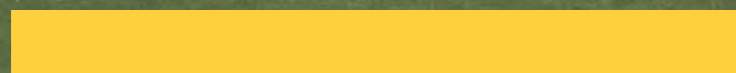


FNF

IN FIVE



Alamo Title Insurance

CHICAGO TITLE INSURANCE COMPANY

Commonwealth LAND TITLE INSURANCE COMPANY

Fidelity National Title Insurance Company

#FNFinFIVE

August 2020 Edition

A DAY IN THE FIELD

INTRODUCING THE FNF FAMILY OF COMPANIES

August typically signals a shift in our daily lives. A shift to kids going back to school, family calendars filling with new events, the start of a busy industry conference schedule and so much more.

Like the rest of 2020, August looks a little different this year. Most of our agents remain extremely busy. Our local FNF team is on the ground ready to help you with whatever you need to continue your success through this uniquely challenging time.

Whether you're leaning on us for more of our underwriting expertise, are looking to grow your market share to stay busy well into this Fall, or are using this time to streamline your operations with one of our Solution Partners, I encourage you to lean on FNF.

You're out there making the goals, our FNF team is here for the assist.



***YOUR SUCCESS IS
OUR SUCCESS.***

Steve Day,

President of National
Agency Operations

IF YOU HAVE SPECIFIC QUESTIONS OR NEEDS FROM YOUR FNF TEAM, PLEASE EMAIL US ANYTIME AT FNFEDUCATION@FNF.COM.

You Go For The Goal. We're Here For The Assist.

Lean on our FNF team in your state for the best education, technology, and underwriting support in the game. FNF is on your team. **FNF is for you!**



-  Alamo Title Insurance
-  CHICAGO TITLE INSURANCE COMPANY
-  Commonwealth
-  Fidelity National Title

www.nationalagency.fnf.com

ASK AN FNF EXPERT



(TIPS, TRICKS, UPDATES FROM FNF EXPERTS):

DIGITAL INNOVATIONS ARE HERE TO STAY

Over the last few months, consumers have shifted their behavior to become significantly more digital. This shift has meant a growing number of title agents, along with the buyers and sellers they serve, are more comfortable than ever with online processes for property transactions. That's why FNF is committed to providing the best, most up-to-date resources on digital closings and innovations shaping our industry.

We've built our FNF Agency Digital Closing Hub with this goal: To serve as the premier resource for your title agency or law firm as you make sense of all the digital changes in the industry. We accelerated the Digital Closing Hub during the coronavirus pandemic to provide real-time information on Remote Online Notarization (RON) and other digital capabilities. Now and into the future, FNF remains committed to giving our partners the resources they need to get the job done no matter the circumstance.

"The landscape around digital expectations, digital closings, Remote Online Notarization, Government-Sponsored Enterprise (GSE) digital requirements, state emergency orders and new competitive approaches, is changing rapidly," said Jason Nadeau, FNF's Chief Digital Officer. "The Digital Closing Hub will look to sort through the noise, and the hype, to provide you information on the topics that really matter."

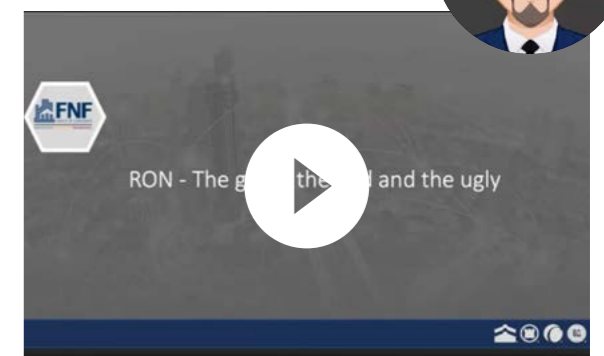
Title agents are adapting to digital processes, with video calls, real-time chat features and digital signatures. At FNF, we know they expect the same level of adaptation from their trusted underwriter. Even before the pandemic, consumers' tolerance for time-consuming, paper-based closing experiences were becoming significantly lower.

Lean on the Digital Closing Hub to stay on top of the hottest industry trends.

Be sure to check out Jason's two newest videos, too!



