


ALLIANT NATIONAL
TITLE INSURANCE COMPANY



December 18, 2015

Mr. Gary Farmer
Heritage Title Company of Austin, Inc.
401 Congress Ave., Suite 1500
Austin, TX 78701

Dear Mr. Farmer,

Heritage Title Company of Austin, Inc. is certified as an **Authorized Service Provider** for Alliant National Title Insurance Company again in 2015. This is the third year your company achieved this qualification. Our certification provides one of the title insurance industry's highest level of quality assurance available to lenders and property owners.

To earn Alliant National's *Authorized Service Provider* certification, 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 is SSAE 16 Type II compliant and certified annually by A-Lign, a national independent CPA firm specializing in security, assurance and compliance auditing. Heritage Title Company of Austin, Inc. falls within the umbrella of Alliant National's SSAE 16 Type II and is tested annually and re-certified by Alliant National. The latest SSAE 16 Type II report is available to any of your lenders, if they contact us and sign an NDA.

The Agent QMS and the SSAE 16 Type II audit include 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 annual examination of business processes, internal controls, ALTA best practices, completed file compliance covering search, exam, 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 an Authorized 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 an *Authorized Service Provider*. If any of the major controls tested fail to meet standard, a corrective action is opened and tracked until effectively closed.

The processes above, along with many others, are within the SSAE 16 Type II 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 II audit is an independent examination validating adherence to the documented policies, procedures and controls within the Agent QMS.

Alliant National's Authorized Service Provider seal affirms Heritage Title Company of Austin, Inc. has met the rigorous standards essential to being an Alliant National *Authorized 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 process for all parties in the transaction.

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

Phyllis Mulder, Esq., Chief Legal and Compliance Officer
pmulder@alliantnational.com ~ 303.682.9800 x400

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

Robert J. Grubb
President / Chief Executive Officer