


ALLIANT NATIONAL
TITLE INSURANCE COMPANY

February 21, 2017

Gary Farmer
Heritage Title Company of Austin, Inc.
401 Congress Avenue
Austin, Texas 78701

Mr. Farmer,

Heritage Title Company of Austin, Inc. is designated as a **Certified Service Provider** for Alliant National Title Insurance Company in 2017. Although 2016 is the first year the Alliant National has offered the Certified Service Provider designation, this is the sixth year that Heritage Title Company of Austin, Inc. has been reviewed and met the requirements under Alliant National's Authorized Service Program.



To earn Alliant National's *Certified Service Provider* designation, Heritage Title Company of Austin, Inc. demonstrated a track record of complying with Alliant National's control standards, which includes an extensive review under Alliant National's Agent Quality Management System (Agent QMS). The Agent QMS has been SSAE 16 Type 2 compliant since 2014 and is certified annually by A-Lign, a national independent CPA firm specializing in security, assurance and compliance auditing. Heritage Title Company of Austin, Inc. falls under the umbrella of Alliant National's SSAE 16 Type 2 and is reviewed annually. The latest SSAE 16 Type 2 report is available upon request.

The Agent QMS includes the following processes and systems:

1. **New Agent Acceptance Process:** A thorough, standards-based agent approval process including comprehensive escrow and trust accounting reviews.
2. **Quality Assurance Review (QAR):** A comprehensive on-site examination of business processes, internal controls, ALTA best practices, completed file compliance covering escrow and closing. A QAR is conducted by a trained auditor with extensive experience examining the operations of title agencies.
3. **Agent Review Process:** An annual agent review, incorporating the QAR and twelve additional standards, including a subset of ALTA best practices required to maintain certification as a Certified Service Provider.
4. **Corrective Action Process:** Our corrective action process defines corrections and corrective actions required under our systems for an agent to maintain certification as a *Certified Service Provider*. If any of the major controls tested fail to meet standard, a corrective action is opened and tracked until effectively closed.
5. **Vendor Management and Oversight Assertion:** Heritage Title Company of Austin, Inc. has provided Alliant National with a detailed assertion regarding how they fulfill the requirements of CFPB/OCC/Federal Reserve Bulletins.

The processes above, along with many others, are within the SSAE 16 Type 2 audit. The processes are used and maintained by qualified professionals working cross-functionally with appropriate management oversight and control based on written policies, procedures, and process maps. The SSAE 16 Type 2 audit is an independent examination validating adherence to the documented policies, procedures and controls within the Agent QMS.

Alliant National's *Certified Service Provider* seal affirms Heritage Title Company of Austin, Inc. meets the rigorous standards essential to being an Alliant National *Certified Service Provider*. We are proud to have Heritage Title Company of Austin, Inc. as an integral member of our network of independent title/settlement agents partnering with us toward our mutual goal of providing the best real estate settlement experience for all parties in the transaction.

If we can help you with more specific information please contact:

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With our respect and appreciation and on behalf of all of us at Alliant National,


Robert J. Grubb
President / Chief Executive Officer