**RIDING THE WAVE, A LOOK
INTO CHANGING CUSTOMER
EXPECTATIONS.**



**RON – THE GOOD, THE BAD
AND THE UGLY, FOR LEARNING
MOMENTS WITH THE INCREASE IN
DIGITAL NOTARIZATIONS.**

LEAN ON FNF

Introducing a new FNF leader who's launching a podcast for you

When Chuck Cain, the newest member of the FNF National Agency Operations team, talks about doing what it takes to help FNF agents stay ahead of the curve, he's not just thinking of right now – or even the rest of 2020.

"The most successful agents are the ones who are thinking outside of the box, who are thinking about how this industry is going to operate three to five years from now," he said. "For years this industry has operated month to month. In the title and settlement industry we now have to interact constantly with our customers, particularly lending customers, as to how agents can become part of their evolving processes in the months ahead. I want to help all of our family of agents to be proactive and ensure that success comes for them now and in the future."

He's pushing FNF forward as well, thanks to one of his first projects -- the launch of **FNF UNPLUGGED**, the new National Agency podcast aimed at educating and entertaining agents that

is available wherever you get podcasts. He's working with other National Agency leaders to produce and plan each episode and will likely appear as a subject matter expert on the show regularly. A podcast is one of Chuck's favorite mediums to get useful material out because it's more engaging than static words of a newsletter or email and can be turned around quicker than most videos. In a time of information overload and short attention spans, there should be an emphasis on content that is appealing, valuable and fresh.

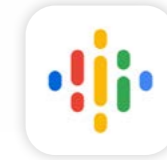
"You have to keep your information crisp, concise and up-to-date. That's the beauty of a podcast," he said. "We have the ability to do the podcast and have it out and available in 24 hours. It will never be stale."

Focused on agency development, he has a hand in much of what our agents lean on FNF for when it comes to growth and success – business development, marketing, education, building

relationships and more.

While he'll stay based in Ohio, Chuck will be working nationally with agents themselves and industry associations of the national and state variety. Chuck comes to us after successful stints for multiple underwriters in the industry in similar roles. Add in another two decades as a title agent in Cincinnati, and there's no one more experienced and knowledgeable for this new position dedicated to helping our FNF Family of Company agents than Chuck.

"I'm excited to reach the broad audience of FNF agents around the country doing the same and discuss their concerns, as well as make them feel more secure and knowledgeable about today's environment while supporting their business. It's absolutely the culture here at FNF to help our agents grow."



AGENT SPOTLIGHT

SAY HELLO TO CITY TITLE SERVICES

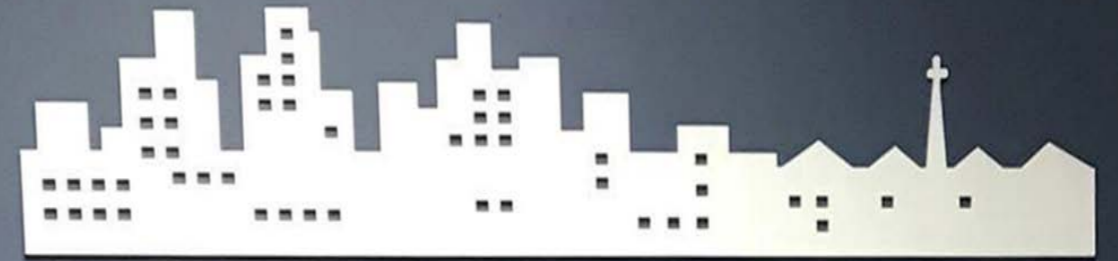
In this issue's FNF Agent Spotlight, we're featuring City Title Services LLC., in Maitland, Florida. We talked with owner Jill Dehoop to learn more about her and the team in this great Sunshine State operation.

Dehoop said she takes pride in the fact that her client base is made up primarily of repeat customers and referrals. That shows an appreciation of the hard work the six-person City Title Services team does to ensure that every transaction is a great one. City Title values being friendly, quick, experienced and flexible, which are four traits their clients really love too.

"Happy clients have helped catapult our business the last two years. In fact, we have doubled our business to more than 65 closings a month!" Dehoop said. "We maintain a great reputation around town and try to make every closing experience memorable."

As an office leader who is devoted to continuing education and ongoing training, Dehoop appreciates everything FNF offers when it comes to resources and expertise. She knows she can lean on our great FNF support staff to resolve issues during the transaction, so her team can still close the deal quickly and smoothly -- which is always important in our business.

