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January 2, 2021

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

Dear Mr. Farmer,

We are excited to announce that Heritage Title Company of Austin, Inc. is certified as an **Authorized Service Provider** for Alliant National Title Insurance Company for 2021.



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 include an extensive review under Alliant National's Agent Quality Management System (Agent QMS). The Agent QMS has been SSAE 18 Type 2 compliant since 2014 and is certified annually by A-Lign, a national independent CPA firm specializing in security, assurance and compliance auditing. The latest SSAE 18 Type 2 report is available to any of your lenders upon request.

The Agent QMS and the SSAE 18 Type 2 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 examination of business processes, internal controls, ALTA best practices, including 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 twelve standards including a subset of ALTA best practices is 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 this certification. If any of the major controls tested fail to meet the standards, a corrective action is opened and tracked until effectively closed.

Alliant National's Authorized Service Provider seal affirms Heritage Title Company of Austin, Inc. meets 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.

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

David Sinclair
President



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February 22, 2021

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

RE: Revised Authorized Service Provider Letter (ASP Letter)

Dear Mr. Farmer,

Please find enclosed a Revised Authorized Service Provider Letter (ASP Letter) announcing that Heritage Title Company of Austin, Inc. is certified as an Authorized Service Provider for Alliant National Title Insurance Company for 2021.

The enclosed Revised ASP Letter dated January 2, 2021 replaces our recent ASP Letter erroneously dated January 2, 2020, and amends certain other clerical errors.

Please discard the earlier ASP Letter and retain the enclosed Revised ASP Letter for your records.

We apologize for the inconvenience.

Sincerely,

Donna Allen
VP, Operations
Office (303) 682-9800 x175
Mobile (970) 420-288

Enclosure: Revised ASP Letter – January 2, 2021