



CHICAGO TITLE INSURANCE COMPANY SECURITY UNION TITLE INSURANCE COMPANY

Claims Procedure for Potential Title Insurance Claims on North Carolina Properties

In the event you have a title problem regarding North Carolina properties which you believe may be covered by your title insurance policy, the following is the process with which we need your immediate input!

1. Contact us immediately at:

Chicago Title Insurance Company
ATTN: State Counsel (Claims)
230 N. Eugene Street
Greensboro NC 27401

Telephone: (336) 665-1314 or (800) 445-9983
Facsimile: (336) 665-9652 or (888) 542-0192
E-mail: CTTNCClaims@CTT.com

2. NOTE: We cannot give advice or a determination as to coverage or handling of your claim over the telephone. We must receive sufficient information *in writing* regarding your potential claim (below) and will need to investigate the matter. The more information you provide to us up front, the faster we will be able to investigate and respond. We will immediately begin investigation based on whatever information you forward to us.
3. **CAUTION – CONTACT US IMMEDIATELY**: Any delay in notifying us, or action taken before notifying us, may negatively affect your coverage. So it is critical that you contact us as soon as possible.
4. Provide *in writing* (including e-mail, overnight, mail or fax) as much of the information below as you can. However, please do not delay in getting the initial information to us while you try to gather this. Even a handwritten letter is fine. Other documents can be forwarded later, if not available immediately.
 - a. **Contact information** where we can reach you – address, phone, fax, e-mail, whatever is the best way for us to reach you.
 - b. A description of **your title problem** including:
 - i. Location of your property;
 - ii. Names and any contact information you have of others involved in this – whether the person claiming an adverse interest or your own attorney if you have retained one. Be sure to include what you can about who you have talked to or corresponded with, what you discussed with them, when and how to contact them.
 - c. **Copies** of any letters, bills or invoices, documents served on you or mailed to you, maps or other information that relate to the potential claim. (Again, do not delay in submitting the notice to us while you research or gather this information if you do not already have it.)
 - d. A copy of **your title insurance policy** (if you have it); otherwise, some information that would help us try to locate your coverage such as the policy or commitment number and address of the office at the top.

We realize that having a claim can be serious and unsettling. We will try to make your title claims administration process as open, well-communicated and expeditious as possible, depending on the nature of your claim.

Thank you for allowing
Chicago Title Insurance Company or Security Union Title Insurance Company
to provide title insurance coverage for your property.