

TITLE INSURANCE UPDATE/DATE DOWN SEARCHES



? WHAT IS AN UPDATE OR DATE DOWN SEARCH?

A title search (online in this case) to identify any new postings against the property in question or the current owner(s) or any change in the tax status, bankruptcy, patriot status, and judgment & lien findings from the previous commitment effective date. If any changes are found, the examiner updates the commitment report with the new findings and circulates the revised commitment report to escrow.

THE CHALLENGE

The client is a leading national title insurance underwriter, seeking to automate their title search updates process.

- Repetitive, tedious process consumed the time of highly skilled and expensive resources
- Uncontrollable volume fluctuations cause missed SLA's.
- In most cases, there are no additional findings to be added to the packages.

SOLUTIONS

TrueFocus documented the as-is and to-be process workflows and implemented a customized, unattended RPA solution to automate the Update Search process.

- Bots were trained to prepare and circulate the updated commitment report to all stakeholders for orders with "no changes" since the previous commitment effective date.
- For orders deemed to have changes, details of all changes observed by the bot are shared with the examiner for further review and manual completion.

RESULTS

The results empowered the underwriter to handle the volume growth with the existing team and meet the end-customer's SLA requirements.

- ✓ Turnaround time reduced from 8-24 hours to less than 2 hours (24x7 processing)
- ✓ 80% straight thru processing achieved – no manual touch (orders with no changes)
- ✓ 99%+ processing accuracy
- ✓ 750 annual labor hours saved
- ✓ 3,000 orders processed per year
- ✓ LIVE in 4 weeks for 29 counties across Indiana

ABOUT TRUEFOCUS AUTOMATION

We provide custom software "bot" development and Automation as a Service solutions. Our team designs, builds and implements your digital workforce of bots to automate processes across all areas of your title business. Contact us to begin your transition away from manual, tedious, and error-prone processes and redeploy your skilled labor to more engaging tasks while increasing job satisfaction.

info@truefocusautomation.com