To learn more about City Title Services LLC., visit www.citytitle.net or like the [City Title Facebook page](#).



CITY TITLE SERVICES

HOW HAS FNF AND THE RESOURCES IT OFFERS HELPED OUT DURING THE COVID-19 PANDEMIC?

"We have relied on Fidelity's positive support through this pandemic. We have used mobile notaries on every closing for the last three months to ensure the safety of our staff, and it's been well-received. Clients love the fact that someone will come directly to their house to close the transaction."

-Jill Dehoop, City Title Services

HOW DO YOU LEAN ON FNF?

CONTACT US TODAY AT LINDA.GRAHOVEC@FNF.COM

FNF FOR YOU

Delivering great service in unprecedented times

Tron Huynh, an FNF Operations Manager whose region includes agents of FNF brands in Arkansas, Mississippi and West Tennessee, has been impressed by the lengths people in the title industry have gone to make sure business continues during the pandemic.

That includes his staff of about 50 people. As of late July, about 75 percent of his employees were working from home, but from Huynh's point of view everything is running smoothly.

"It was challenging in the beginning, but it's much better now. My staff is so awesome," he said. "I'm very fortunate to have great employees who are very dedicated. We're doing whatever it takes to make sure we are taking good care of our customers."

He was equally quick to heap praise on FNF network agents, saying title companies all over should be commended for how quickly they have adapted their practices to protect the health and safety of customers and employees.

"I've spoken with so many agents who say they are just as busy as ever. The great thing is that they haven't missed a beat at all," Huynh said. "Our agents have been so smart – they've figured out so many creative ways to do closings – whether that's a drive-thru closing or a dedicated sanitized space where people can wear a mask and practice social distancing."

In addition to the traditional underwriting support, Huynh said his office has been providing guidance and resources for Remote Online Notarization (RON) to customers during the last few months. All three of his states have implemented RON, either permanently or temporarily, because of the pandemic.

Interest rates are at record lows right now. If that status continues, Huynh predicts that the rest of 2020 will remain busy for his region. He notes that despite the pandemic, and considerable inventory issues, people are still buying and selling properties. No matter how busy his office gets, Huynh promises he and his staff will be there for their agents to provide them with whatever they need.

"I'm so fortunate to have great employees here. They are our best asset. All of them are so passionate about what they do," he said. "We treat every customer like they are the only customer we have and that's one of the main reasons we haven't missed a beat."



Tron Huynh and his region's sales team, Kim Majors, Matt Rutherford and Theo Vergos.

FNF AGENT SUCCESS TOOLS



Your story is compelling. Don't keep it to yourself!

Are you taking steps to embrace Remote Online Notarization and other digital closing methods? Did you end the month contributing to an impressive number of closings? Do you want to share your insight on where the industry is headed to a wider audience? All of these topics would make compelling blog posts or marketing emails. If you're regularly sharing this information with your client base, community and fellow title pros, it will reinforce your expertise as a thought leader in this space.

Increase your public profile with these easy steps!

Across the country, the FNF family and our agents are working hard to provide the best services to their clients and making dreams a reality. At FNF, we know you often do the important work of protecting property ownership rights in the background. However, remember this: Title is at the heart of the real estate industry.

Your work makes all the moving parts in a real estate transaction fall into place. Now is a great time for our title partners to step to the front and increase their public profile. Here are some tips to get you started.



Looking for more ideas? Visit the FNF Family of Companies - Agency Division Facebook page [here](#).



Highlight your community involvement.

Our title agents and real estate attorneys are doing good deeds in their local communities all the time. We've seen virtual food drives and the creation of care packages for doctors and nurses. Title pros are the most community-oriented people we know, and it's time to shine a light on those efforts. Whether it's a cause you've cared about for years or a new office-wide effort, sharing your good deeds on social media or through a distributed news release will bring attention to your local cause and your team doing the work.



Grow your presence on social media.

Speaking of social media, it's time to increase your followers and friends! Whether it's Facebook, Instagram or another platform, even simple steps will have a big payoff. Anything can become a compelling post if done right. Did you just have a heartfelt closing? Share it! Is your office spending the day doing a community service activity? Let your audience know! (Tip No. 2) Create a special #hashtag and post updates throughout the day.

