using Backman Title Services's business equipment should also have no expectation that any information stored on their computer - whether the information is contained on a computer hard drive, computer disks or in any other manner - will be private.

Backman Title Services has the right to, but does not regularly monitor voice mail, Internet usage or electronic mail messages. Backman Title Services will, however, inspect the contents of computers, voice mail or electronic mail in the course of an investigation triggered by indications of unacceptable behavior or as necessary to locate needed information that is not more readily available by some other less intrusive means.

The contents of computers, voice mail, and electronic mail, properly obtained for some legitimate business purpose, may be disclosed by Backman Title Services if necessary within or outside of Backman Title Services

Backman Title Services's President will review any request for access to the contents of an individual's computer, voice mail, or electronic mail prior to access being made without the individual's consent.

Any employee who violates this policy or uses the electronic communication systems for improper purposes may be subject to discipline, up to and including termination.

### **Social Media**

At Backman Title Services, we understand that social media can be a fun and rewarding way to share your life and opinions with family, friends and co-workers around the world. However, use of social media also presents certain risks and carries with it certain responsibilities. To assist you in making responsible decisions about your use of social media, we have established these guidelines for appropriate use of social media. This policy applies to all associates who work for Backman Title Services, or one of its subsidiary companies in the United States.

In the rapidly expanding world of electronic communication, social media can mean many things. Social media includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else's web log or blog, journal or diary, personal web site, social networking or affinity web site, web bulletin board or a chat room, whether or not associated or affiliated with Backman Title Services, as well as any other form of electronic communication.

The same principles and guidelines found in Backman Title Services policies and three basic beliefs apply to your activities online. Ultimately, you are solely responsible for what you post online. Before creating online content, consider some of the risks and rewards that are involved. Keep in mind that any of your conduct that adversely affects your job performance, the performance of fellow associates or otherwise adversely affects members, consumers, suppliers,

## EXHIBIT C – Page 23 of the Employee Manual

### Reporting

While Backman Title Services encourages you to communicate directly with the alleged harasser, and make it clear that the harasser's behavior is unacceptable, offensive or inappropriate, it is not required that you do so. It is essential, however, to notify your (supervisor / manager / team leader / designated company representative) immediately even if you are not sure the offending behavior is considered harassment. Any incidents of harassment must be immediately reported to a manager or other management representative. Appropriate investigation and disciplinary action will be taken. All reports will be promptly investigated with due regard for the privacy of everyone involved. However, confidentiality cannot be guaranteed. Any employee found to have harassed a fellow employee or subordinate will be subject to severe disciplinary action up to and including termination. Backman Title Services will also take any additional action necessary to appropriately remedy the situation. Retaliation of any sort will not be permitted. No adverse employment action will be taken for any employee making a good faith report of alleged harassment.

### Liability

Backman Title Services accepts no liability for harassment of one employee by another employee. The individual who makes unwelcome advances, threatens or in any way harasses another employee is personally liable for such actions and their consequences. Backman Title Services may or may not provide legal, financial or any other assistance to an individual accused of harassment if a legal complaint is filed.

### Statement of Privacy Policy

Title V of the Gramm-Leach-Bliley Act (GLBA) generally prohibits any financial institution, directly or through its affiliates, from sharing nonpublic personal information about a consumer with a nonaffiliated third party unless the institution provides the consumer with a notice of its privacy policies and practices, such as the type of information that it collects about the consumer and the categories of persons or entities to whom it may be disclosed.

1. In compliance with the GLBA, we do not share nonpublic personal information about a consumer with a nonaffiliated third party, unless allowed by law and / or agreed to by the consumer.
2. In compliance with the GLBA, our privacy practices regarding nonpublic personal financial information of consumers and consumers (as defined by GLBA) are as follows, subject to any exceptions as permitted by law and / or agreed to by the consumer.
3. We protect nonpublic personal information of consumers and consumers.
4. We allow access on need to know basis only. Only title company personnel who need to know can access the information. Examples may include bookkeepers, title examiners, title underwriter personnel, auditors, closers and their assistants, management, scanning personnel, and claims related investigation personnel, including but not limited to retained counsel.
5. We allow consumers and consumers to review their nonpublic personal information that we have collected, and we allow them to provide us with requests for amendment or deletion of such information, to which we will reasonably respond.
6. We require consent from a proper party to the transaction to provide nonpublic personal information relating to that transaction. On closed files, we require a written agreement by a party.
7. We have implemented a security procedure for protection of nonpublic personal information: we allow only authorized personnel to review the information, and we keep closed files in secure storage, with limited access, or we store the files on computer with limited password access.
8. We generally do not keep copies of credit reports, loan applications, and tax returns on consumers and consumers.
9. We don't share copies of owner's policies of consumers on residential transactions, unless at the request or by agreement of the insured owner.
10. If we share starter title information, clearing or payoff information, we don't share nonpublic personal information, such as sales price (unless it is public information), or social security numbers shown on affidavits of identity.
11. We periodically inform our personnel about our policy.
12. We don't share nonpublic personal information with independent contractors, unless there is a need to process the transaction as allowed by law, and the contractors agree in writing not to further share the information.



## EXHIBIT D – Recording Instruction Checklist

### BACKMAN TITLE SERVICES LTD. RECORDING CHECK LIST

Order No. _____	County: _____
Borrower: _____	Date to Record: _____
When Recorded Call: _____	Phone: _____
Hold for Escrow OK _____	OK to Record: _____
SPLIT CLOSING: YES    NO: _____	Other Title Company: _____
Contact Person: _____	Phone Number: _____
Their Order Number: _____	RESPA _____

DOC TYPE	FROM	TO	TIME	ENTRY	BOOK	PAGE

ESCROW RECORDING CHECK LIST, INITIAL EACH BLANK SEPARATELY      Escrow      Recorder

1. Documents are in the proper recording order			
2. Judgments have been checked for <del>trustors</del> , grantors and grantees			
3. <del>Trustors</del> ’, Grantors’ & Grantees’ names are concurrent with commitment			
4. Documents have the correct legal description attached			
5. Valid Trustee on Trust Deed			
6. Documents are signed correctly			
7. Acknowledgements & Notary seals are complete, dated and correct			
8. All Riders attached to Trust Deed			
9. All requirements have been cleared and written evidence is attached (underwriter approval, home equity letters, payoff checks, etc.)			
10. If a split closing, include copies of <del>Huds</del> , docs, instructions & clearing info			
11. Include applicable closing instructions (Lender’s instructions, etc.)			
12. A working copy of the commitment (policy write up) is attached			
13. Return addresses of beneficiaries & grantees are correct on docs			
14. Does Customer need to be billed for title work      Yes      No			

ITEM	AMOUNT	CHARGES
Owners Policy    Eagle:	\$	\$
Lenders Policy	\$	\$
Endorsements (9, 116, 8.1, am)		\$
Endorsements Misc.:		\$
Recording fees		\$
Reconveyance fee		\$
Miscellaneous fees:		\$
Miscellaneous fees:		\$

SPECIAL INSTRUCTIONS AND RECORDER NOTATIONS:

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